QuartzWeb
User
Guidance

Ascentis
Awarding Organisation

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1 INTRODUCTION

1.1 What is QuartzWeb

This guidance document provides instructions on how to use the Ascentis QuartzWeb Portal and relates to the processes involved from initial registration to award and certification.

QuartzWeb provides centres with direct access to the Ascentis database (dependant on role) offering the ability to:

- Upload learner registrations
- View current and previous classes
- View learner history
- Access learning and support materials
- Add and withdraw learners to and from classes
- View key documents for verification visits

To access QuartzWeb, please visit quartzweb.ascentis.co.uk or login at the top of the Ascentis website.

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2.1 Registration Criteria

Centres should register learners using QuartzWeb, the Ascentis learner registration portal. To gain access to QuartzWeb for relevant centre personnel, contact your centre's Super User. If your centre does not have a Super User, please contact Ascentis at QuartzWeb@ascentis.co.uk. Authorisation will be made by Ascentis and a username and password will then be issued.

2.2 Preparing the Registrations File

The Ascentis QuartzWeb Portal is for use by centres that have been recognised by Ascentis to deliver the qualifications. Learner information should be uploaded to the QuartzWeb Portal by means of either a .csv file or .xls document, the file template is available for download from the QuartzWeb homepage or from the bottom of the **'Register Learners'** page on QuartzWeb.

Learner Registrations File Format

Click Here for a 'Standard Learner Registration' submission form (as an Excel file).
Click Here for instructions on filling in the 'Standard Learner Registration' submission form.
Learner Registration files can be accepted in a variety of formats. Click Here for full details of the file-formats available and associated coding conventions (in a Word document).

2.3 Presenting Learner Information for Upload

Some of the information requested about the learner at the time of registration is used for statistical purposes and is covered by the current Data Protection legislation.

The format of the registration document is made up with a number of mandatory and non-mandatory fields as identified below:

- ULN - Optional
- Forename – Mandatory
- Surname - Mandatory
- DoB – Mandatory
- Postcode - Optional
- Gender – Optional, Dropdown Menu
- Ethnicity – (AHED use only, explicit consent required from learner)

Once the document is complete and populated with learner information, this should be saved locally before being uploaded to the QuartzWeb Portal for registration.

Please retain this document for future reference.

2.4 Registering Learners via QuartzWeb

Log into QuartzWeb and ensure that your role is set to **Centre Administrator**. If this is not the case, use the dropdown button to select the role and click **'Switch'**.

Select **'Actions'** and **'Learner Registration Submission'** from the menu list at the top of the screen or alternatively, select the **'Register Learners'** button on the homepage.
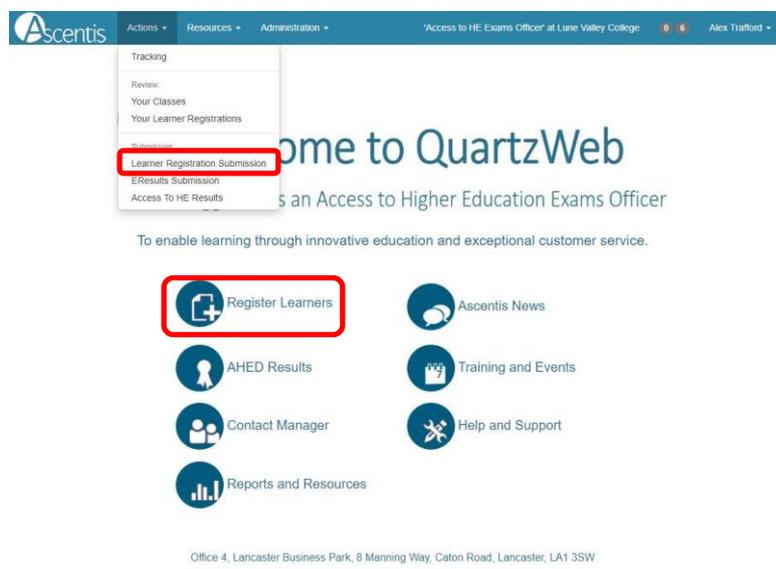
2.5 Learner Registrations: Programme and Qualifications

QuartzWeb uses a tiered approach to linking learner registrations to the correct programme and qualification.

