



Centre Qualitas Guide

FOCUS AWARDS 

Version History			
Version	Date	Author	Change Description
Original	June 2015	Quality Assurance	
2	August 2017	Quality Assurance	Changed to reflect system change
3	May 2019	Quality Assurance	Changed to include new system feature
4	April 2020	Quality Assurance	Formatted
5	January 2021	Sarah Edmundson	Changed to include new system feature
6	February 2022	Sarah Edmundson	Changed to reflect new system design
7	July 2022	Chloe Porter	Changed to include new system feature

Contents

Introduction	4
Qualitas Features Overview	5
Submit a query	5
My Centre Profile	5
View FQP/RQF Certificates	5
Requesting a Support Visit	5
Manage Documents	5
Action Plans.....	5
Approval Notifications	5
Registering students	6
Sampling.....	7
Requesting Certificates (DCS)	8
Requesting Certificates (Following Sampling)	9
Requesting Unit Credit Certificates.....	10
Downloading E-Certificates.....	11
Staff Accounts	12
Finance	13
Focus Awards Resources.....	14
Forms	15
Something missing?	16

Introduction

Welcome to the qualification management portal, dedicated to Approved Centres for the purpose of posting your qualification details, and entering learner results for the generation of certificates.

The screenshot shows a user dashboard for a Centre of Excellence (CEC). The dashboard is titled "Dashboard" and includes a navigation menu on the left with options like Home, Shop, FCP, RCP, My Centre, Finance, Sampling, My Documents, Resources, and Forms. The main content area is divided into several sections:

- Coronavirus Information - (Our Response)**: A red-bordered box containing links for VLE Information, User guide, quick reference, YouTube Videos, Info Brochure, and Request Free VLE.
- Certificates**: A section indicating "No new certificate downloads available".
- Quick Links**: A grid of buttons for "Request Support Visit", "Request a Certificate", "Update Staff Details", "Register a Learner", and "New My Centre Profile".
- My Centre Overview**: A summary section with sub-sections:
 - Centre Details**: My Centre Number (8FC09), Approval Date (18/09/2022), Your EQA is (Helen Pusey), and Your Centre Support Assistant is (Centre Support Assistant name | Centre Support email).
 - Qualification Details**: Total Registrations (204), Total Certificates (40), and Most popular qualification (Focus Awards Level 2 Diploma in Business Administration).
 - Quality Assurance**: Last Sampling Report (View), Last Monitoring Report (View), and Next Monitoring Visit Due (18/02/2023).
 - Finance**: Last Invoice Date (24/06/2020), Last Invoice Amount (€000), and Status (Paid).
- News & Updates**: A section with a "New (26/10/2020)" notification.
- Actions Approvals**: A table with columns "Date and Details" and "Deadline".

Date and Details	Deadline
01/10/2019 View Action Detail	01/10/2019
02/10/2019 View Action Detail	03/10/2019
02/10/2019 View Action Detail	30/09/2019
03/10/2019 View Action Detail	24/10/2019
03/10/2019 View Action Detail	02/10/2019
03/10/2019 View Action Detail	03/10/2019

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From your dashboard you have access to action plans created by Focus Awards, all of our policies and procedures, resources and more. You can find more information about this on the following pages.

Qualitas Features Overview

Submit a query

If you have any questions or need to contact us you can do so through this section. Click on 'Submit a Query' from your dashboard and this will take you to our ticket system, you will need to create a new ticket fill in the details and write your query and click submit.

My Centre Profile

My centre profile lets you access the contact information that we have for your centre. To edit your centre profile or add more information you need to click on 'My Centre Profile' once this has loaded you can edit your contact information. There is a section for you to add satellite sites and partnerships. We do recommend contacting us with information when adding a satellite site.

You can also add staff members to your Qualitas account you can also control what they will be allowed to access such as registering learners and requesting certificates. Once a staff member has been approved by us they will receive an email with their username and password included.

