

USER MANUAL

TRAINING CENTRES

Apprenticeship Certificates  
England

---

# CONTENTS

About ACE

Overview

How To:

1. Log in
2. How to Add Users onto the system
3. How to View Users
4. How to Add an Apprentice
5. How to Add Frameworks to an Apprentice
6. How to View Apprentices
7. How to Upload Apprenticeship Evidence
8. How to Request Certification
9. How to search for an Apprentice Awaiting Certification
10. How to Edit Centre Information
11. How to Obtain Reports

---

## ALLIANCE AND THE ACE SYSTEM

The Alliance represents, promotes and supports the work of the 21 Sector Skills Councils (SSCs) across the UK. Established in 2008, the Alliance is the collective voice of SSCs and works to position them within the UK skills system.

Working in partnership with the UK Commission for Employment and Skills (UKCES) the Alliance shares the belief that the sectoral approach is the best way to create the conditions for increased investment in skills which will drive enterprise, create jobs and deliver sustainable economic growth.

The Apprenticeship Certificates England (ACE) system is designed to allow access to training providers, managing agencies and apprentices who require Apprenticeship Completion certificates.

Apprentices, learning providers or employers who act on their behalf, will be able to request Apprenticeship certificates using the ACE online system.

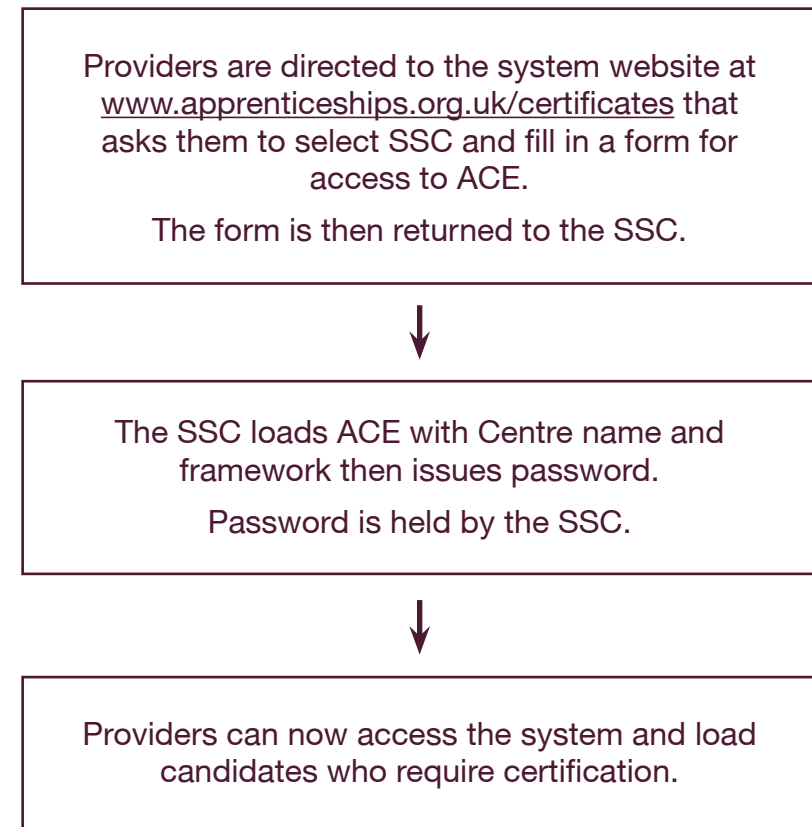
The Alliance will sit in the middle of a hub and spoke model where the SSCs and SBs will;

- Receive requests for certificates from apprentices, learning providers or employers via the ACE online system.
- Issue Apprenticeship Certificates via the ACE online system, providing the requirements of the particular Apprenticeship framework have been met.

The ACE system is designed to allow access to training providers, managing agencies and apprentices who require Apprenticeship Completion certificates. Not many individual apprentices will be requesting the completion certificate however the system will allow this.

