

Secure Portal Guidance

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Accessing the Portal

Gaining Access

You can access the Open Awards secure portal via <https://portal.openawards.org.uk>, or via our website, <http://openawards.org.uk>, using the Portal Login button at the top of the page.

You will require a username and password to access the Portal. Your username is obtained from Open Awards. If you are a new portal user, you will create your password using the forgotten password link on the login page

- Enter your username (your forename and surname no spaces all lowercase (e.g. johnsmith))
- Enter your password
- Click 'Log In'

Creating or Resetting Your Password

To create your password, or if you have forgotten your password, you should use the Forgotten Password link on the Login page. You will be required to enter your username or registered email address. An automated email will be sent to your registered email address containing a link which will allow you to set/reset your password. If you do not receive an email within 5 minutes, you should check your junk/spam folders before contacting Open Awards.

Passwords must be at least 6 characters long, no more than 12, and contain at least:

- One uppercase and lowercase character
- One numeric character
- One item of punctuation, e.g. ! % ^ . ? [] "\$ (not £)

Logging in

- Enter your username (typically your forename and surname no spaces all lowercase (e.g. johnsmith))
- Enter your password
- Click 'Log In'

By logging into the secure portal, you are confirming that you have read, understood, and agree to abide by the Terms and Conditions of the service. Full Terms and Conditions can be accessed via the portal.

Changing Your Password

For security reasons, it is recommended that you change your password on a regular basis. However, you will be prompted upon login whenever this is required.

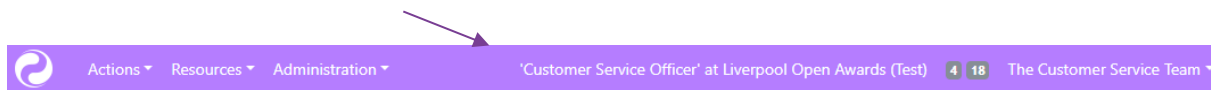
General Functionality

Switching Roles

If you have access to the portal for multiple roles, or organisations, you will be required to:

Switch roles/organisations

- Click on your role/ organisation at the top of the page.



- Select role and organisation from the 'Switch Role' drop-down e.g., Administration Contact at Open Awards.
- Click 'Switch'. You will then return to the home page of the relevant role/organisation.

A screenshot of a 'Switch Role' dialog box. It has a white background and a thin grey border. At the top left is the title 'Switch Role' and at the top right is a close button 'x'. Below the title is a line of text: 'Select the role you would like to switch to, and then click 'Switch''. Below this text is a dropdown menu with the text "'Customer Service Officer' at Liverpool Open Awards (Test)" and a small downward arrow. At the bottom of the dialog are two buttons: a purple 'Switch' button and a grey 'Close' button.

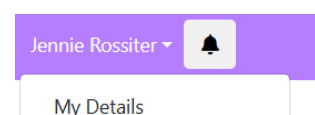
Roles and their Functions

	Function
Administration Contact / Approved Portal User	<p>Can see all the information for their Organisation to:</p> <ul style="list-style-type: none"> • register, track and recommend awards for learners, • access learner history, reports, and documents, • amend learner's records. <p>Having access to nearly all functions concerned with one Provider.</p>
Access to HE Coordinator	<p>Can see all the information related to Access to HE courses for their Organisation to:</p> <ul style="list-style-type: none"> • register and track learners, • Submit results for learners, • Can see and track course runs.
Access to HE Administrator	<p>Can see all the information related to Access to HE courses for their Organisation to:</p> <ul style="list-style-type: none"> • register and track learners, • access learner history, reports, and documents, • amend learner's records.
Access to HE Inputter	Can add grades to learners on Access to HE courses to which they are linked.
Tutor / Assessor	Can access course runs they are the named tutor/assessor for.
Assessment Administrator	Can access guidance and support materials relating to assessments for qualifications they deliver. This includes practice assessments, mark schemes and template documents.
EPA Administrator	To register EPA learners; upload documentation; access documentation.
Quality Contact	Access guidance documents; EQA compliance reports.
Authorised Internal Verifier (AIV)	Can review course runs they are attached to in order to verify results.
Provisional Web User	The role given to contacts for Providers applying to deliver Open Awards qualifications and units.
Provider Contact	The main contact at the Provider has overview.