The programme / provider course of learning should be selected for all registrations made through QuartzWeb and where applicable the relevant qualification should be selected from the dropdown menu. (shown in diagram below)

If the programme / provider course of learning or qualification you require is not showing, it could be that you do not yet have qualification approval. If this is the case, please contact Ascentis.

Tip: Please note that whilst the **Class Description** is not a mandatory field, its completion will aid identification of classes at a later date.
The **Class Start Date** is mandatory and relevant to the date that learners started the course, the **Class End Date** is relevant to the date that teaching on the course has finished.

The **Purchase Order number** is the reference number provided by your finance team which is included on the invoice. This is a mandatory field and will cause an error with the registration process if not completed. The **Site** field may be relevant to the Centres where courses are delivered over different sites.

Up to 3 **Tutor** names may be entered, however these fields are not mandatory.

Caution: The Notes on this submission field is not mandatory, Data entered into this field will cause the file submission to become delayed as the notes are submitted to Ascentis staff, and it is advised that this field should be blank unless there is a particular aspect that requires highlighting with Ascentis.

2.6 File Submission

The final section of the registrations process is to submit the registrations file that was created as a .csv or .xls document.

Select **Browse** to search for the saved Learner Registration file on your system, or drag-and-drop the file directly into the box and click **Continue**, to process the document or **Continue with Unit Registration** if registering on Single Unit Programmes or selecting Units on Registration.

Once the Learner Registration file has been selected, a preview will be shown of the data it contains. This preview will show the first 20 rows of data.

2.7 Registering Single Units or Selecting Units on Registration

If registering on Single Unit Programmes then please enter either the Unit ID, Unit Name or RITs code to search for the required unit on the 'Search Prog/Provider Course Units' screen, Select **Add+** to apply the unit to the learner registrations and **Continue** to complete the registration process.

2.8 Viewing Classes

Learners that have been submitted to QuartzWeb will be automatically entered into a class and provided with an ID. Please use this ID when contacting Ascentis with technical or admin queries, the submitted class will be available to view by selecting **'Actions'** and **'Your Classes'** from the top menu bar.

A search function will then be displayed along with a list of classes. To select and view a class, click on the Class ID or enter search parameters (shown below).

Tip: If an expected class is not visible, remove the tick from **'Current?'** and click **'Search'**, by default the 'Your Classes' screen opens displaying classes where today's date lies between the start and end dates.

Each learner within a class is issued with a unique six digit ID number for identification and reporting purposes. Within the QuartzWeb class screen a number of options are made available.

- Changes to learner status (withdraw / re-register)
- Add further units to a learner (Actions button on left hand side)
- Add learner photo (Actions button on left hand side)
- Access learner history (click **'more…'** next to learner surname)
- Access class documentation (highlighted)

2.9 Multiple Learner Unit Registration

When a class has been registered on QuartzWeb, units may be added to learners either individually or by using the Multiple Learner Unit Registration area.
To register all learners against a number of units, please ensure that each learner is ticked by clicking 'All' under Learner Registrations on the Class page and select Multiple Learner Unit Registration from the Unit Registrations menu, below the menu bar at the top of the screen, this will display the Learner Unit Registration screen.

The Learner Unit Registration page is displayed as three sections:

- Learner list (current learners registered within the class)
- Learner Unit Registrations (Units, the learners are currently registered on)
- Register Units (Units available on this qualification that may be attached to the learners)

Selecting units at this stage of the registration process will reduce the number of Units visible in the E-Results Submission Form.

