

USER MANUAL

TRAINING CENTRES

FEBRUARY 2014

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THE FEDERATION AND THE MA ONLINE 2 SYSTEM

The Federation works to support the certification process of Modern Apprenticeships in Scotland and hosts MA Online 2 which has been designed specifically for Scottish Certification requirements.

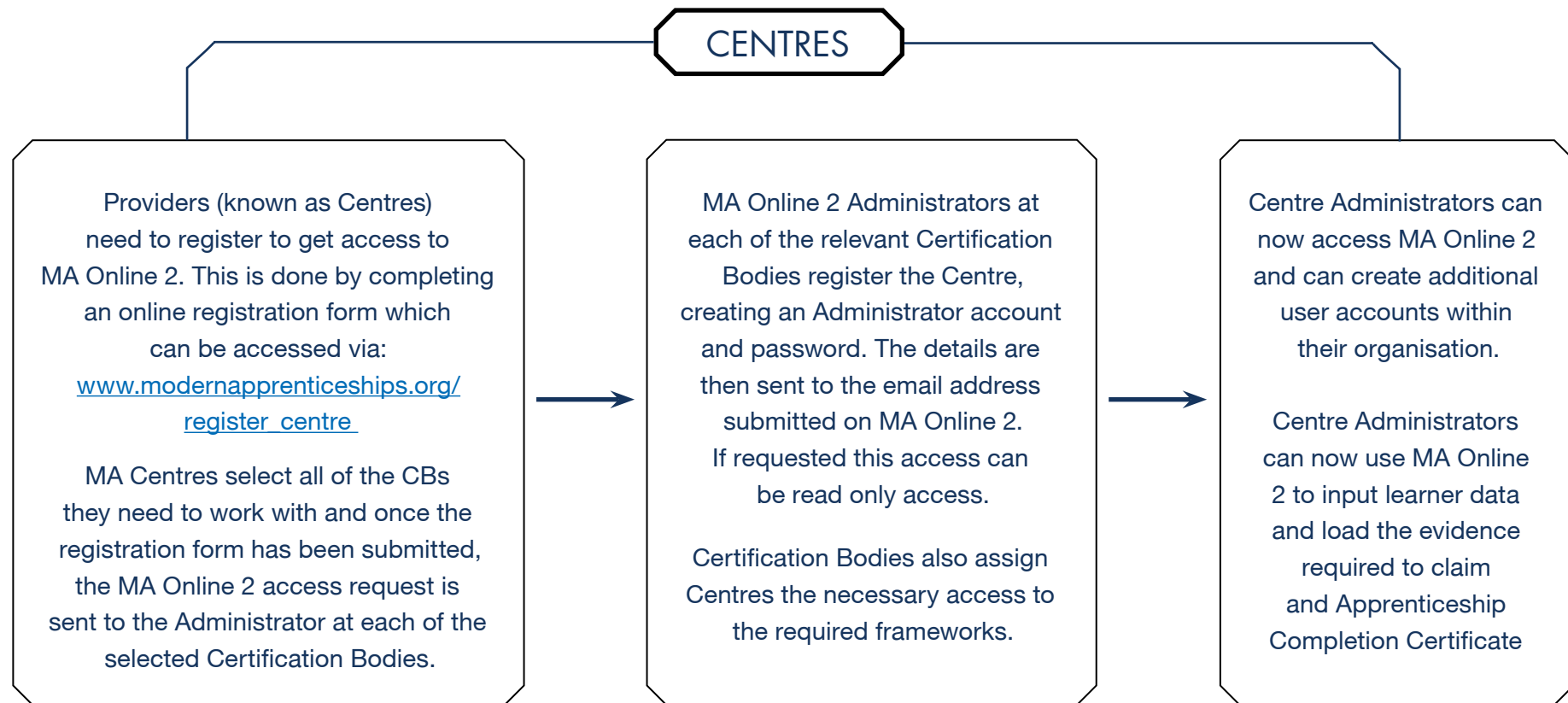
Working in partnership with the UK Commission for Employment and Skills (UKCES), the Federation shares the belief that a sectoral approach is the best way to create the conditions for increased investment in skills which will, in turn, drive enterprise, create jobs and deliver sustainable economic growth.