My Details

The [My Details](#) page provides important information about you and your organisation, including:

- your roles (your default role),
- sites at your organisation (address and contact details),
- key contacts associated to your organisation, both internal and those at Open Awards.



It is important that the contacts provided by your organisation remain up to date. You should review this screen regularly and update any details through the Portal>Contact Manager Icon or alternatively submit staffing changes to Open Awards by completing the Changes to Centre Details Request Form available from the [Documents](#) section (see Submitting Documents for more details).

Administration

The [Administration](#) page allows you to track progress of outstanding:

- Registrations
- Results
- Documents not yet viewed
- ULNs – Failed ULN Validations.

The last function will let you know if the ULN you provided for a learner has failed to match with the Learner Record Service (LRS). It will show the details you provided, and the details held by the LRS so you can see why it failed, and it will allow you to make any necessary changes. It is important these changes are made as learners results cannot be uploaded to their PLR without a valid ULN.

To make amendments:

- Login into the Portal portal.openawards.org.uk/Login.aspx
- Switch role to role with access to the 'Your Course Runs button and click on it
- Open the course run by clicking on the run id left of screen
- Find the learner expand the ACTION tab
- Click on Amend Learner registered information
- Make amendments and submit.

Registering Learners

Registration Forms

To register learners, select appropriate registration form via the [eRegistration Submission](#) page, or via the [Documents](#) page (see Downloading Documents section for more details).

There are four registration forms for different provision types:

1. Standard Learner Registration Form (LRF) (including Badge of Excellence)
2. End-Point Assessment
3. Access to HE
4. Pharmacy Qualifications

The table below shows what data is required at the point of registration. Where ✓ shows in a cell, this data is mandatory for each learner. Failure to provide this data in the correct format will result in registrations being delayed or needing resubmission.

	Standard	Apprentice-ships	Access to HE	Pharmacy Qualifications
Unique Learner Number (ULN)	✓	✓	✓	✓
Surname	✓	✓	✓	✓
Forename	✓	✓	✓	✓
Date of Birth (DD/MM/YYYY)	✓	✓	✓	✓
Individual learner start date (DD/MM/YYYY)	✓	✓	✓	✓
E-mail address	✓	✓	✓	✓
Phone number				
Postcode	✓	✓	✓	✓
Gender	✓	✓	✓	✓
Ethnicity	✓	✓	✓	✓
Ability Status	✓	✓	✓	✓
Employment Status	✓	✓	✓	✓
Prior Attainment Level	✓	✓	✓	✓
Funding Arrangements	N/A	N/A	✓	N/A
Disadvantage Uplift	N/A	N/A	✓	N/A
Religion	N/A	N/A	N/A	✓
Sexual Orientation	N/A	N/A	N/A	✓
Local Authority	N/A	✓	N/A	✓

District				
Employer	N/A	✓	N/A	✓
Employer Postcode	N/A	✓	N/A	✓
Employer Contact name	N/A	✓	N/A	✓
Employer Contact Email	N/A	✓	N/A	✓
Primary Pharmacy setting / sector	N/A	N/A	N/A	✓
Anticipated Gateway Date (DD/MM/YYYY)	N/A	✓	N/A	
Apprenticeship Levy or Co-investment	N/A	✓	N/A	

Unique Learner Numbers (ULN)

ULN is a unique 10-digit number used in England, Northern Ireland, and Wales to identify an individual learner. The ULN is designed to work with a learner's Personal Learning Record (PLR) to provide proof of their learning and achievements. The ULN is mandatory for all learners aged 14 or over. We request ULNs from a Provider at the point of registration to enable us to upload achievement data to a learner's Personal Learning Record (PLR) as the PLR is a learner's permanent record of the qualifications and units they have achieved.

Details on how Open Awards uses, stores and shares data you provide us with is available in our [Privacy Policy](#) and [Learner Privacy Notice](#). Please ensure you have adhered to the Privacy Notice before sharing data with Open Awards.