*The Alliance of Sector Skills Councils is the Certifying Authority for England.*

The following flow diagram gives details of the access and requirements:



# OVERVIEW



①

②

③

④

Apprentices Awaiting Certification (2)(1) Users Organisation details Logout

View Apprentices Add Apprentice

Select All DeSelect All Show deleted Print view Export all

NI Number	Forename	Surname	DOB	Status	Framework	Updated	Reject
TEWT	test	test	18-04-1998	Pending certification	Second framework	2012-01-13 12:00	
JQ11111C	Ewa	Kaucz	09-11-1979	Certificate authorised	ACE Framework	2012-01-11 16:00	
JW123456C	Peter	Grass	12-12-1963	Entered	Second framework		
	Tomas	Edison	04-04-2005	Entered			
JW123456C	Chris	Baran	01-01-1981	Certificate authorised	ACE Framework	2012-01-13 12:00	

15 Page 1 of 1 Displaying: 1 to 5 of 5 items.



①

How to view and add apprentices.  
How to add employer details

②

How to search for apprentices awaiting certification

③

How to view users

④

How to register apprentices

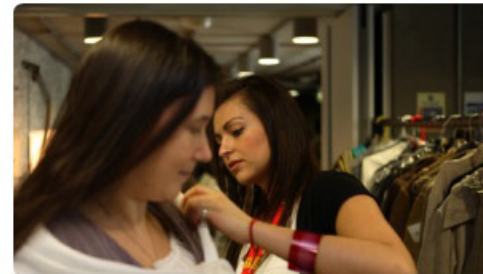
## 1. LOG IN

Once you have filled in the Username and Password click on Login. Every time you log in you will be prompted to agree to the Terms and Conditions.

Please be aware that the Username and Password are case sensitive. Keep all passwords in a safe place and do not reveal them to anyone.

### Apprenticeship Certificates England

The ACE online system is the place where apprentices, or learning providers / employers acting on their behalf, apply for their Apprenticeship certificates.



#### Login

Username

Password

**Forgotten your username or password?**

[Click here to reset it](#)

**Apprentice: Need to apply for your certificate?**

[Click here for an application form](#)

**Provider: Need to register on ACE?**

[Click here to register](#)

#### Latest news

**16 January, 2012**

The Alliance of Sector Skills Councils, the organisation responsible for representing the voice of Sector Skills Councils and their employers across the UK skills system, in conjunction with the Department for Business, Innovation and Skills and the National Apprenticeship Service, ... [Continue reading](#) →

#### Latest tweet

Follow [@AppCertEngland](#)

#### Useful links

**Alliance of Sector Skills Councils**

[www.sscalliance.org](http://www.sscalliance.org)

**Apprenticeships**

[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

**Department for Business Innovation and Skills**

[www.bis.gov.uk](http://www.bis.gov.uk)

**Directgov**

[www.direct.gov.uk/en/index.htm](http://www.direct.gov.uk/en/index.htm)

## 2. HOW TO ADD USERS ONTO THE SYSTEM

Click on the users tab at the top of the screen, within this page there are two sub tabs, View Users and Add Users. The View Users sub tab contains ACE Users and the last time that they were logged into this particular section. This is where you can delete users that are no longer valid.