View FQP/RQF Certificates

Depending on the type of qualification you have been approved for this section will say either view 'FQP' or 'Regulated Qualifications' Certificates by clicking on this you are able to view the learners that you have registered that are awaiting certification.

Requesting a Support Visit

When you are ready for an EQA, Support or Business Development Visit you can request one by clicking on 'Request a Support Visit' this will take you to a form which is required to be filled in, once you have submitted the form, we will contact you within a few days to organise this.

Manage Documents

Manage Documents is the section of the portal where you can see and download documents such as your policies and procedures, New EQA reports, previous documents from past awarding organisations and more.

Action Plans

On your centre approval report you may find a number of required actions, these are also uploaded to Qualitas and you will be able to view these by clicking on 'View Action Assigned'

Approval Notifications

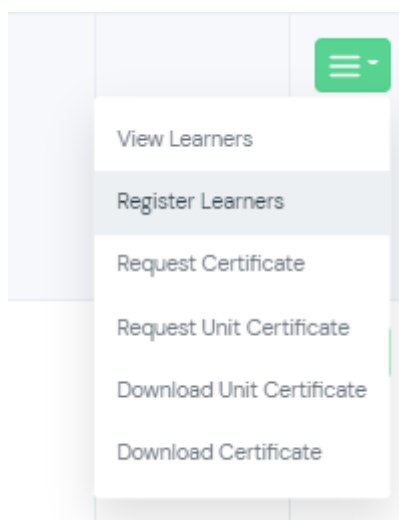
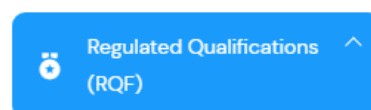
If you have applied for additional qualifications or have submitted a bespoke course and they have been approved or declined you will see the notification and link to the report in the box to the right of your dashboard.

Registering students

1. Log in to qualitas.focusawards.org.uk using the user name and password that you have been given.

This usually comes through on a welcome email when you are registered on Qualitas as a new centre.

2. Once the page has loaded click on Regulated Qualification “RQF” followed by “Our Qualifications”.



3. Find the qualification which you are registering students for, click on “select” followed by ‘Register Learners’

4. You will need to fill in the details on this page. Once all the fields are filled in with the relevant details and you have ticked the box to confirm the learner’s identity you can click next. Qualitas will take you back to the qualifications page.

If you wish to add another learner on to the same course, simply click on add learner before clicking next. This will add another row below; you can do this as many times as you need.

6. Once you are happy with the registrations click on “Save”.

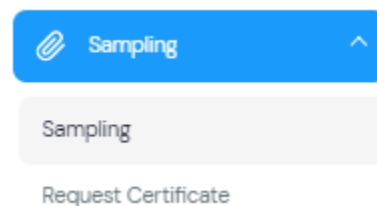
By registering learners you confirm that the appropriate identification checks have been completed 

The registrations will then be submitted, you will receive an invoice for the registrations made within 60 minutes.

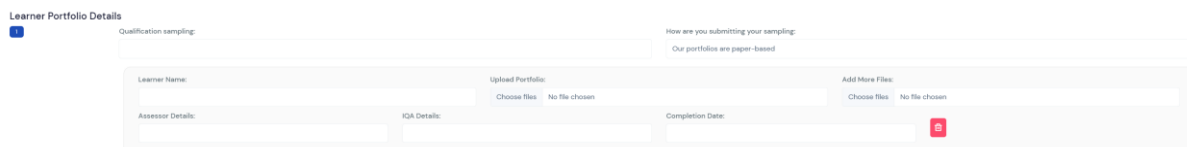
NOTE: Learners should be registered no later than 25% complete or within 3 months of enrolment. Should you need to register learners past this date please contact your EQA to notify them of the delayed registration.

Sampling

1. Click on **'Sampling'** (on the left-hand side of your dashboard)
2. The menu will then expand, from here you will need to click on **'Sampling'** again.
3. Complete the form with the details for each learner that has competed.



