QuartzWeb

Lead Internal Verifier
February 2020

Contents

1. The QuartzWeb Verification Steps

Log into QuartzWeb

Go to ERAC Verification

Click on "Verify" next to the relevent cohort

Review the submitted ERAC by clicking on the link

If you are happy with the submitted ERAC click the "Quality Assurance Date" field and select the Date of the Moderation. Then click on Verify

If you are not happy with the submitted ERAC enter the reason into the "Mini Report" and then click on Return

2. Introduction

Welcome to the QuartzWeb Lead Internal Verifier User Guide which has been produced to support you through the process of verifying achievement.

This document provides guidance on how to use QuartzWeb to locate results waiting to be verified and how to verify them or return them.

3. Data Protection Notice

In accessing One Awards services, authorised users shall comply at all times with current Data Protection legislation. For further information please see our Privacy Notices at https://www.oneawards.org.uk/privacy-notice/

4. Logging into QuartzWeb

PLEASE NOTE: As your username acts as a signature when you are logged into QuartzWeb, you must not share your username and password with anyone else.

4.1. To log into QuartzWeb you will need the following:

- Your current username
- Your current password

If you haven't already been provided with login details, please contact One Awards Centre Support Team:

- 0191 518 6550
- cst@oneawards.org.uk

Open a web browser (i.e. Internet Explorer), and navigate to the following link:

http://quartzweb.oneawards.org.uk

4.2. Tick to confirm you have read and agree to abide by the terms and conditions **(you cannot enter your username and password until you have ticked the box)**:
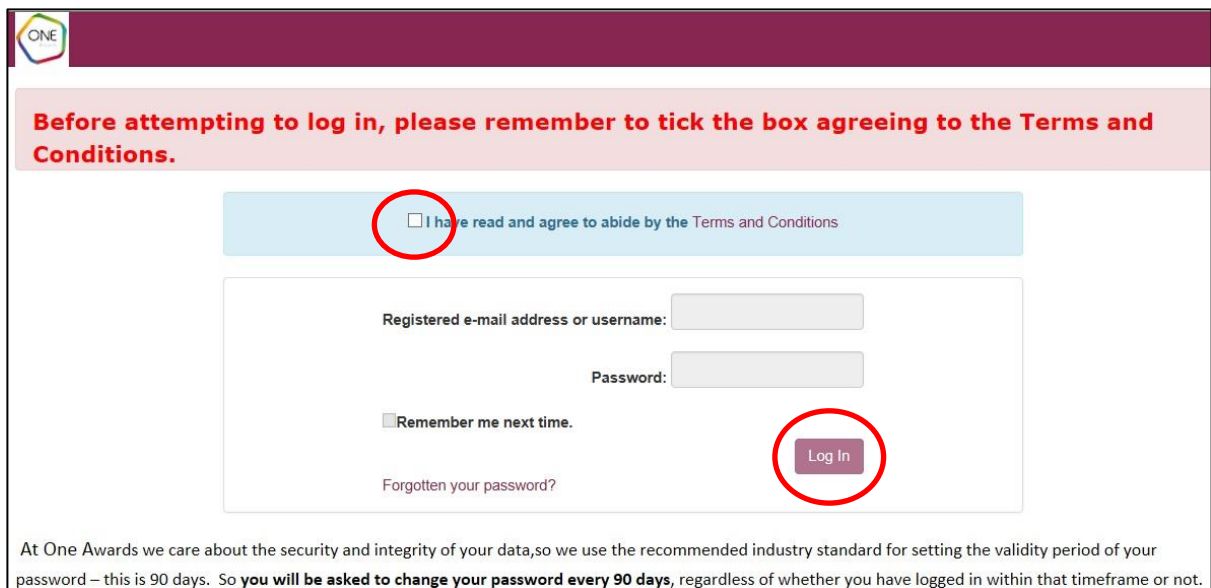
**4.3.** Enter your login details and select Log In.

Please Note: The first time you log in your password will be the same as your username, and you will be prompted to change your password immediately.

4.4. Forgotten Password

4.4.1. If you have forgotten your password then click on the ***Forgotten your password?*** link and you will be taken to the reset password page. Enter your QuartzWeb username and click ***Submit***. An e-mail containing a new password will be emailed to you. If you have any difficulty in logging in please contact the Centre Support Team.