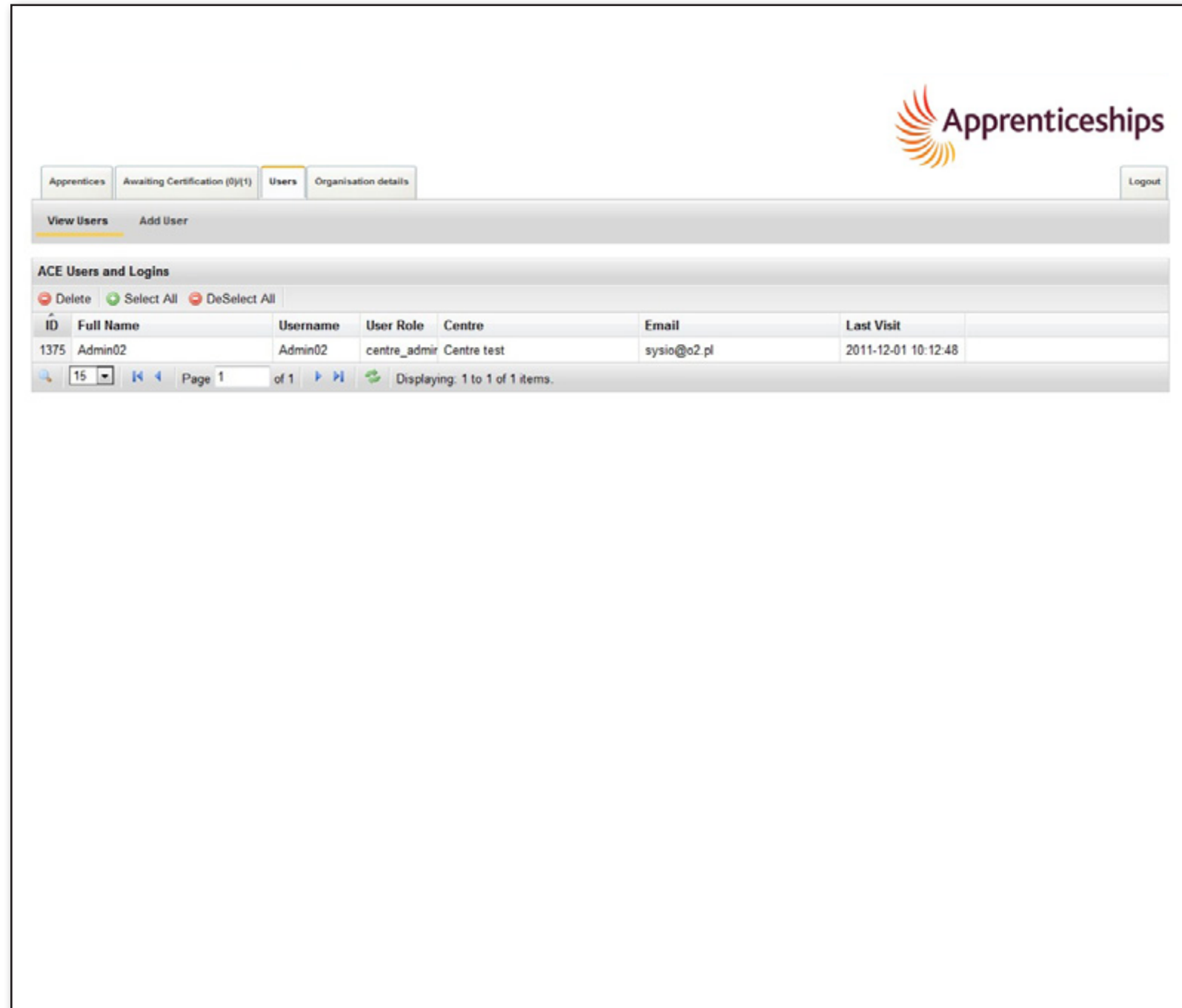
The screenshot displays the 'Apprenticeships' web application interface. At the top right, the 'Apprenticeships' logo is visible. Below the logo, there is a navigation bar with tabs for 'Apprentices', 'Awaiting Certification (0/12)', 'Users', and 'Organisation details'. A 'Logout' button is located in the top right corner. The main content area is titled 'View Users' and contains a sub-tab for 'Basic information'. Within this sub-tab, there is a form titled 'Add USER' with the following fields: 'Full name', 'Email', 'Login', 'Password', and 'Repeat Password'. Below the form are two buttons: 'Back' (with a red 'x' icon) and 'Create Item' (with a green checkmark icon). At the bottom of the page, there is a footer with 'Top' on the left, 'Generated in 0.0844(s), memory used: 0.9MB, online: 6' in the center, and a small red '5' icon on the right.

## 3. HOW TO VIEW USERS

To view users click on the Users tab, this will open the View Users sub tab.

This page will show you the full name and user name of all users along with their Centre information, ID, their email address and when they last logged in.