MA Online 2 is a web based system that is designed to enable access for training providers (MA Centres) or employers to request Modern Apprenticeship completion certificates.

The Federation sits in the middle of a hub and spoke model where Certification Bodies (CBs) use MA Online 2 to:

- Receive requests for Modern Apprenticeship registration and certificates from learning providers & employers.
- Review submitted requests and evidence provided and either approve or reject, with appropriate reason/s, certification requests.
- Print and issue Apprenticeship Completion Certificates, providing that all of the current Modern Apprenticeship framework requirements have been met.

This guidance manual has been designed to take you through the registration and certification processes of MA Online 2.



Modern Apprenticeship (MA) Online 2 is an online system that helps CBs deal more efficiently with the registration and certification of Modern Apprenticeships in Scotland.

- Go to: www.modernapprenticeships.org
- Click on the '**Login button**' to reveal the login area and technical guidance.
- Enter your MA Online 2 **Username and Password** ①
- Click the '**Go button**' ②

Please refer to the technical guidance to make sure your system meets the MA system requirements.

- Green ticks ✓ ③ are confirmation your system is compatible
- Red ✗ denotes incompatibility.

Should you have any problems logging in with your username and password, please contact the relevant Certification Body (CB).

For any other logging in problems, please contact the **MA Online support team**

Telephone: **0844 326 7566** or

E-mail: maonline@fiss.org

REMEMBER!

Please be aware that the **username and password** are both case sensitive.

Keep all passwords in a safe place and do not reveal them to anyone. MA Online 2 follows the history of each apprentice by tracking login details.

If additional user accounts need to be added then the Admin User will be able to set up accounts for colleagues to access the system.



Using MA Online

Please check to see that the computer you are using meets the following requirements below and has the features listed on the right set as enabled. This is to ensure that your use of this application is as efficient as possible.

Processor

In order to process the amount of data and functions of the application, we recommend that your processor speed should be at least 1 Gigahertz (GHz).

System Memory

You will need at least 2 Gigabytes (2GB) of System Memory (RAM) to ensure all the features of the application are working smoothly.

Operating System

As our application is designed for the web, the application is compatible with all the newer operating systems (Windows XP onwards, Lion OSX, Linux).

Web Browser

Whilst we aim to build our application to work on the majority of web browsers we strongly recommend updating your browser to the latest version to ensure your computer is displaying the website as intended.

If you are an Internet Explorer user please ensure you have the latest version. Users of Internet Explorer 7 will find some display issues but not fundamental to the functionality of the site, however we would recommend using Google Chrome or Firefox instead.

Proxy or Cached Version

In order to speed up the loading of a website web browsers and proxies (a system often used within organisations to manage all their users) use a technique called Caching which takes a snapshot of the website and shows it to the user when they re-visit it later. This is beneficial for websites that don't often change, however this can be a problem for our application as it will show, for example, an apprentice's old status thus causing issues. If you are unsure about this setting please speak to your IT department.

Whitelist

If you experience any issues accessing our application you may need to ask your IT Department to whitelist the website address <http://modernapprenticeships.org>.

For more information or to contact the MA Online Team, please e-mail maonline@fiss.org or call 0844 326 7566.



MA Online is a registered trademark, owned by the Federation For Industry Sector Skills & Standards. For more information or to contact the MA Online Team, please e-mail maonline@fiss.org or call 0844 326 7566. The recommended browsers that best support MA Online are Internet Explorer 8 and 9, Opera, Chrome, Safari and Firefox.

Follow us on Twitter Follow us on Facebook Subscribe to RSS

Your Computer Details

Operating System:	Windows 8.1	✓
Screen Size:	1920 x 1080	✓
Browser:	Firefox 25	✓
Javascript:	Enabled	✓
AJAX Support:	Enabled	✓
Cookies:	Enabled	✓

Your computer appears to be capable to run MA Online, if you experience any issues please contact us.