The Multiple Learner Unit Registration option is accessed through the Unit Registrations option at the top of the Class screen (below).

To select all learners within a class, click 'All' on the table header (highlighted above)

The Learner Unit Registration screen (below) will allow units to be added or removed, depending on the qualification being studied.

Learner registration details with credit information sorted by Level.

Units currently registered against learners

Units within the Programme of study that may be attached to learners.

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In order to enter learner e-results through QuartzWeb, select **'Actions'** and **'Your Classes'** from the main menu bar and click on the relevant class ID from the list provided at the bottom of the page. Alternatively, click the **'Submit Results'** button on the homepage.

Tip: At this point please ensure that all learners are listed and that any learners that require withdrawing are marked accordingly.

Click **'Results'** and Select **'EResults Submission Forms'** from the options (shown below).

Click to select the Matrix Submission Form and click **'Generate Marksheet'** to continue.

Once the mark sheet has been generated, an Excel file will be produced, please save this to your local network.

In the row against the learner please supply the marks (beneath the unit assessment titles) however if an incorrect mark is entered, an error message will appear to highlight this.

Continue the above step for each learner listed within the spreadsheet.

Please note: Once the marks have been entered for the learners, please save the document, ensuring that the file name is not changed.

Once the document has been completed, within QuartzWeb select the E-Results link from the main menu bar and using the **'Browse…'** button navigate to the saved Excel document and select **Submit**.

Please ensure that all results are uploaded through QuartzWeb prior to the EQA visit.

4.1 Submitting Direct Entry grades

The Direct Entry Results by Unit is an optional feature that will allow results to be entered directly into QuartzWeb and stored in the 'Basket' rather than completing and submitting the manual mark sheet.

To access Direct Entry of Results by Unit, please select **'Actions'** and **'Your Classes'** from main menu bar in QuartzWeb.
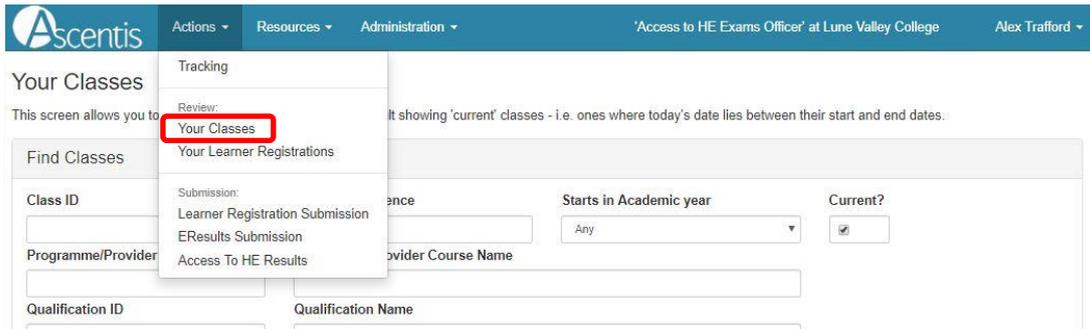
Then select the relevant class from the list provided and click the Class ID to display the learner registrations.