Double click on a User to edit information.



The screenshot displays the 'Apprenticeships' system interface. At the top right, the 'Apprenticeships' logo is visible. The navigation bar includes tabs for 'Apprentices', 'Awaiting Certification (0)(1)', 'Users', and 'Organisation details'. The 'Users' tab is selected, and the 'View Users' sub-tab is active. Below the navigation bar, there is a table titled 'ACE Users and Logins' with columns for ID, Full Name, Username, User Role, Centre, Email, and Last Visit. The table contains one row for user ID 1375, Full Name Admin02, Username Admin02, User Role centre\_admin, Centre Centre test, Email sysio@o2.pl, and Last Visit 2011-12-01 10:12:48. The interface also includes a 'Logout' button and a 'Page 1 of 1' indicator.

ID	Full Name	Username	User Role	Centre	Email	Last Visit
1375	Admin02	Admin02	centre_admin	Centre test	sysio@o2.pl	2011-12-01 10:12:48

## 4. HOW TO ADD AN APPRENTICE

Once you have clicked on the Apprentices tab you should then open the Add Apprentices sub tab which will open a form with another three yellow tabs, these are:

- Basic Information
- Employer details
- Numbers

You should first fill out the Basic Information by using drop down menus and filling in blank spaces with text. Within the Other Details section of Basic Information there is a tick box to show if the apprentice has a disability. Once this is filled out you should click Create Item before moving onto Employer details although you may find that some of these details may be hidden.

The screenshot shows the 'Apprenticeships' system interface for adding a new apprentice. The main navigation bar includes 'Apprentices', 'Awaiting Certification (0/1)', 'Users', and 'Organisation details'. The 'Add Apprentice' sub-tab is active, and the 'Basic information' tab is selected. The form is divided into several sections: 'APPRENTICE Details' with fields for Prefix, Gender, Forename, Surname, Middlename, Date Of Birth, and Ethnic Group; 'APPRENTICE CONTACT Details' with fields for Street, Town, Postcode, Country, Phone, and E-mail; 'Other Details' with a 'Disability?' checkbox and a 'Learning Needs' text field; and 'Other Notes' with a large text area. At the bottom, there are two buttons: 'x Back' and '✓ Create item'.

## 5. HOW TO ADD FRAMEWORKS TO AN APPRENTICE

Once you have created the Apprentice you will automatically be sent back to the View Apprentices sub tab. Double click on the appropriate apprentice to update extra details.