Registration Submission

To submit your registrations, you should access the [eRegistration Submission](#) page via the Actions menu:

- Select the programme/course of learning from the drop-down, if a qualification is attached to the programme, this information will automatically populate in the qualification box.
- Click 'Continue'.
- Complete the fields from the list below. Not all fields are mandatory and will differ depending on the provision type selected:
 - Mode of Delivery (select from the drop-down menu) – **for Access to HE courses only.**
 - Language of assessment (select from the drop-down menu) – **for Qualifications in Wales (QiW) courses only.** Select relevant language of assessment (if learner work is being assessed wholly or partially in Welsh select Welsh or Bilingual. This will ensure that Welsh speaking external quality assurers are allocated to verify learners' work upon completion).
 - Course Run Start Date (date learning commenced).
 - Course Run End Date (anticipated completion date, including any coursework).
 - Provider Reference (optional internal reference unique to course run).
 - Purchase Order Number (optional internal reference for invoicing).
 - The Site (the location where the course is being delivered. If it is being delivered at more than one site, please enter the main site).
 - Tutor (select the tutor from the dropdown. If their name does not appear click on Add Tutor to create new contact).
 - Notes on this submission.
- Upload completed registration form – click 'Select File' and upload from your computer.
- Click 'Continue with Unit Registration' (please note, this button will show as 'Continue' for Badge of Excellence and Functional Skills programmes).

All learner registrations submitted to Open Awards will be charged in accordance with our Fees and Charges.

Unit Registration

If you are prompted to attach units to a course run at the point of registration, you must:

- Use the search fields to filter the units you want to register your learners for or click 'Search' without any criteria to return all units within the course.
- Click 'Add' to select units (these will appear at the top of the screen). If all units are to be added use the 'Add All' button. Only select units that learners will be undertaking.
- Click 'Continue' when finished.
- Check all details for accuracy.
- Click 'Amend' to go back or click 'Continue' to create the course run.

Providing there are no discrepancies or ambiguities within the registration data, your learners will be registered directly on to our system, and you will be able to view your new course run immediately. You will receive an email to confirm your registration.

Please note that this attaches units to the course run but does not automatically attach the learners to the units. This is to allow flexibility whereby different learners on the course run may complete a different set of units (see Registering Additional Learners below).

Reviewing Course Runs

To review your course runs click on the [Your Course Runs](#) icon on the home page. Use the search fields, or the 'sort' function, to find the course run you require. To open a course run, click on the Course Run ID.

Once open, you can view the course information as well as the learners registered and you will also have access to specific documentation/reports, learner registration, unit registration and result submission relating to the course run.

Registering units against learners

Open the relevant course run and navigate to Learner registrations, Using the tick box against each learner, select one or more learners to register units against. Select Unit Registrations from the top menu and choose Multiple Learner Unit Registration. Add all appropriate units for the learners selected.

Once units have been registered against learners, the number of units will show in the Learner ID column.

Registering Additional Learners

To register additional learners to an existing course run, open the course run, click 'Learner Registrations' from the top of the screen then select 'Submit Additional Learner Registrations'. The course run details will appear, and you can upload the registration form for the additional learners.

NB: this option is not available on course runs that have ended and is only available on Access to HE courses runs for 6 weeks from the learner's individual start date.

Withdrawing Learners

To withdraw a learner from a course run, click 'Withdraw' against the learner's record within the relevant course run.

Please select a reason for the learner withdrawing from the course from the drop-down menu.

Withdrawing a learner from a course run does not remove them completely. Their learning status will be updated to Withdrawn and no unit results can be added for them.

Setting Learner Destinations

Providers are expected to outline the destination for each learner within 3 months of completing a course run. Open the course run click 'Learner Registrations' from the top menu and select top of screen then select 'Set Destination'. Select the anticipated or actual destination for each learner from the drop-down menu.

Awarding Learners

Direct Entry of Results (DER) Overview

DER is an online mechanism for claiming results for your learners. You can add claims at any point during the delivery of your course, and they will remain in your online basket until you are ready to submit them.

Claiming Credits via DER

To claim credits by unit (recommended):

- Access the relevant course run via [Your Course Runs](#)
- Click 'Results' top of screen then select: 'Direct Entry Results by Unit'.
- Select the unit you want to claim credit for from the drop-down.
- Select result (Achieved or Not Achieved) from the Results drop-down for each learner or click 'Set Achieved' to apply achieved result to all learners.
- For **Access to HE courses** - select the appropriate grade from the 'Results' drop-down for each level 3 unit and the result from the drop-down for each non-graded unit. Complete the comments box by selecting a comment from the drop-down for each unit.
- Click 'Add/Amend Basket' (claimed credits will appear in your basket).
- Repeat steps for each unit you want to claim credit for.