5. Using QuartzWeb

You can navigate between the areas of QuartzWeb by clicking on the menu options at the top of the screen, then selecting the relevant option from the dropdown menu**.**
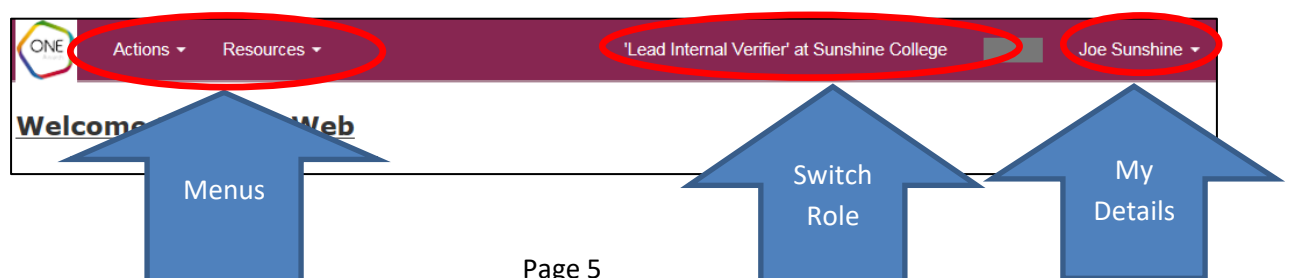
The available options in each menu are shown below:

Actions Menu

- **Tracking** – this option is not currently used
- **Your Cohorts** – you can search here for registered cohorts
- **Your Learner Registrations** – you can search here for registered learners
- **ERAC Submission** – this is where Centres submit completed eRACs
- **ERAC Verification** – this is where results are verified or returned to the Centre
- **Go to NOCN QuartzWeb** –this option takes you to the NOCN version of QuartzWeb (LIVs will not need to switch between versions of QuartzWeb)

Resources Menu

- **Reports –** you can view reports available to Lead Internal Verifiers' here
- **Documents -** you can view One Awards QuartzWeb guidance and other documents here
- **Contact Us –** opens an email to send to the Centre Support Team

Switch Role

- **Switch Role –** if you have more than one role assigned to you, you can switch between roles here

My Details

- **My Details –** you can view details of the roles assigned to you, addresses and sites that we hold for your organisation, and set the default role to be used when you log into QuartzWeb
- **Change Password -** here you can change your password used to log into QuartzWeb
- **Logout -** this is where you log out of QuartzWeb
- **Terms and Conditions –** This opens the *Terms and Conditions for Use of Online Registration System* document