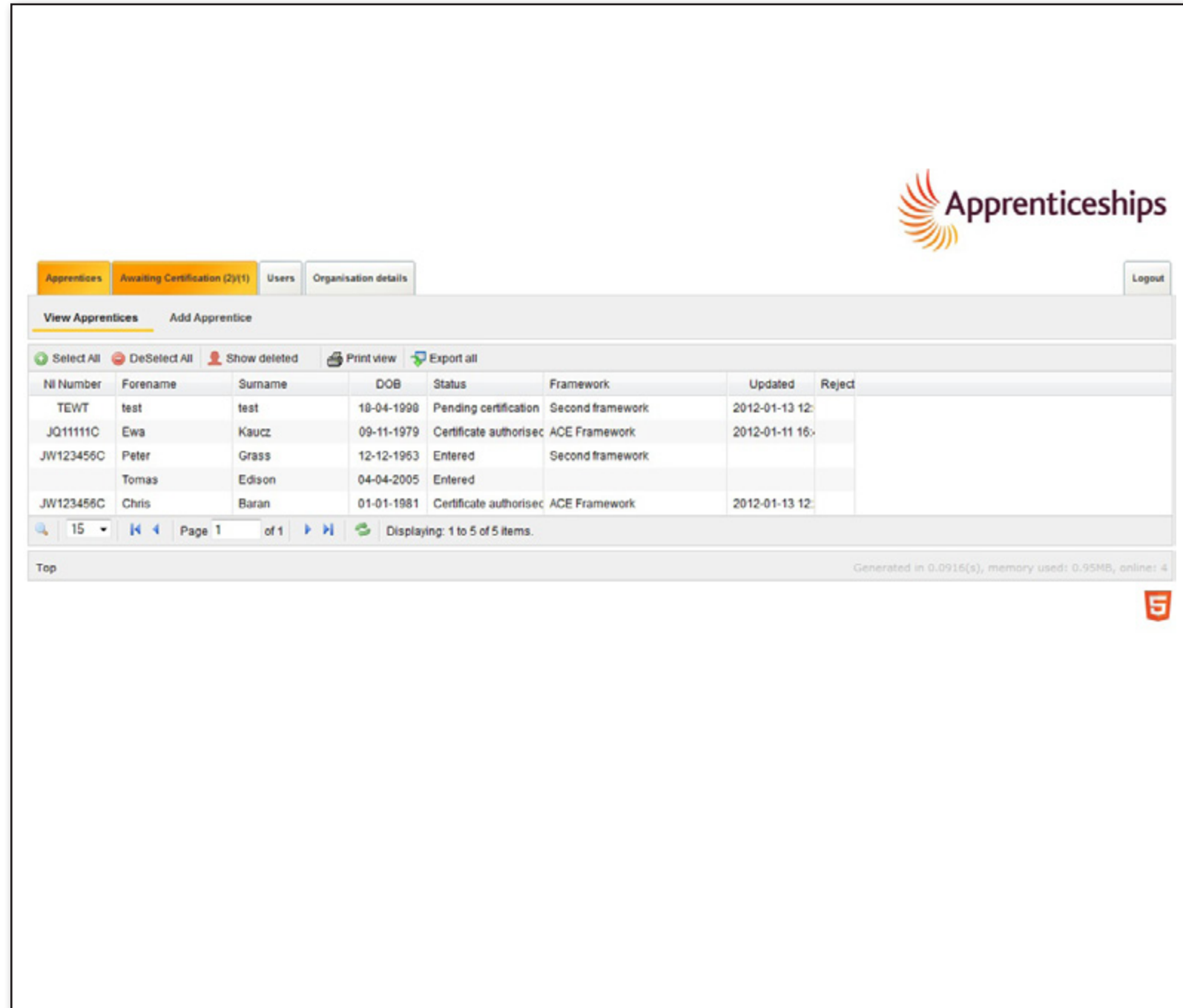
Click on Frameworks, fill in the appropriate information by using the drop down menus, once this has been completed click Update Item.

The screenshot displays the 'Apprenticeships' web application interface. At the top right is the 'Apprenticeships' logo. Below it is a navigation bar with tabs: 'Apprentices', 'Awaiting Certification (2)(1)', 'Users', 'Organisation details', and 'Logout'. The main content area has a sub-tab 'Editing Apprentice' selected. Below this is a horizontal menu with tabs: 'Basic information', 'Employer details', 'Framework' (highlighted in blue), 'Status', 'Identifiers', and 'Certification Evidence'. The 'FRAMEWORK Details' section contains three rows of dropdown menus: 'Framework' (set to '-'), 'Framework Level' (set to 'No framework levels available'), and 'Pathway Code & Name' (set to 'No codes available'). At the bottom of this section are two buttons: 'x Back' and '✓ Update item'. The footer contains 'Top' on the left, 'Generated in 0.1271(s), memory used: 1.00MB, online: 5' on the right, and a small red '5' icon in the bottom right corner.

## 6. HOW TO VIEW APPRENTICES

Click on the Apprentices tab, this will open up the View Apprentices sub tab. This contains the ability to search for certain apprentices, show deleted apprentices and also to print and export all files.

If you wish to edit an apprentice select the appropriate row and double click.