NOTE: When entering a learner's name, a dropdown list will appear; you **must** ensure that you click on the learner's name in this list - without this you will **NOT** be able to claim the certificate once sampling has been completed.



4. If more than one learner is being added, click on the add more button, this is pictured to the right. You can include multiple learners for multiple qualifications on a single form.



To add a new qualification to the sampling form you will need to select **'add next qualification'**



Note: Each form submitted will generate a separate invoice; it is therefore recommended that you submit sampling requests for all learners on a single form to reduce your sampling costs.

5. If the EQA doesn't already have access to the learner portfolios, please upload these along with feedback and IQA reports. If you have paper-based portfolios, please select this option from the dropdown box; you will then need to post these to us.
6. Once completed, check you have included all completed learners and click **'submit'**.

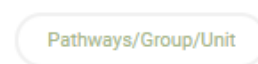
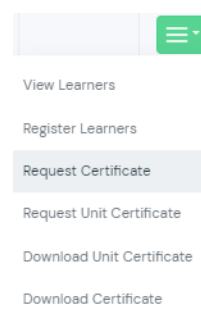
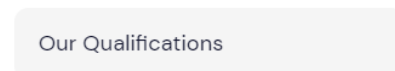
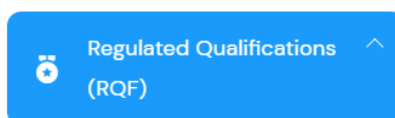


7. Once submitted, you will be re-directed to the payment page. You can make payment for sampling by card online or via BACS; an invoice will be sent to you within a few minutes.

Requesting Certificates (DCS)

This method applies to qualifications where DCS has been awarded.

1. Once your logged in you will need to click on “Regulated qualifications (RQF)”
2. This will expand and you will need to select “Our Qualifications”
3. To the right of qualifications there is a drop-down menu, click on here and select “Request Certificate”
4. Tick the box to the left of the learner, and click on ‘request certificate’ for those qualifications which only consist of mandatory units.
5. If you are requesting certificates where the learner has completed optional units, you will need to select the completed units for each learner individually.
 - a. Click on ‘pathways/groups/units’ - this is found to the right of the learner’s name
 - b. Select the units they have completed
 - c. Once you have selected the units, click on ‘submit’
 - d. Repeat this process for the next learner.
6. Once you have finished claiming certificates, they will be despatched to you within 3 - 7 working days. This also applies to E-Certificates being available to download.

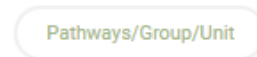
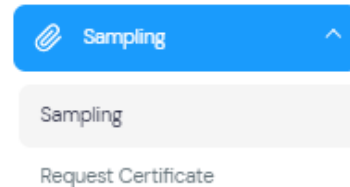


NOTE: Learners should be registered no later than 25% complete or within 3 months of enrolment. Any certificate requests made on the same day as a registration will be denied. If you are requesting your first cohort after DCS has been transferred sampling will be required.

Requesting Certificates (Following Sampling)

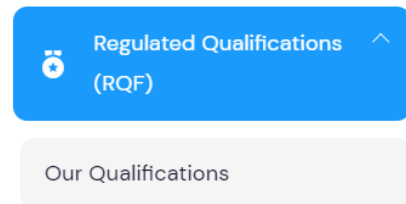
This method applies to qualifications where DCS has not been awarded and sampling has been completed.

1. Once your logged in you will need to click on "Sampling"
2. This will expand and you will need to select "Request Certificate"
3. This will load a list of the learners that have been sampled and the EQA has confirmed the decision.
7. You will need to select the completed units for each learner individually.
 - a. *Click on 'pathways/groups/units' - this is found to the right of the learner's name*
 - b. *Select the units they have completed*
 - c. *Once you have selected the units, click on 'submit'*
 - d. *Repeat this process for the next learner*
4. Once you have finished claiming certificates, they will be despatched to you within 3 - 7 working days. This also applies to E-Certificates being available to download.