6. Switching between One Awards and NOCN QuartzWeb

6.1. For information only. LIVs will not need to switch to NOCN Quartz. To switch between One Awards and NOCN QuartzWeb go to the **Actions** menu and select either **Go to NOCN QuartzWeb** or **Go to One Awards QuartzWeb**
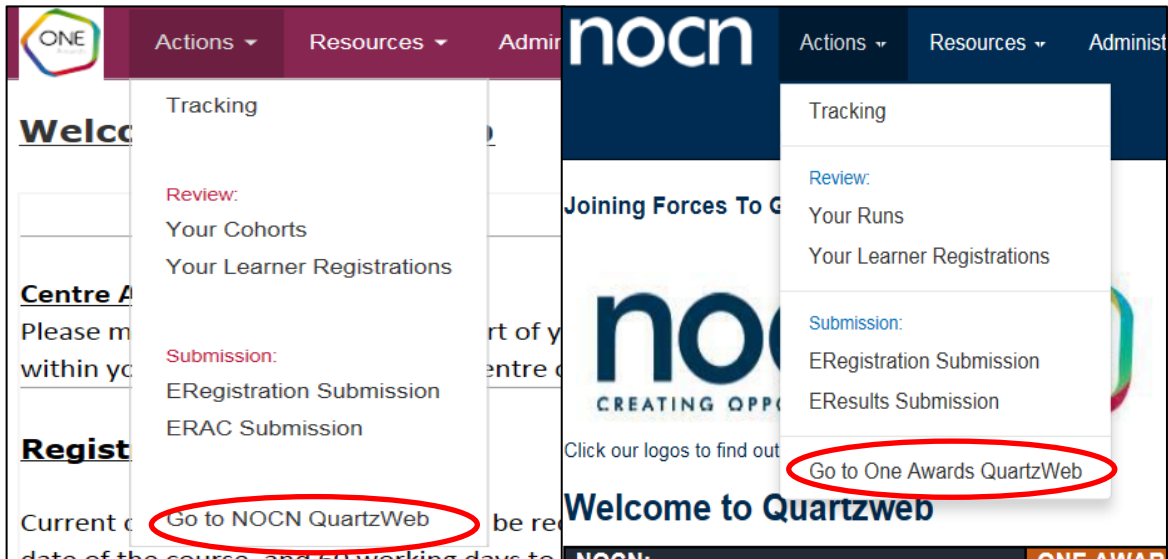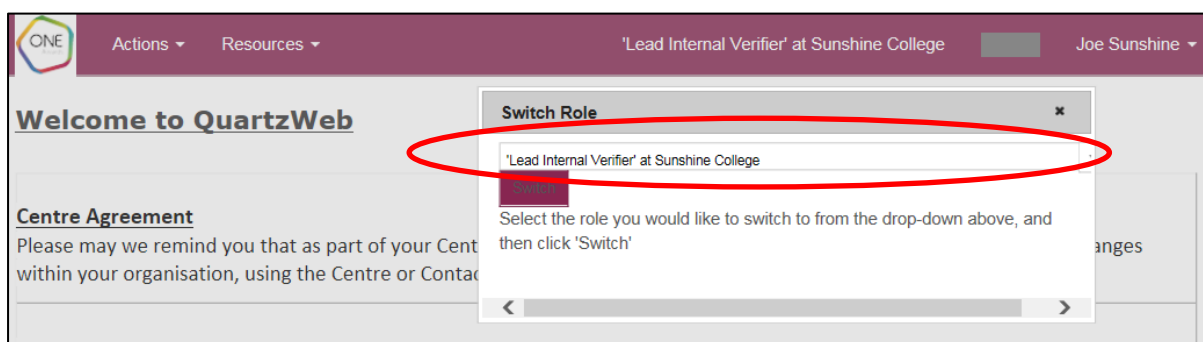

6.2. Each time you switch between QuartzWebs always check the role that is shown is the one you want to use. See **Switching Roles** below for more information.

7. Switching Roles

7.1. In order to switch between roles allocated to you, you will need to use the switch role facility.

7.2. Click on the role currently shown. A Switch Role box will appear. Use the dropdown list to select the role you want to switch to and then click the Switch button.


7.3. QuartzWeb Roles Available to Centres and Their Functions

Role:	Function:
• QuartzWeb Administrator	They can see all the information at their Centre. They can: • Upload Registrations to QuartzWeb • Attach Units • Check all Learner Information and History for their Centre • Check and Print ESubmission Forms (ERACs) for their Centre • Upload ERACs for Certification
• Tutor	They will only be able to see the information for cohorts where they have been indicated as the tutor. They can: • Check the Learner Information and History for their Centre, where they are the tutor • Check and Print ESubmission Forms (ERACs) for their Centre, where they are the tutor • Upload ERACs for Certification, where they are the tutor (NOCN QuartzWeb only)
• One Awards Lead Internal Verifier	They will only be able to see the information for the courses they are approved to verify. They can: • Check Learner Information and History for their Centre, where they are the LIV • Check and Print ESubmission Forms (ERACs) For their Centre • Upload ERACs for Certification • Verify results for the courses that they are Approved for

8. Your Cohorts

8.1. In the **Actions** menu click on the **Your Cohorts** menu item to view previous and current classes where you are the Lead Internal Verifier.
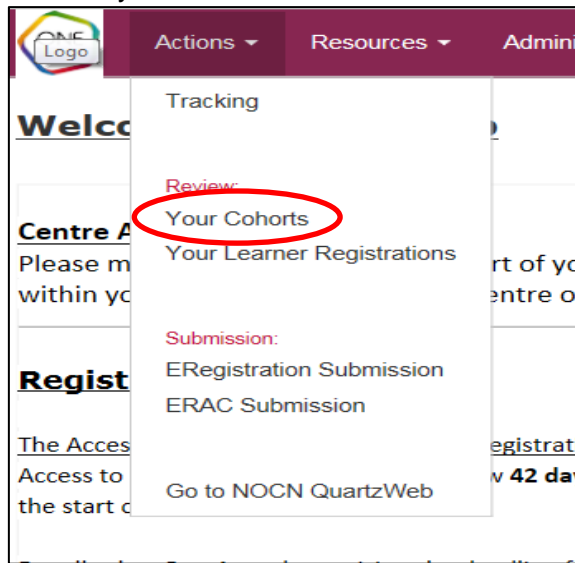
8.2. To view the class details click on the cohort ID.