To continue, select **'Results'** and **'Direct Entry Results by Unit'** or **'Direct Entry Results by Learner'** from the class menu.
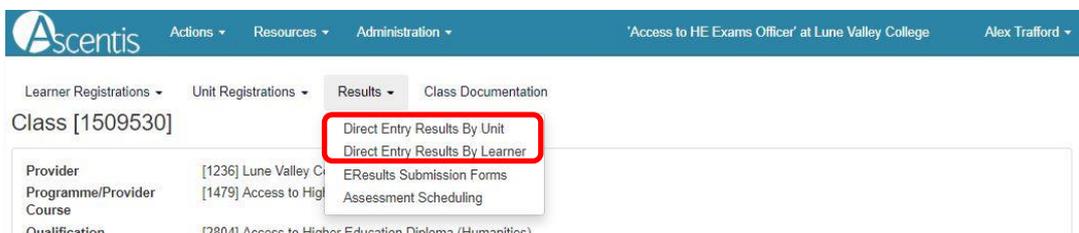
From the Direct Entry Results by Unit Submission page, select the required Unit from the dropdown provided, the list of learners will appear below.
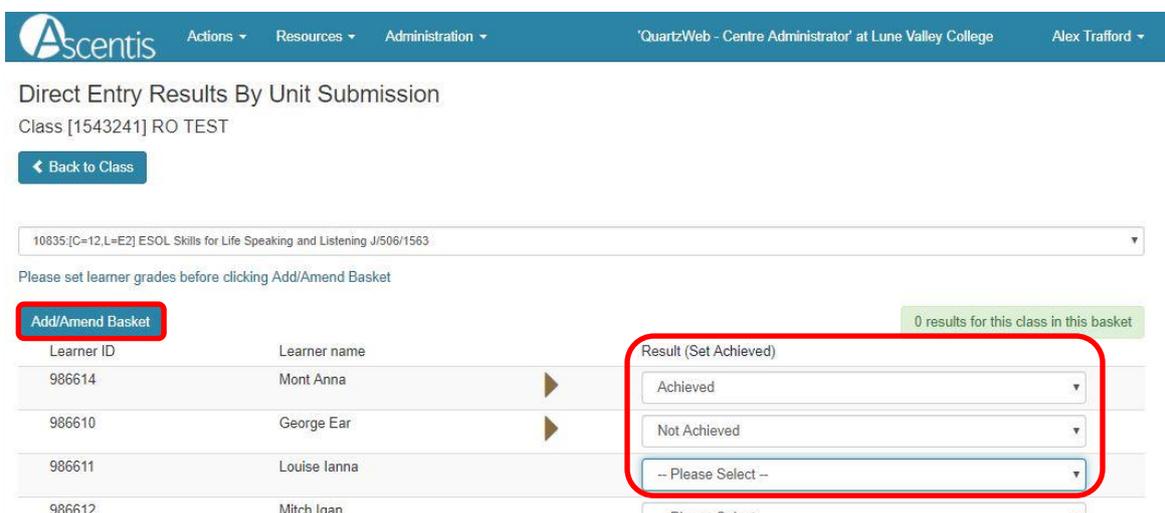
To enter individual grades for each learner, use the dropdown menu provided under **'Grades'** or click **'(Set Achieved)'** from the column header to set all learners as **'Achieved'**.

When all grades have been entered for the unit, click **'Add/Amend Basket'** to store the grades, ready for submission. When grades have been submitted to the basket, a basket icon 🛒 will appear and the number of results will be displayed as a number at the top right hand side of the page.

For grades that require a numerical value entered instead of an 'Achieved' option, the number may be entered directly into the Mark column.

Additional units may be selected from the dropdown menu to continue adding grades to the class or select 'Back to Class' to return to the previous page.

Once all grades have been entered as Direct Entry of Results by Unit, navigate to the basket by clicking on the number at the top right hand side of the screen. This will display all results awaiting submission. The dropdown menu will allow for selection by class or the option to submit all results in the basket.

At this point the option of amending learner grades or removing the grades from the basket is made available. To submit the grades to Ascentis, please select **'Submit'**.