To claim credits by learner:

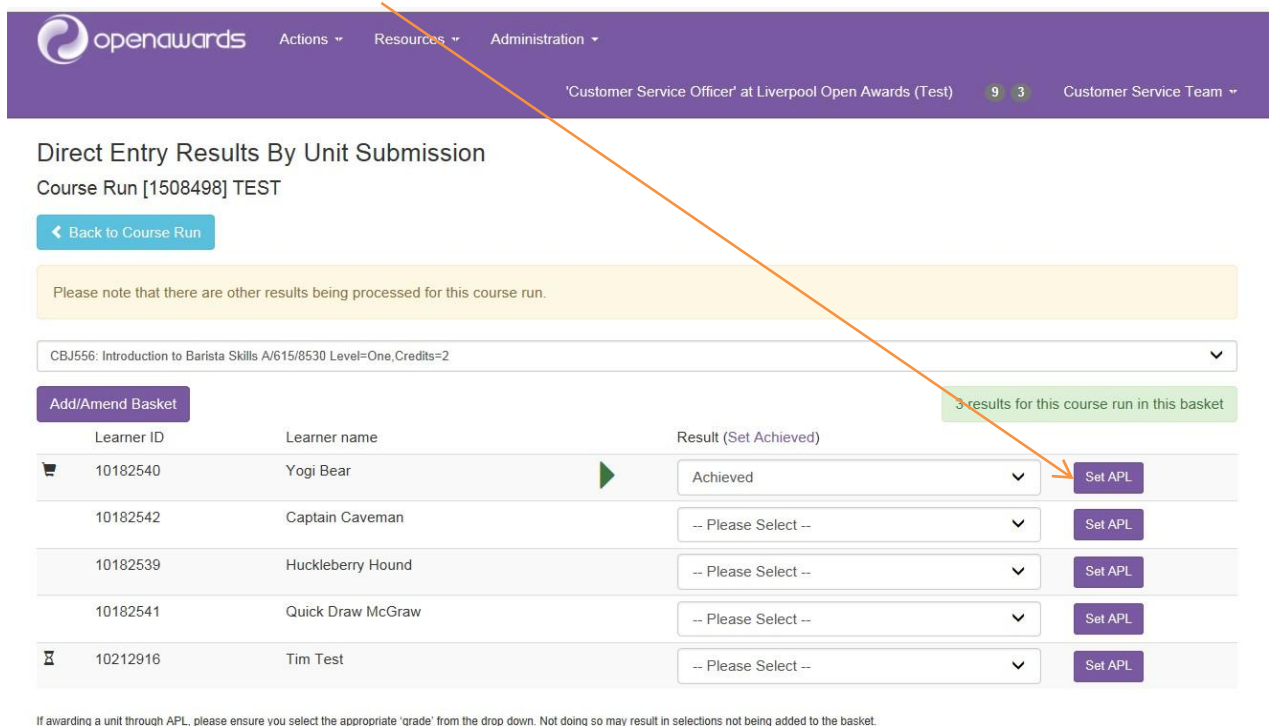
- Access the relevant course run via [Your Course Runs](#)
- Click 'Results' top of screen then select 'Direct Entry Results by Learner'.
- Select the learner you wish to enter results for from the drop-down.
- Select the result for each unit listed.
- For **Access to HE courses** – select the appropriate grade from the 'Results' drop-down for each level 3 unit and the result from the drop-down for each non-graded unit. Complete the comments box by selecting a comment from the drop-down for each unit.
- Click Save (saved results will be appear in your basket).
- Repeat steps for each learner for whom you wish to claim credit.

To claim Accredited Prior Learning (RPL/APL):

Check you have followed our [Recommending Prior Learning \(RPL\) guidance](#) to request RPL for a learner at the point of registration and you have received confirmation of this.

Claims can then be made through the normal process above.

- Select the result (i.e. Achieved/Not achieved/Grade) then Click on Add/Amend basket.
- Click on the Set APL button.



openawards Actions Resources Administration

'Customer Service Officer' at Liverpool Open Awards (Test) 9 3 Customer Service Team

Direct Entry Results By Unit Submission

Course Run [1508498] TEST

[Back to Course Run](#)

Please note that there are other results being processed for this course run.