Your Cohorts

This screen allows you to search for batches, but opens by default showing 'current' batches - i.e. ones where today's date lies between their start and end dates.

Please Note: Cohorts will also appear in this view for a period of three months after the end date, if certification has not taken place.

Find Cohorts

Cohort ID	Provider Reference	Starts in Academic year	Current?
		Any	☑

Programme/Course ID

Programme/Course Name

Qualification ID

Qualification Name

Tutor
<Any>

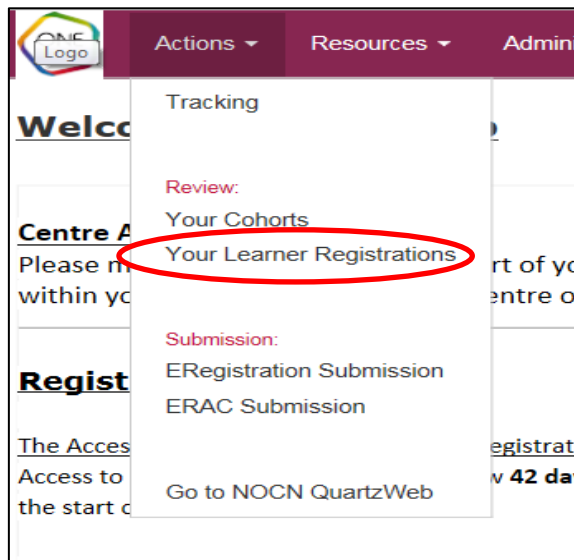Search

Cohort ID	Provider Reference	Programme/Course ID	Programme/Course Name	Qualification ID	Qualification Name	Cohort Start Date	Cohort End Date	Cohort Site Name
1503847	TEST 3 - Keep	131298	Computing for the Terrified			14/02/2013	14/03/2018	
1505766	TEST 4 - Keep	131298	Computing for the Terrified			21/05/2013	22/05/2018	
150618	TEST 2 - Keep	131298	Computing for the			30/05/2013	30/05/2018	

8.3. In the class you can see the details submitted when the learners were registered. This includes programme details, start and end dates, Tutor (if selected), the EV and Lead Internal Verifiers attached to the programme, and a list of the learners registered. You can view the history of each registered learner in this screen by selecting the **(more…)** link next to the surname of the learner. This is covered in more detail in the **Your Learner Registrations** section.

9. Your Learner Registrations

9.1. To view all past and present student details, go to the **Actions** menu and click on the **Your Learner Registrations** menu item.

9.2. You can search for students using any one of the following fields: - ID, ULN, Forename, Surname or DOB.

DER	Learner ID	ULN	Forename	Surname	DOB	PostCode	Cohort ID	Registered Date	Qualification
	20053108		Mark Test	Testington (more...)	01/01/1800	TS1 1ST	1503847 (more...)	27/03/2013	
	20053110		Janet Test	Testington (more...)	01/01/1800	TS1 1ST	1505743 (more...)	21/05/2013	
	20053110		Janet Test	Testington (more...)	01/01/1800	TS1 1ST	1506184 (more...)	30/05/2013	

10. Viewing Learner History

10.1. To view the achievement history for a specific learner, click on the Learner's surname link. This will display all programme and unit registrations, and units and qualifications achieved by this Learner.

Learner History

Mark Test Testington [20053108] at Sunshine College

Back to Cohort

This is the learner's current details

Gender:	Male	Ethnicity:	13 - African
DoB:	01/01/1800	Email:	
ULN:		Phone:	
ULN Status:	Not Verified	Address:	TS1 1ST

Notes:
1. The history shown only includes achievements gained at your provider. Other achievements either with this awarding body, or other awarding bodies are not shown.
2. Achievements may not be displayed here for a period of time following their achievement-date.