A confirmation page will appear displaying grade submission information and the option to make amendments if necessary, to continue with grade submission, please select **'Confirm Submission'**.
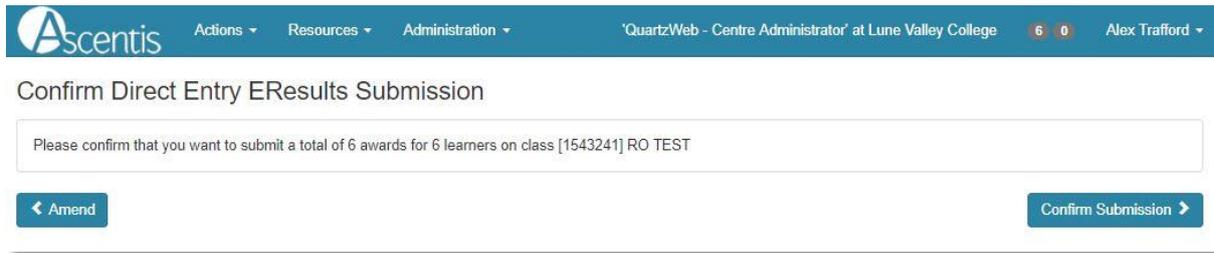
An automatic email will be generated at this stage notifying the EQA that grades have been entered and that grades are awaiting processing.

Results/assessments for all units for a particular learner's registration can be set on from a single page. The page accommodates all types of units (i.e. graded only, marked, grade-from-mark etc.)

4.2 Viewing and printing submitted grades

To view grades that have been submitted for verification, select '**Administration**' from the main menu bar.
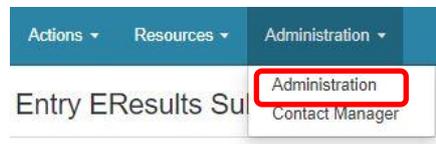
From the Administration page, select **'EResults Status'** to view a list of classes that have results attached via the Direct Entry Results function.
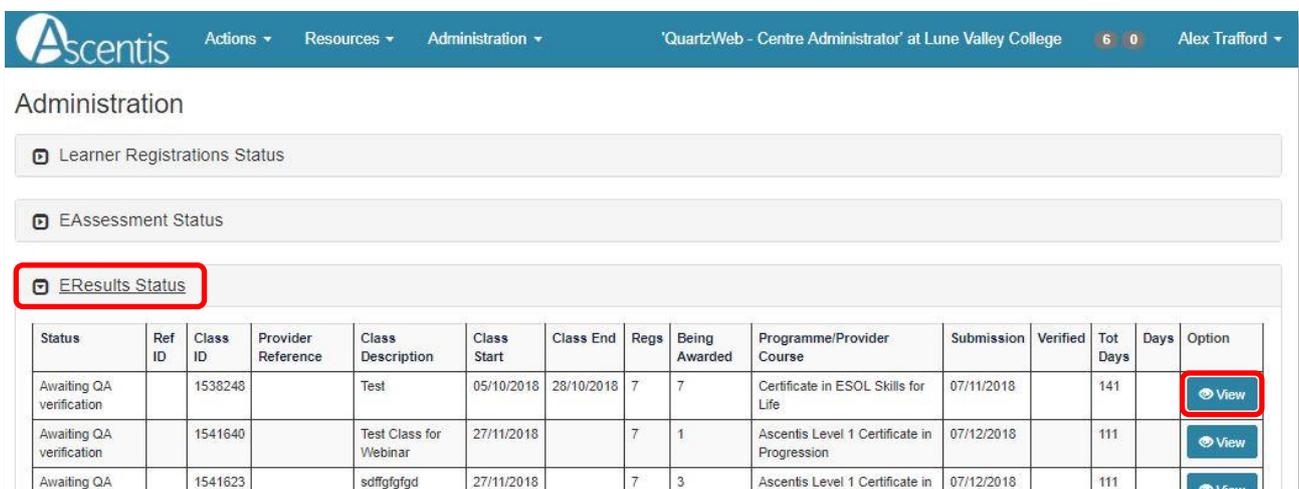
Selecting the **'View'** button will provide a detailed list of results for learners within the selected class.

To print the results information, right click within the report and select print, your local printer settings will appear automatically.

5 ROCC- CHECK

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Wherever a registration is in the context of a specific qualification, QuartzWeb users will be able to run the full ROCC checking function to confirm that a combination of awarded units and registered units will be sufficient for a leaner/candidate to achieve that qualification.