The screenshot displays the 'Apprenticeships' web application interface. At the top right is the 'Apprenticeships' logo. Below it is a navigation menu with tabs: 'Apprentices', 'Awaiting Certification (2)(1)', 'Users', and 'Organisation details'. A 'Logout' button is located in the top right corner. The main content area has a sub-header with 'View Apprentices' and 'Add Apprentice' options. Below this is a toolbar with actions: 'Select All', 'DeSelect All', 'Show deleted', 'Print view', and 'Export all'. The central part of the interface is a table listing apprentices with the following columns: NI Number, Forename, Surname, DOB, Status, Framework, Updated, and Reject. The table contains five rows of data. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'Displaying: 1 to 5 of 5 items'. A 'Top' link is located at the bottom left, and a footer at the bottom right indicates 'Generated in 0.0916(s), memory used: 0.95MB, online: 4'. A small red logo is visible in the bottom right corner of the page.

NI Number	Forename	Surname	DOB	Status	Framework	Updated	Reject
TEWT	test	test	18-04-1998	Pending certification	Second framework	2012-01-13 12:	
JQ11111C	Ewa	Kaucz	09-11-1979	Certificate authorisec	ACE Framework	2012-01-11 16:	
JW123456C	Peter	Grass	12-12-1953	Entered	Second framework		
	Tomas	Edison	04-04-2005	Entered			
JW123456C	Chris	Baran	01-01-1981	Certificate authorisec	ACE Framework	2012-01-13 12:	

## 7. HOW TO UPLOAD APPRENTICESHIP EVIDENCE







Once you have clicked on the Apprentices tab on the top of the screen you can then double click on your chosen apprentice to upload their certificate evidence, click on the final yellow sub tab Certification Evidence.

The evidence should be uploaded against the relevant document listed on the left.

Select Browse and locate the file you wish to add, once the file has been added to the box click Upload.

Once this is complete, click Update Item.

The screenshot shows the 'Apprenticeships' system interface. At the top right is the 'Apprenticeships' logo. Below it is a navigation bar with tabs: 'Apprentices', 'Awaiting Certification (0|1|1)', 'Users', and 'Organisation details'. A 'Logout' button is in the top right corner. The main content area has a sub-header 'View Apprentices' and 'Editing Apprentice'. Below this are several tabs: 'Basic information', 'Employer details', 'Framework', 'Status', 'Identifiers', and 'Certification Evidence' (which is highlighted in blue). The 'Certification Evidence' section contains a table with the following data:

Document Name	File	Action
ERR	Bigstock_508163.jpg	<input type="text"/> Browse... Upload  
PLTS	house_icon.jpg	<input type="text"/> Browse... Upload  
Knowledge	logo.jpg	<input type="text"/> Browse... Upload  

At the bottom of the 'Certification Evidence' section are two buttons: 'Back' (with a red 'x' icon) and 'Update item' (with a green checkmark icon). At the very bottom of the page, there is a footer with 'Top' on the left, 'Generated in 0.1246(s), memory used: 1.07MB, online: 6' in the center, and a small red '5' logo on the right.

## 8. HOW TO REQUEST CERTIFICATES

On the main Apprenticeships tab, double click on the Apprentice you wish to edit and then select the yellow Status sub tab.

Under Apprentice Status Details, click on the drop down box and select Pending Certificate.

Click OK when prompted to confirm and then Update Item.

The screenshot displays the 'Apprenticeships' web application interface. At the top right is the 'Apprenticeships' logo. Below it is a navigation bar with tabs for 'Apprentices', 'Awaiting Certification (0|12)', 'Users', and 'Organisation details'. A 'Logout' button is located in the top right corner. The main content area is titled 'View Apprentices' and 'Editing Apprentice'. A horizontal menu contains tabs for 'Basic information', 'Employer details', 'Framework', 'Status', 'Identifiers', and 'Certification Evidence'. The 'Status' tab is currently selected. Below this menu, the 'Apprentice Status Details' section features a 'Status' dropdown menu with the current value 'Entered'. The dropdown menu is open, showing three options: 'Entered', 'Pending certification', and 'Pending certification'. Below the dropdown is the 'Status History' section. At the bottom of the main content area are two buttons: 'Back' and 'Update Item'. The footer contains a 'Top' link, performance metrics ('Generated in 0.1235(s), memory used: 1.07MB, online: 6'), and a small red square icon with the number '5'.