Registrations

Cohort ID	Programme/Course	Cohort Start	Cohort End	Reg. Date	Metrics	No. of Awards	Registered On
1503847 (more...)	Computing for the Terrified	14/02/2013	14/03/2018	27/03/2013	Employment Status: <Not yet Set> Adjustment: <Not yet Set>	1	

Unit Registrations

11. Claiming Certification
PLEASE NOTE: You cannot verify the ERAC if you are the Tutor for the Course.

11.1.   **Generating the Recommendations for the Award of Credit (ERAC)**
The RAC will only be available when the Centre Support Team have attached the learners to the class details that have been created, the contact who submitted the registration will receive an email to confirm when this has been done.

11.2.   **Obtaining a Recommendation for the Award of Credit Form (ERAC):**

1. In the **Actions** menu at the top of the screen select **Your Cohorts** under the **Review** heading.
2. Find the relevant class from the list shown at the bottom of the screen, or use the search facility to search for the cohort and in the search results click on the **Cohort ID**.
3. In the Cohort at the top of the screen select **Results**, **ERAC Submission Forms**
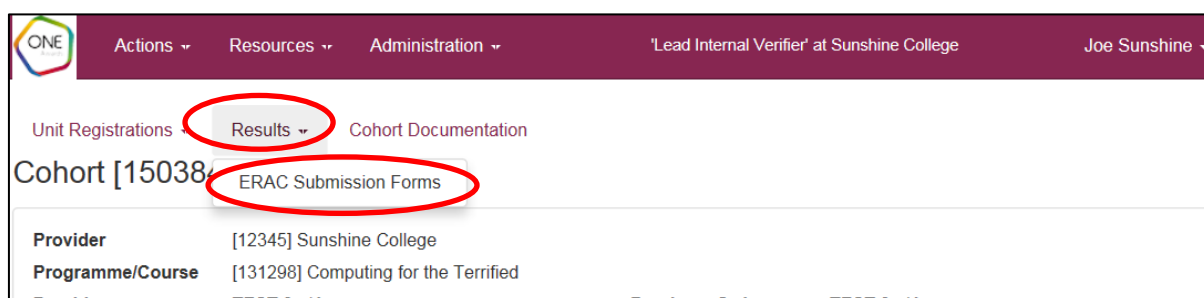
11.3.   If you are awarding units without RPL/Credit transfer then the default selection the **Matrix Submission Form** should be used.

If you intend to claim credit using RPL/Credit Transfer then the **APL Submission Form** should be used, you will need to tick the box next to the **APL Submission Form.**

11.4.   Once you have selected the type of ERAC to generate, click on the **Generate ERAC** button.
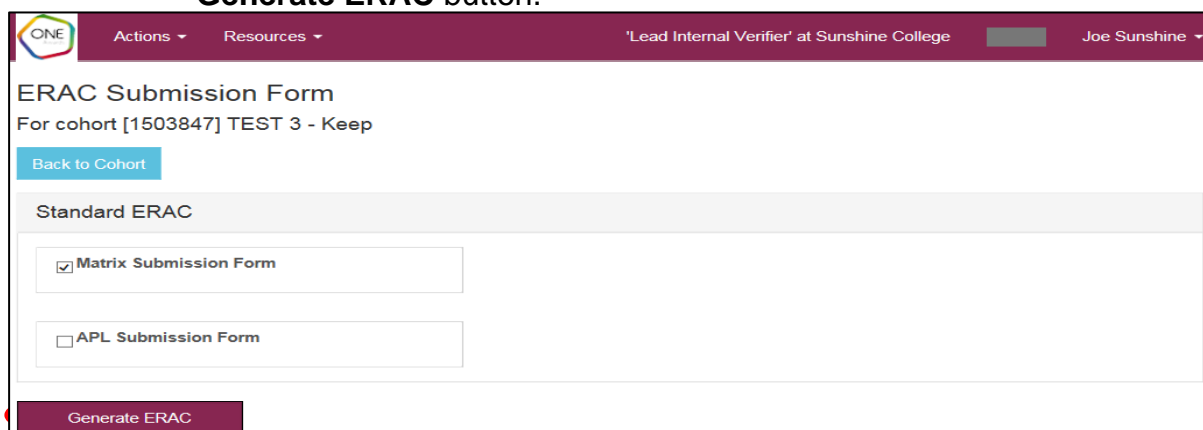
11.5. You will be prompted either to "Open" (with Microsoft Excel) or "Save" the results sheet. We recommend that you either Open and then immediately save the results sheet to an appropriate folder on your Centre's network, or Save directly to such a location (and then open the Excel sheet from there).