The check is always against both achieved and registered units. 'Registered' units means any units explicitly registered against the relevant learner or units registered against the class/batch/cohort.

The operation will only be available when either:
1. The registration has a specific qualification against it
2. The class/batch/cohort has a specific qualification against it

The ROCC-Check option appears (when available) on the 'Actions' menu, which is present against each learner registration.

6.1 Accessing E-Certificates

Once your results have been submitted to Ascentis, verified and processed, the option to generate E-Certificates will be available for use.

To access the E-Certificates feature on QuartzWeb, navigate to the class screen by selecting 'Actions' and 'Your Classes' from the main menu bar. The 'eCertificates' option will be available below the class details section.

6.2 Generating E-Certificates for learners

Before the E-Certification process can take place, Learners must be selected by ticking individual learners within the class or by clicking 'All' in the learner table header.

6.2 Producing the E-Certificates

Once the learners have been selected, click the 'eCertificates' button to show the encryption pane and enter a password to be used for the file.

Please note: any password may be used for the encryption, this will be used to access the file once downloaded.
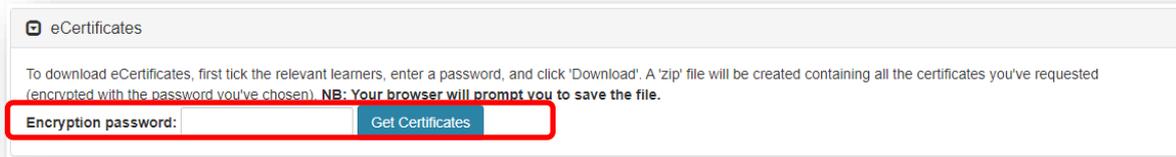
Once the password has been entered, click 'Get Certificates' this will download a file containing the certificates in PDF format.

The PDF certificates will have a QR code embedded in the bottom right hand corner of the document, this can be scanned on most mobile phones to authenticate the certificate.

7 CONTACT MANAGER

7.1 Introduction to Contact Manager

The Contact Manager provides Super Users with the capability to manage, view and modify internal users, roles and sites at the centre.
This option is available to all Super Users, by selecting **'Contact Manager'** from the Administration Menu in QuartzWeb. Alternatively, click the **'Contact Manager'** button on the homepage.
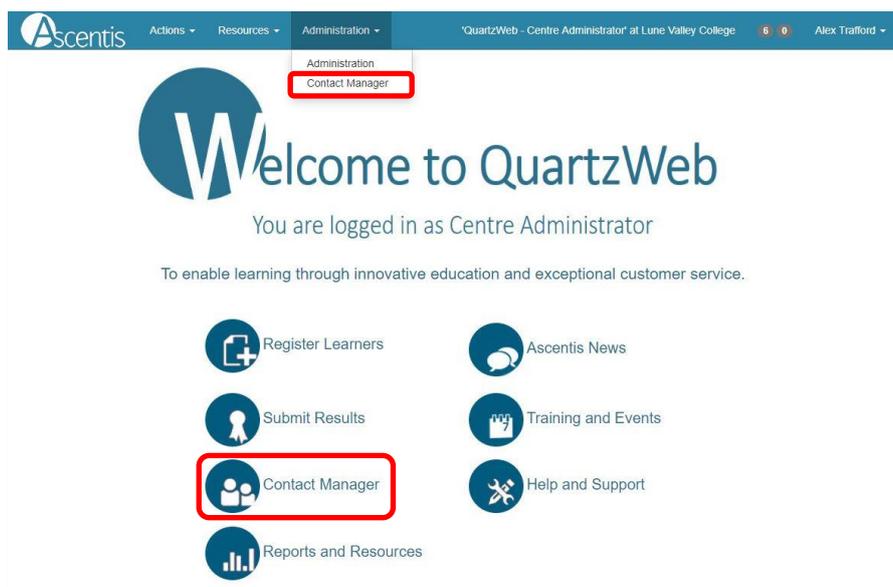
The Contact Manager screen is set out as an alphabetical list of current users within the centre, each local user is displayed with their email, telephone, site and role.