Once you have logged in to MA Online 2, you will see this home screen. **Registration tabs will only appear if your centre has been set-up to use pending registration.**

REGISTRATION TABS

- 1. Pending Registration** – All apprentices will be created with a status of Pending Registration which will have to be changed by your Certification Body before the apprentice can be put forward for certification.
- 2. Rejected Registration** – View and update apprentices rejected for registration.
- 3. Payment Pending** – View which apprentice certificates are still to be paid for (if applicable).

CERTIFICATION TABS

(These will appear in order to certificate apprentices).

- 4. Apprentices** - View, Add or Bulk Upload apprentices, search for and edit apprentice details.
- 5. Rejected** – View and update apprentices rejected for certification.
- 6. Awaiting Certification** – View apprentices awaiting certification.
- 7. Certificate Approved** – View apprentice certificates that are ready to be printed by the certification body.
- 8. Notifications** - View messages from the Federation and Certification Bodies about system/certification process changes or updates.

The numbers in brackets, on each tab, indicates the number of records currently active within each of the tabbed categories.

User: Masana Ikeshima
Certification Body: ConstructionSkills
Notifications: 23 Unread 8

①
Pending Registration (83)

②
Rejected Registration (0)

③
Payment Pending (0)

④
Apprentices

⑤
Rejected (0)

⑥
Awaiting Certification (0)

⑦
Certificate Approved (1)

Logout

View Apprentices
Add Apprentice
Bulk Upload

Search

Framework

Status

Reference number

Keyword

Date of Birth (from)

Date of Birth (to)

Registration Date (from)

Registration Date (to)

Certification Date (from)

Certification Date (to)

Search

Select All
DeSelect All
Show deleted
Print view
Export all

Active	NI Number	Forename	Surname	DOB	Status	Framework	Rejected	Locked	Days Elapsed
✓	AB123456C	Petulia	Hobbs	09-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Enid	Blush	10-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Eleanor	Rose	11-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Sheila	Aplin	12-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Linda	Tulip	13-02-1985	Pending Registration	Construction Building (Tes			28
✓	JR401232D	MIKE	SHIMAWOW	01-10-1920	Pending Registration	Construction (2008)			12
✓	JR401232D	MIKE	BUTEST	01-10-1920	Pending Registration	Construction Building (Tes			12
✓	JR201232D	Dave	Smith	01-10-1980	Pending Registration	Hairdressing (Hairdressin			0
✓	JR404040D	Framework	Test	02-04-1993	Certificate Authorisec	MA2 Test			0

15
Page 6 of 6
Displaying: 76 to 89 of 89 items.

Top | Contact Us | Users | Organisation details | Notifications |
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REMEMBER!

The **Apprentices Tab** ④ holds all apprentices, no matter what their status. If your Centre is set-up to use Pending Registration and choose to use **Bulk Upload**, they will appear in the **Pending Registration Tab** ① as well as appear in the **Apprentices Tab**

ADDITIONAL OPTIONS

(along bottom of screen).


9. Top – Takes you back to the top of the current screen.

10. Contact Us – Contact details for the Federation, managers of MA Online 2.

11. Users – Add and edit users within your organisation (*function available for Centre Admin only*).

12. Organisation details – View your organisation details (*function available for Centre Admin only*).

User: Masana Ikeshima Certification Body: ConstructionSkills Notifications: 23 Unread



Pending Registration (83)
Rejected Registration (0)
Payment Pending (0)
Apprentices
Rejected (0)
Awaiting Certification (0)
Certificate Approved (1)

[Logout](#)

[View Apprentices](#)
[Add Apprentice](#)
[Bulk Upload](#)

Search

Framework

Status

Reference number

Keyword

Date of Birth (from)

Date of Birth (to)

Registration Date (from)

Registration Date (to)

Certification Date (from)

Certification Date (to)