12. Completing and submitting the ERAC

12.1. **Completing the ERAC (Not claiming RPL/Credit Transfer)**
When submitting the ERAC electronically, the only part of the ERAC that needs to be completed is the unit achievement on the learner tab. This is done by selecting **achieved** from the drop-down list for each unit that each learner has achieved (you may need to click "Enable Edit", "Enable Content" or both to use the drop down). When the ERAC has been completed and saved to your network, submit the ERAC via QuartzWeb.

Please ensure you check the completed ERAC for accuracy before submitting to One Awards, paying particular attention to spelling of learner names as changes requested after certificates have been issued will incur charges. Also, incorrect grades entered will lead to an incorrect Award of Credit. See the **Uploading the ERAC** section of this document for guidance on how to request amendment of learner names.

## 12.2.   Completing the ERAC (Claiming RPL/Credit Transfer)

If a learner has previously been awarded credit for a unit, the date achieved will be shown on the ERAC. If a learner has been classed as being exempt from a unit, due to them having previously achieved a unit that has been classed as an exemption or equivalent (this information will be found within the Qualification Specification), achieving the same unit through another awarding organisation (credit transfer) or achieving the unit through RPL, contact the Centre Support Team at cst@oneawards.org.uk for further guidance on how to proceed before generating the ERAC.

12.3.   Uploading the ERAC

12.3.1. From the **Actions** menu at the top of the screen, select **ERAC Submission**
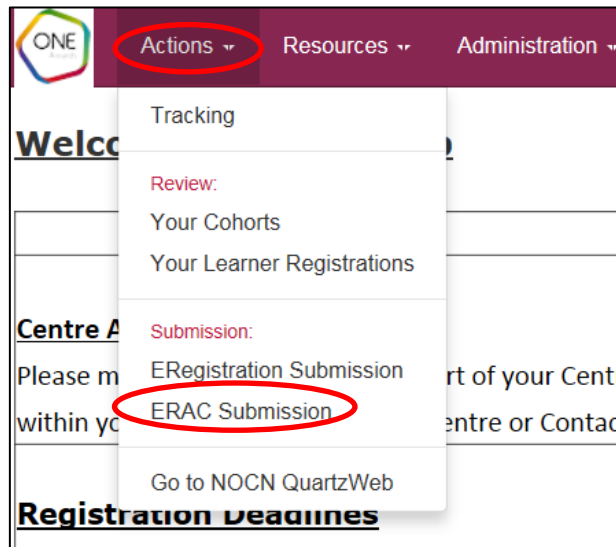
The ERAC submission screen will open:
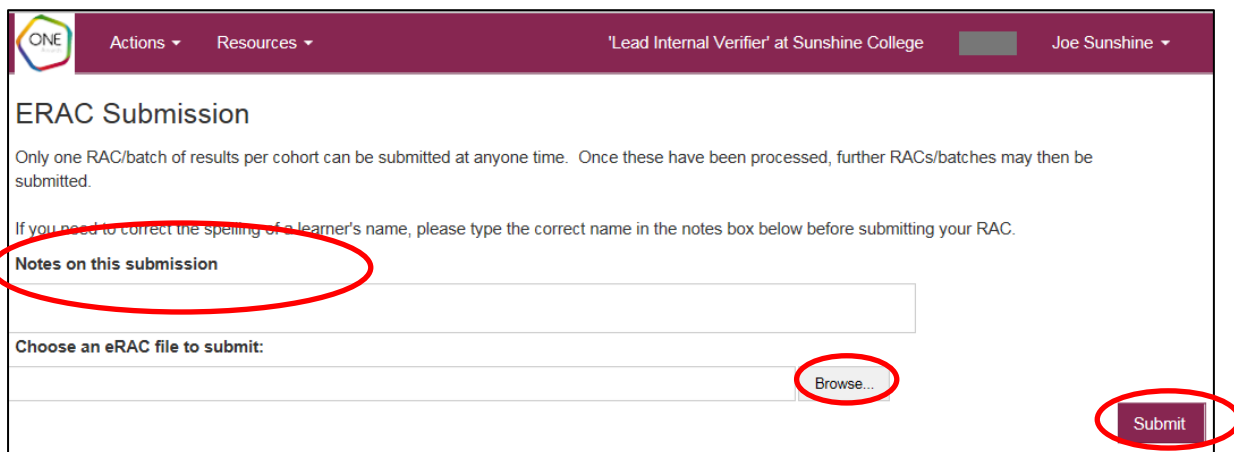
Notes on this submission: If there are any amendments to learner names, the changes must be indicated in this field. Depending on the nature of the amendments, supporting documentation may be requested before changes and results can be processed.