CBJ556: Introduction to Barista Skills A/615/8530 Level=One,Credits=2

[Add/Amend Basket](#)

3 results for this course run in this basket

Learner ID	Learner name	Result (Set Achieved)	
10182540	Yogi Bear	Achieved	Set APL
10182542	Captain Caveman	-- Please Select --	Set APL
10182539	Huckleberry Hound	-- Please Select --	Set APL
10182541	Quick Draw McGraw	-- Please Select --	Set APL
10212916	Tim Test	-- Please Select --	Set APL

If awarding a unit through APL, please ensure you select the appropriate 'grade' from the drop down. Not doing so may result in selections not being added to the basket.

- Tick the APL box.
- Select the APL type from the drop-down.
- Enter the date you submitted the RPL Request form to Open Awards as the APL date.
- Click on Amend in basket.

Amending Credit Claims

You can amend or remove credit claims from your basket prior to submission, in two ways:

Option 1:

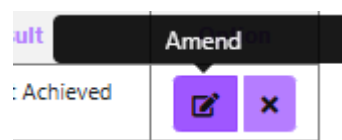
- Access the relevant course run via [Your Course Runs](#)
- Click 'Results' top of screen then select 'Direct Entry Results by Unit'.
- Select the unit you want to amend from the drop-down.
- Amend the result or change grade to '--Please Select--' to remove result.
- Click 'Add/Amend Basket'.
- Repeat steps for each claim you want to amend/remove.

Option 2:

- Access the basket via the box at the top right of purple banner.



- click 'Amend' or 'Remove' icon against appropriate claim.



- Amend the result.
- Click 'Amend in Basket'.
- Repeat steps for each claim you want to amend/remove.


DER Reports

Once results have been added to your basket you can review them at any time before submitting them for verification:

- Access the relevant course run via [Your Course Runs](#)
- Click 'Course run Documentation' top of screen then select 'DER Credit Recommendation Summary' from list of reports.

Submitting Credit Claims

To submit credit claims to Open Awards:

- Access the basket via the box at the top of the page.

- Select the course run you want to submit from the drop-down or select 'All' to submit claims for all course runs.
- Click 'Submit'.
- Click 'Amend' to go back or 'Confirm Submission' to submit claims for verification.

Verifying Results

Once results have been submitted directly onto the Open Awards portal using the Direct Entry of Results (DER) system an automated email will be sent to the AIV/EV attached to the course alerting them that results are waiting to be verified.

To verify results you must be logged in with the “AIV” or “EV” role type:

- Go to Actions (top purple ribbon) select Results Verification.
- A table will appear with a list of results awaiting verification. Some will be awaiting verification by you, in which case there will be a corresponding Verify button.
- Review results submitted by clicking the Verify button.
- Review DER for course from Verification screen by clicking link Review DER for course [course run ID].
- To confirm the results, enter a Verification Date then click the Verify button.
- To decline the results click Decline. If any supplementary information about results is required, you will need to complete the Mini Report. This is mandatory for declined results.

Please refer to the Authorised Internal Verifier (AIV) Policy and Procedures located on the Open Awards Secure Portal for further details on verification.

Certification

Open Awards will issue certificates within 10 working days of receipt of verified results.

Confirming Receipt of Certificates

You must check you have received certificates for all learners listed on the Certificate Check List and acknowledge receipt within 10 working days.

To acknowledge receipt:

- Access the relevant course run via the [Your Course Runs](#) page.
- Click 'Manage' next to Programme Run Administration Event.

 Programme Run Administration Events

(Manage)

- Under Progress (Step/Action), select Certificates Received from the drop-down.
- Enter the date you received the certificates.
- Click 'Submit'.

Applying for new Qualifications and Courses

Requests for new courses and qualifications should be submitted via the Open Awards Portal.

Please see **Qualification and Course Approval Guidance** [Provider Guidance Portal - Qualification Approval.pdf](#)

Requests to amend an existing course should be made via the OA secure portal by completing the 'Course Amendment Form'. This is located in the Documents and Forms section of the secure portal.

Search for 'Course Amendment Form' upload the completed request with 'Document Type - Administration and Sub Type – Course Amendment Form'.

The form for requesting the 'Passport to Skills for Work and Life' qualification is located in the Documents and Forms section of the secure portal.

Search 'Passport Skills', upload the completed form with 'Document Type - Administration and Sub Type – New Qualification Request Form – Skills Passport'.