Search

Active	NI Number	Forename	Surname	DOB	Status	Framework	Rejected	Locked	Days Elapsed
✓	AB123456C	Petulia	Hobbs	09-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Enid	Blush	10-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Eleanor	Rose	11-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Sheila	Aplin	12-02-1985	Pending Registration	Construction Building (Tes			28
✓	AB123456C	Linda	Tulip	13-02-1985	Pending Registration	Construction Building (Tes			28
✓	JR401232D	MIKE	SHIMAWOW	01-10-1920	Pending Registration	Construction (2008)			12
✓	JR401232D	MIKE	BUTEST	01-10-1920	Pending Registration	Construction Building (Tes			12
✓	JR201232D	Dave	Smith	01-10-1980	Pending Registration	Hairdressing (Hairdressin			0
✓	JR404040D	Framework	Test	02-04-1993	Certificate Authorised	MA2 Test			0

[Select All](#) [DeSelect All](#) [Show deleted](#) [Print view](#) [Export all](#)

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[Top](#) | [Contact Us](#) | [Users](#) | [Organisation details](#) | [Notifications](#)


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9

10

11

12



There are two sides to using MA Online, **Registration** and **Certification**. If your Centre is **not set up for Pending registration** than you will start the process at the **Apprentices tab**.

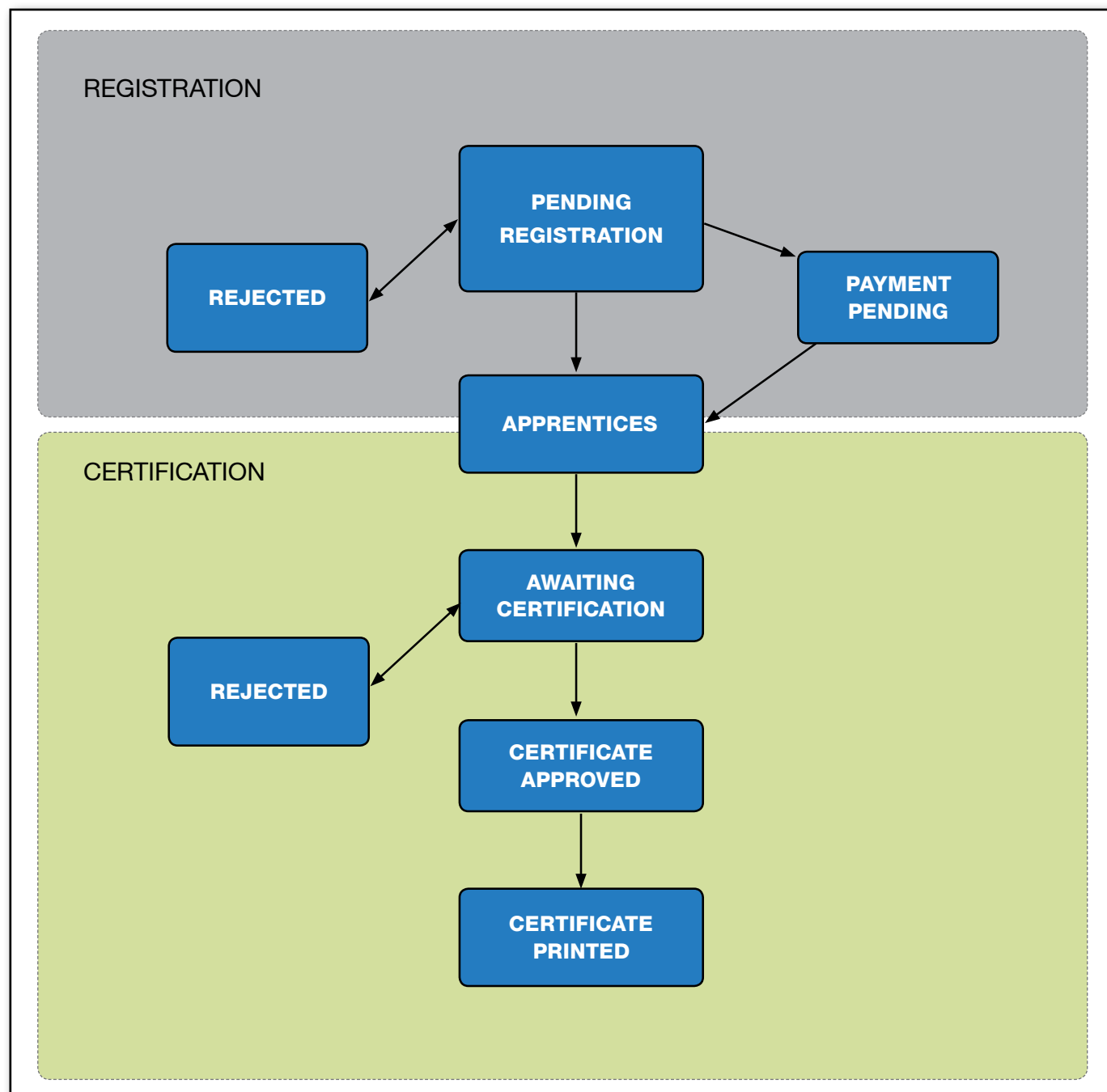
If you are required to go through **Registration** then the apprentices will automatically start as Pending Registration. Once the apprentice has been sat in this status **for at least one day** the Certification Body (CB) will look at the apprentice's record and will either accept or reject the registration. If the record is **accepted** the record will either move to **Payment Pending** or **Apprentices Tab**. This will depend if the CB requires any payment to be made at this point. You will need to contact the CB to discuss how and when payments are made.