12.3.2. Click on the **Browse** button.

12.3.3. Navigate to the eRAC on your computer and click **Submit**.

12.3.4. When the ERAC has been submitted for verification there are two possible ways for the ERAC to be verified, depending on the Verification process your Centre has been approved for.

One Awards Lead Internal Verifier (LIV)

If your Centre has been approved by One Awards to verify the ERACs for the course, an email will be sent to the designated LIV to verify or return the ERAC.

External Verifier – Verification at a Visit

If the ERAC is to be verified when the External Verifier (EV) next visits your Centre, **please ensure that all ERACs have been uploaded to QuartzWeb ready for the EV visit**.

PLEASE NOTE: Submission of an ERAC on QuartzWeb does not automatically trigger an External Verifier Visit. Also, it is essential that a computer is made available when the visit does take place, to enable the EV to verify the results.

12.3.5. One Awards will process the results when they have been approved by either the External Verifier who is assigned to your Centre, or the Lead Internal Verifier (LIV) assigned to the course.

PLEASE NOTE: You will not be able to submit further results for the cohort until the earlier eRAC has been processed. Once the eRAC has been processed you can submit further results by generating a new eRAC.

13. ERAC Verification

13.1. The ERAC Verification screen lists all ERACs which have not been processed. Click on the ERAC Verification link in the Actions menu, which will take you to the Verification screen. To start the verification process select the Verify link next to the cohort you want to verify.

13.2. In order to look at the RAC for this cohort click on **Review ERAC** link, this will open the RAC.

13.3. To Verify the RAC select the date from the dropdown next to the Quality Assurance Date tag and then select **Verify**. Once you have selected the Verify button the Centre Support Team can then process the achievement and issue certificates where appropriate.

13.4. To Return the RAC – If you do not feel that you can sign off the RAC then enter an explanation in the **Mini Report** field and then select the **Return** button. This will send an email notification to the QuartzWeb user who uploaded the RAC informing them that the RAC has been returned to them and will show them the reason you entered in the Mini Report field.

14. Reports

14.1. To view all available reports, go to the **Resources** menu and click on the **Reports** menu item.
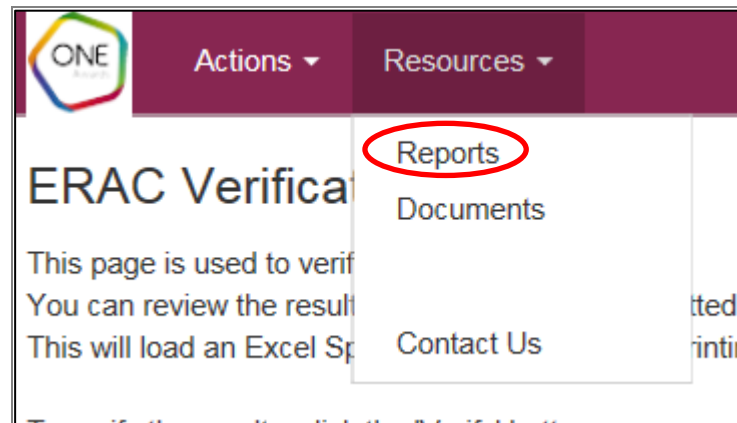
14.2. From the available reports click on the title of the report that you want to generate. The report will then run using the default criteria set for that report.

14.3. Some reports may have parameters that you can change. If you do change the parameters you will need to click **View Report** in order to implement the changes.