Applying for Reasonable Adjustment and/or Special Consideration

Please refer to the relevant guidance.

[Provider Guidance - Applying for 25% additional time as a Reasonable Adjustment](#)

[Provider Guidance - Reasonable Adjustments other than 25% additional time](#)

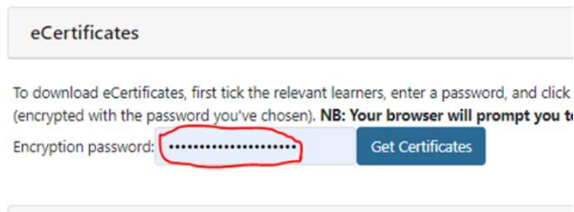
[Provider Guidance - Rules for the use of Readers, Scribes, Prompters and Practical Assistants](#)

[Provider Guidance - Applying for Special Considerations](#)

Accessing E-certificates

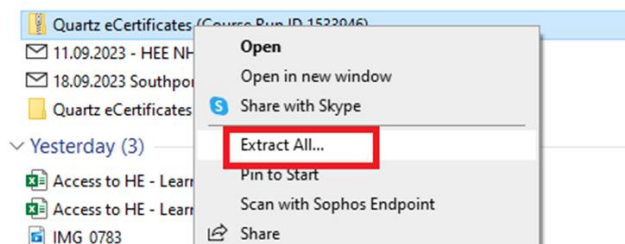
To access eCertificates

- Log on to the portal, go to Actions, Your Course Runs, open the Run ID.
- Click on eCertificates.
- Ensure you delete the existing password and replace it with your Provider Centre ID#:

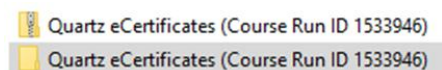


The screenshot shows a web interface titled "eCertificates". Below the title, there is a text box with instructions: "To download eCertificates, first tick the relevant learners, enter a password, and click (encrypted with the password you've chosen). NB: Your browser will prompt you to". Below this, there is a label "Encryption password:" followed by a text input field containing a series of dots, which is highlighted with a red rectangle. To the right of the input field is a blue button labeled "Get Certificates".

- Tick the box next to the Learner ID.
- Click on "Get Certificate" to download the compressed (Zip) Folder.
- Locate this in your Downloads folder, right click and select "Extract all".



- Follow the on-screen prompts to complete the extraction (this will create a new folder without the Zip image in the logo).



- Open the new folder then open the PDF document and re-enter the password (your centre ID).

Documents and Reports

You can access [Documents](#) and [Reports](#) via the **Resources** drop-down menu.

Downloading Documents

To download a document/form go to the Documents section of the portal via the Resources drop-down menu on the purple banner. You can use the search facility or the menu list on the left-hand side of the screen for search for a document. Click on the highlighted link to download the document.



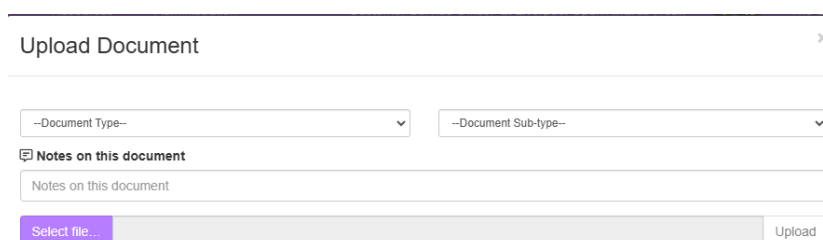
The screenshot shows the 'Documents' section of the portal. On the left, there is a search bar with a magnifying glass icon and the text 'Search within title...'. Below the search bar, under the heading 'Types and sub-types:', there are two expandable sections: '+ Access to HE Provider Forms' and '- Administration'. A purple button labeled 'Course Amendment Form' is visible below these sections. On the right, there is a table with a single row. The table has a header row with a triangle icon and the text 'Title'. The data row contains a document icon and the text 'Course Amendment Form'.

Any documents that you have submitted to Open Awards can also be viewed on this page.

Submitting Documents

To submit a document/form:

- Go to Resources top purple banner, select Documentation, click on Upload Document.