If you are **not required to go through Pending Registration** then the apprentices will start the process from the **Apprentices Tab**.

Once the apprentice's record is at the Apprentices status they are ready for you to load Certification Evidence as it is achieved by the apprentice which will save time at the end of the MA. Once all the components of the MA have been achieved by the apprentice, the appropriate evidence loaded to MA Online 2 and the apprentices record is completed, you are able to submit the record to **Awaiting Certification**.

Here the CBs will be able to accept or reject the apprentice for certification. If the record is **rejected** you will need complete any corrective action and resubmit the record. If the CB **accepts** the certification request they will process the record to **Certificate Approved**.

Some CBs may at this point require payment to be made before the Completion Certificate is printed, other CBs may require payment to made once the Completion Certificate has been sent.



4.1. ADD/EDIT USERS

To add a new user:

- Select the **Users Link** ① and click **Add User** ②.
- Enter **all** of the information ensuring that the contact details are correct ③.
- Once all the details have been completed, select **Create Item** ④.

To edit an **existing User**:

- Double click on the **username** and amend the detail, then select **Update Item**.

There may be some individuals who require access to MA Online 2 for monitoring purposes. In this case you will need to tick the box that says **Read Only User** ⑤ when setting up a profile. This will allow the user access but they will be unable to amend any details on the system.

REMEMBER!

Please note only admin logins can add and amend User details

Hello Masana Ikeshima!
You are logged in to ConstructionSkills

MODERN
APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout

View Users **Add User**

Delete Select All DeSelect All

ID	Full Name	Username	User Role	Centre	Email	Last Visit
1375	Masana Ikeshima	hartisn123	centre_admin	test	neil.hartis@cskills.org	2013-12-06 16:28:43
1392	readonly_centreuser	readonly_centre	centre_user	test	readonly_centreuser@google.com	2013-10-23 11:08:12
1393	Donald Not Readonly	readonly	centre_user	test	donald@stirlingassociates.com	2013-10-24 09:10:43

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Top | Contact Us | **Users** | Organisation details | Notifications (2)

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MODERN
APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout

View Users

Basic information

Add USER

Full name

Email

Login

Password

Repeat Password

User Status: Active

Read Only User ☐ ⑤

Back Create item ④

Top | Contact Us | **Users** | Organisation details | Notifications (2)

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4.2. DISABLE USER ACCOUNTS

Within the MA Online system you are able to disable MA user accounts. This will keep the history of the user's activity but will mean that they no longer have access to the system.

Only the Centre Admin person can make these changes - the Centre Admin is the person who has been issued the login details by the Certification Body.