## 9. HOW TO SEARCH FOR APPRENTICES AWAITING CERTIFICATION

The Awaiting Certification tab will have two numbers in brackets next to it which refers to the inbox and outbox within this tab and also how many apprentices are still awaiting certifications.

To search for a particular apprentice you can click on the magnifying glass which can be found on the footer of each mail box. Select how you would like to search by selecting one of the following options in the drop down menu:

- NI Number
- Forename
- Surname
- Updated
- Rejected

Enter your search query into the text box.

The screenshot shows the 'Apprenticeships' system interface. At the top right is the 'Apprenticeships' logo. Below it are navigation tabs: 'Apprentices', 'Awaiting Certification (2)(1)', 'Users', and 'Organisation details'. A 'Logout' button is in the top right corner. Below the tabs are 'View Apprentices' and 'Add Apprentice' buttons. The main content area is divided into two sections: 'Inbox: pfc' and 'Outbox'. Each section contains a table with columns for NI Number, Forename, Surname, DOB, Status, Framework, Updated, and Reject. The 'Inbox' table shows two entries for Chris Baran and Ewa Kaucz. The 'Outbox' table shows one entry for test test. At the bottom, there is a 'Top' link and a footer with performance metrics.

**Inbox: pfc**

NI Number	Forename	Surname	DOB	Status	Framework	Updated	Reject
JW123456C	Chris	Baran	01-01-1981	Certificate authorisec	ACE Framework	2012-01-13 12:	
JQ111111C	Ewa	Kaucz	09-11-1979	Certificate authorisec	ACE Framework	2012-01-11 16:	

**Outbox**

NI Number	Forename	Surname	DOB	Status	Framework	Updated	Reject
TEWT	test	test	18-04-1998	Pending certification	Second framework	2012-01-13 12:	

Generated in 0.0935(s), memory used: 0.96MB, online: 8

## 10. HOW TO EDIT THE CENTRE INFORMATION

Click on the Organisation Details which will open the Editing Centre sub tab, within this tab there are two separate yellow tabs:

- Basic Information
- Reports

You will land on the Basic Information page. All Centre information will have been inputted on first login. This information will stay the same for every user and can be updated by simply changing the appropriate section and clicking Update Item.

Apprenticeships

Apprentices Awaiting Certification (0)(1) Users Organisation details Logout

Editing Centre

Basic information Reports

**Edit CENTRE**

Centre Name Centre test

Notes

**Centre Address**

Street Centre street

Town Centre town

Postcode postcode centre

Country UK

**Contact**

Contact Person

Contact Position

Phone

E-mail

✕ Back ✓ Update item

## 11. HOW TO OBTAIN REPORTS

Within Organisation Details, select the Reports tab.

Use the drop down menus to select the information you require and click Download Report.

This will create a CSV file.

The screenshot displays the 'Apprenticeships' web application interface. At the top right is the 'Apprenticeships' logo. Below it is a navigation bar with tabs: 'Apprentices', 'Awaiting Certification (2)(1)', 'Users', and 'Organisation details' (which is highlighted). A 'Logout' button is in the top right corner. Below the navigation bar is an 'Editing Centre' section. The main content area has two tabs: 'Basic information' and 'Reports' (which is selected). Under the 'Reports' tab, there is a section titled 'Registered apprentices'. This section contains several filter fields: 'Framework' (a dropdown menu), 'Status' (a dropdown menu with 'Any' selected), 'Awarding body' (a dropdown menu), and 'Reference number' (a text input field). Below these are three pairs of date range filters: 'Date of Birth (from) / (to)', 'Registration Date (from) / (to)', and 'Certification Date (from) / (to)'. A yellow 'Download report' button is located to the right of the date filters. At the bottom of the filter section are two yellow buttons: 'Back' and 'Update item'. At the very bottom of the page, there is a footer with 'Top' on the left, 'Generated in 0.1155(s), memory used: 0.98MB, online: 5' in the center, and a small red square icon with the number '5' on the right.

Apprenticeship Certificates  
England