Only **'valid'** contacts are displayed, if a contact has been ended, then a valid to date will appear in the right hand column for a period of 24 hours before being removed from the list, this allows the opportunity to renew the contact in the case of incorrect data entry.

Where a contacts role gives access to QuartzWeb a **'Globe'** icon will be displayed against the role. (🌐)

Displayed against each contact is an 'Actions' menu: this provides access to options to close the contact (and re-open if used in error), modify the contact and add another role to the contact

7.2 Add a New Contact

To add a new contact to QuartzWeb, select **'+Add New Contact'** at the top of the list and complete the contacts details.

Tip: If a new user will require access to QuartzWeb, please ensure the users email is entered and correct as this will be used to receive login credentials.

Add a New Contact screen:

When the new contact has successfully added a new record, confirmation will appear after 5 seconds in the form of a green banner.

7.3 Modify a Contact

The modify contact screen (available through the **'Actions'** button) allows the Super User to make minor changes to the contacts name, email and site.
If significant name changes are required (e.g. due to marriage or deed-poll) the Super User must tick the **'Significant change of Name'** box.

When the contact has successfully modified, confirmation will appear after 5 seconds in the form of a green banner.
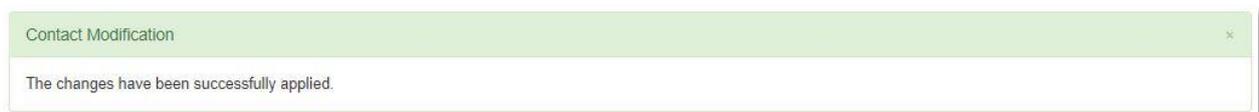
7.4 Remove a contact

To remove a contact through Contact Manager, click the **'Actions'** button next to the contact and select either **'Close this role for this contact'** or **'Close ALL ROLES for this contact'** in the event of multiple roles being present for a contact.
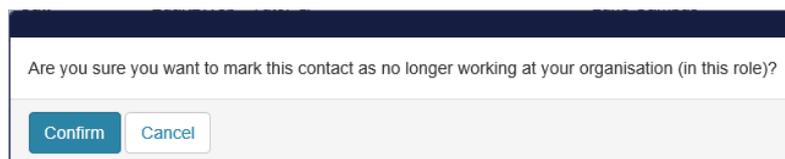
Select **'Confirm'** to close the contact. The row will display in grey for a period of 12 hours, after which the contact will be removed from the Contact Manager screen.
If a contact has been accidently removed, then select **'Re-open this role for this contact'** from the **'Actions'** button.

7.5 New User QuartzWeb Login

Once a contact has been registered in Contact Manager, they will be required to select **'Forgotten your password'** on the QuartzWeb login screen.
The **'Request Password Reset'** screen will appear and request the users email address, a temporary password will be sent to the email address supplied.
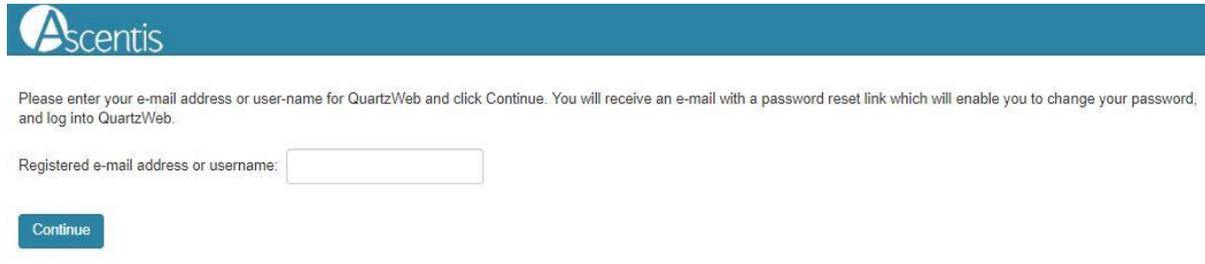
8 MANAGE ACCOUNT AND CENTRE DETAILS