Requesting Unit Credit Certificates

If a learner has not achieved a whole qualification unit credit certificates can be requested, these are only available as E-certificates. If your centre hasn't been awarded DCS sampling will still be required for the unit credit.



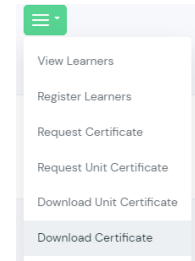
1. Once your logged in you will need to click on "RQF"
2. This will expand and you will need to select "Qualifications"
3. To the right of qualifications there is a drop-down menu, click on here and select "Request Unit Certificate"
4. Click on 'pathways/groups/units' - this is found to the right of the learner's name
5. Select the units they have completed
6. Once you have selected the units, click on 'submit'

NOTE: Please be aware, if you have requested a full qualification certificate as well as a unit credit certificate, the unit credit request will be denied. Each qualification certificate includes a unit summary.

Downloading E-Certificates

If you are delivering E-Certificates (including FQP) or unit certificates you will need to download them from Qualitas once they have been approved and processed.

1. Once you're logged in you will need to click on "RQF" or "FQP".
2. This will expand and you will need to select "Qualifications".
3. To the right of qualifications there is a drop-down menu, click on here and select "Download Certificate"
4. All of the approved certificates will show here. You will then need to click on "download"



Please ensure the downloaded certificate is stored safely as you will not be able to re-download this a second time and a replacement certificate request will need to be completed.

The above method applies to unit certificates however in the drop down you will need to select "Download Unit Certificate".

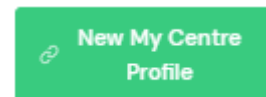
Staff Accounts

Staff accounts can only be completed by the main account provided to you upon approval.

Staff accounts are important as everything completed on Qualitas can be traced back to the user who completed it.

We advise that each person using Qualitas has their own account. To create staff accounts the following steps apply.

1. On your dashboard/home page select “My Centre Profile”



2. Click on “Manage Staff”



3. And “add Staff Member”



4. All details will need to be completed and permissions selected.
5. Once completed click on “submit”

This will then be sent to our support team to approve. Once completed your staff members will be able to login and carry out any tasks required or access to what they have permission for.

Finance

Invoicing for centres is completed through our Qualitas system. All invoices, paid and outstanding can be viewed online.

1. Select “Finance”



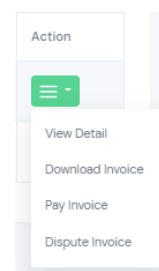
2. Click on “Invoices”

Invoices

3. When loaded you will be able to see all outstanding invoices. To view the ones, you have paid simply click on “View Paid”.

View Paid

4. You can pay outstanding invoices online by selecting the action button and clicking on “pay invoice” this will take you to a payment page. You will need to select pay with card and the checkout terminal will open. Once payment has been received your invoice will automatically be moved to paid.



Our invoicing system allows up to 7 days for payment to be received. Should payment not be received by the end of the 7 days your account will be suspended.

NOTE: Invoices will need to be paid in full, for the invoices to marked as paid. Any invoices where only part payment has been received will stay on the account as outstanding until the full balance has been cleared.

Focus Awards Resources

We have uploaded a number of resources to Qualitas that may help you with any query's, you can download them to your pc.

The Resources that are currently uploaded are:

- Attendance Record
- CPD Record
- Meeting Minuets
- Organisational Structure
- Scheme of Work
- Session Plan
- Time Table

These are all available for you to use.

Forms

We have a number of different forms that you can fill in and submit online. The forms that you will find are:

- Replacement Certificate Application Form
- Additional Qualifications Form
- Appeals Form
- Centre feedback following an EQA visit
- Complaint Form
- Request for Reasonable Adjustment Form
- Recognition of Prior Learning (RPL)
- Request for Special Consideration Form

We have also included a section on the forms called Status, this is where you can check that a form you have submitted.

Something missing?

If there's something that you think could be added to the guide, email us: info@focusawards.org.uk