14.4. The report can be saved in different formats, from the drop down select the format to save as and then click on export.
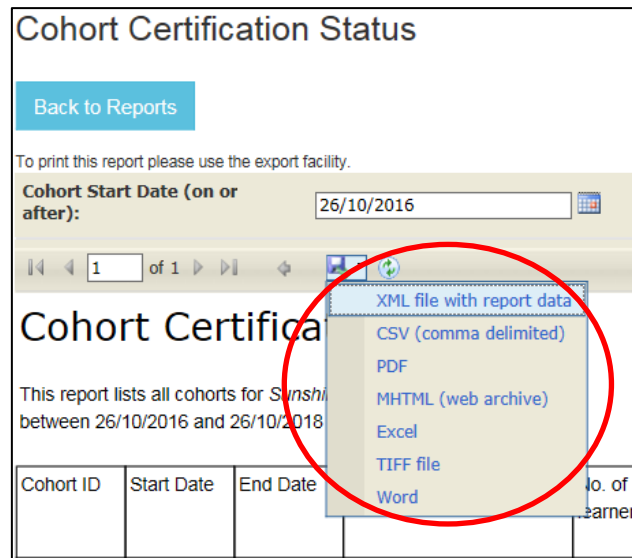
14.5. If there are any reports that you think would be beneficial please email Keith Maternaghan at keith.maternaghan@oneawards.org.uk.

15. Documents

To open the documents screen, at the top of the screen select **Resources** and from the dropdown menu select **Documents**
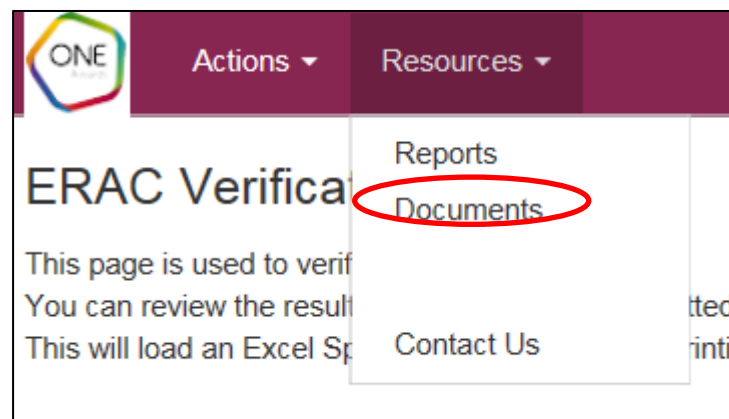
15.2. The Documents area is populated with documentation that you may find useful.

15.3. The Submit Document section is not currently used. If it is activated in the future we will issue further guidance.

15.4. To view the documents click on the document title.

15.5. You can also search for a document by clicking on drop down arrow under the Document Type and then click on Search. This will return all documents that match the criteria selected.

15.6. Select the title of the document to open it in a new window.

16. My Details, Change Password, Logout

The **My Details**, **Change Password** and **Logout** sections of QuartzWeb are grouped together in a dropdown menu that is shown by selecting the name you are logged in as at the top right corner of the QuartzWeb screen:
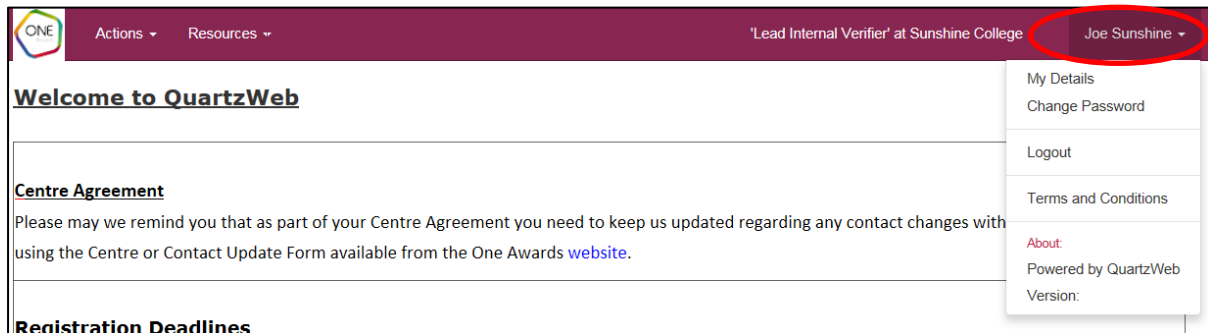
- **My Details** - Select this from the dropdown to view information One Awards holds on you, including the QuartzWeb roles and Centres allocated to you
- **Change Password** – Select this to change the password you use to log into QuartzWeb. You will be prompted for your old password and asked to enter a new password twice
- **Logout** – Select this to log out of QuartzWeb