8.1 Account administration

Clicking the dropdown menu next to your name at the right hand side of the screen will provide a breakdown of user information and provide the option to change your password.

- **My Roles** will provide a list of roles that the user has for a centre or number of centres
- **My Non Organisational Addresses** will list any additional contact information supplied to Ascentis
- **Sites** will provide a list of sites that are available at the selected centre
- The opportunity to create **a default role**

8.2 Documents and Exam Papers

QuartzWeb provides the ability to both upload and download documentation relevent to individual users or centres.
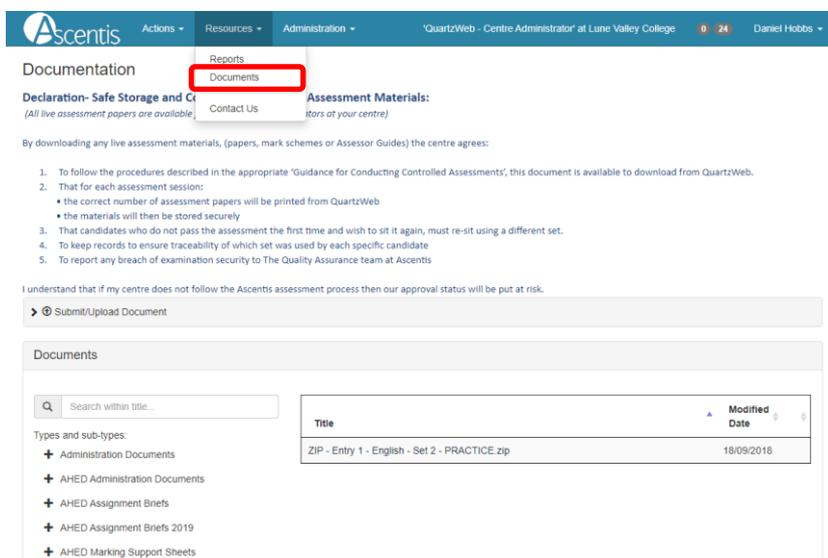
The documentation screen can be found under the Resources tab, Resources > Documents on the main menu.

To upload a document (usually Moderation or EV reports) select the correct type and sub type from the dropdown menus and select '**Choose file**' to locate the file on your local network or drag and drop your file directly into the box. Once the file has been located and selected, click **submit**.

The document download section of QuartzWeb is situated towards the bottom of the page. When a search is performed the results will automatically update to display all relevant documents. Documents can also be viewed by type and sub-type by selecting the relevant option to the left of the document list.

Exams papers (if available to your role) are held securely within the Documents Download area of QuartzWeb and are accessible by selecting the relevant document type, these are set out as e.g. English Live Papers or Mathematics Live Papers.

Tip: Live papers are available to download as full set .Zip files .

Please note: Only users with an Examinations enabled role will be granted access to the Live papers, to request access please contact your centre Superuser.

8.3 Filtering document lists in QuartzWeb

Documents lists in QuartzWeb can be found using either:
1. Live search feature, if you know the name of the document you are searching for
2. By using the + icon to filter through the document sub types

9 SUPPORTING DOCUMENTATION

QuartzWeb AHED Guidance 2018
QuartzWeb User Request Form 2018
Standard Learner Registration Form 2018

Supporting Documentation may be requested by Emailing Ascentis at

quartzweb@ascentis.co.uk

ASCENTIS AWARDING ORGANISATION 2019/20

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