The screenshot shows the 'Upload Document' form. At the top, there is a title bar with the text 'Upload Document' and a close button (X). Below the title bar, there are two dropdown menus: '--Document Type--' and '--Document Sub-type--'. Below these, there is a section titled 'Notes on this document' with a text area for notes. At the bottom, there is a 'Select file...' button and an 'Upload' button.

- Select the Document Type from the drop-down tab across and select the Sub-type (if applicable) see examples below.
- Click 'Select File'.
- Attach completed document/form.
- Click 'Upload'.

Document Types and Sub-types

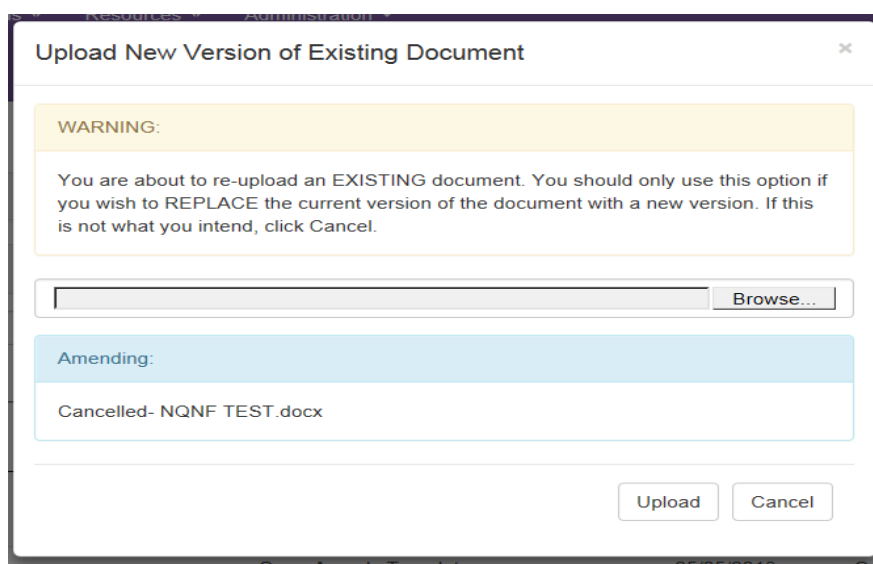
Document	Document Type	Document Sub-Type
Course Amendment Request Form (CARF)	Administration	CARF
New Qualification Request Form – Skills Passport	Administration	Skills Passport

It is important that you select the correct Document Type and Sub-type when submitting documents to ensure it is assigned to the correct department.

Resubmitting Documents

Documents accessible through the Resources menu can be amended and resubmitted by either yourself or Open Awards. To resubmit a document, you should:

- Select '**Documentation**' from the **Resources** menu.
- Click on the '**New version**' button next to the document you wish to resubmit (This will only appear on documents you have submitted/uploaded yourself).
- You will be presented with a message advising that you are re-uploading an existing document to **replace** your current version with a new version.
- Browse for the updated document.
- Click '**Upload**'.



The new uploaded version of the document then becomes the default.

Reports

The following reports are available for you to access on the secure portal via [Reports](#). Other reports can be made available upon request. Please contact Open Awards to discuss.

Report	Summary
Awarded Learner	Shows units and qualifications awarded by learner, or by run, for a given period.
Failed A2HE ULNs at Organisation	Shows learners with missing ULNs or ULNs that have failed validation with the LRS. Requiring action to urgently amend.
Learner Achievement on Programme (by Unique Learner Number (ULN)).	By entering a learner ULN you can check their achievement on a programme prior to registration to avoid duplication.
Learner Qualification Achievement	Shows qualification awards for a given period.
Learner Registrations	Shows learner registrations by run for a given period.
Course Details	Provides details of your new course(s) and the date course is valid from. Allows you to check all course details are correct for a given course prior to registering learners.
Outstanding Certificate Receipts	Report shows course runs where receipt of certificates has not been confirmed. Allows you to check you have confirmed receipt of all certificates dispatched to you.
Outstanding Results	Report shows course runs where results have not been submitted after the course has finished. Allows you to check you have submitted results for all completed course runs.
Sectors	Shows the sectors and highest level you are approved to deliver units and qualifications in.
Valid BoE Programmes at Organisation	Gives you details of all your Badge of Excellence programmes.
Valid Programmes at Organisation	Gives you details of all your valid programmes. <ul style="list-style-type: none"> • Overview of programmes • Breakdown of each programme with unit details.