To disable an account:

- Double click on the **User** to open the record ①
- Click on the drop down arrow next to **User Status** and select **Inactive** ②
- Click **Update** Item to save changes ③

If the **Centre Admin** access needs to be updated then you will need to contact the Certification Body who will be able to update the access.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills

MODERN
APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout

View Users Add User

Delete Select All DeSelect All

ID	Full Name	Username	User Role	Centre	Email	Last Visit
1375	Masana Ikeshima	hartisn123	centre_admin	test	neil.hartis@cskills.org	2013-12-06 16:28:43
1392	readonly_centreuser	readonly_centre	centre_user	test	readonly_centreuser@google.com	2013-10-23 11:08:12
1393	Donald Not Readonly	readonly	centre_user	test	donald@stirlingassociates.com	2013-10-24 09:10:43

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Top | Contact Us | Users | Organisation details | Notifications (2) |

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Hello Masana Ikeshima !
You are logged in to ConstructionSkills

MODERN
APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout

View Users Add User Editing User

Basic Information

Edit USER

Full name	Donald Smith
Email	donald@stirlingassociates.com
Login	david.smith@googlemail.com
Password	
Repeat Password	
User Status	Active
Last visit	Active

2

3

Back Update item

Top | Contact Us | Users | Organisation details | Notifications (2) |

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4.3. VIEW/AMEND ORGANISATION DETAILS

This is where you can view the organisation details. If there are any amendments required please contact the relevant Certification Body.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills

MODERN
APPRENTICESHIPS

Pending Registration (82)Rejected Registration (1)Payment Pending (0)ApprenticesRejected (0)Awaiting Certification (0)Certificate Approved (0)Logout

Editing Centre

Centre: Ikeshima CentreRelated Body: ConstructionSkills

Basic informationReports

Edit CENTRE

Centre NameIkeshima Centre

Notes

Centre Address

Street453 Hill Road

TownEdinburgh

PostcodeEH2 2LP

CountryScotland

Contact

Contact PersonMasana Ikeshima

Contact PositionPrincipal

Phone0131 332 2222

E-mail

Back

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5.1 APPRENTICE REGISTRATION

Once the CB has reviewed the registration, they will change the status to one of the following:

- **REGISTERED**

There is no separate tab for apprentices that are registered as they are found under the **Apprentices tab** and you will be able to see the status **Registered** under the status column.

- **PAYMENT PENDING**

(this status is not used by all CBs)

Where it is used, it means that the CB is satisfied that the record meets the registration requirements however they require payment before registering the apprentice. Until payment is made the apprentice will not be officially registered on the MA. Please contact the CB for information on payment.

- **REJECTED REGISTRATION**

This status means that the CB is not satisfied that the submitted record meets the registration requirements. If the CB has rejected the registration they should leave a comment as to why the registrations has been rejected that will be added to the apprentice's record under the **Status tab**. You will need to complete any corrective action before updating the status to pending registration.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills



Pending Registration (82)
Rejected Registration (1)
Payment Pending (0)
Apprentices
Rejected (0)
Awaiting Certification (0)
Certificate Approved (0)
Logout

View Apprentices
Add Apprentice
Bulk Upload

Search

Framework

Status

Reference number

Keyword

Date of Birth (from)

Date of Birth (to)

Registration Date (from)

Registration Date (to)

Certification Date (from)

Certification Date (to)

Search

Select All
DeSelect All
Show deleted
Print view
Export all

Active	NI Number	Forename	Surname	DOB	Status	Framework	Updated	Rejected	Locked
✓	AB123456C	Linda	Tulip	13-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Sheila	Aplin	12-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Eleanor	Rose	11-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Enid	Blush	10-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Petulia	Hobbs	09-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Maggie	Queen	08-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Harry	King	07-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Jack	Penny	06-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Ben	McCay	05-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Bob	Quinn	04-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Fred	Rimmer	03-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Bill	Clarkson	03-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Jim	Hammond	02-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	John	Evans	01-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB654321C	William	Thaw	05-06-1990	Pending Registration	Construction (2008)	06-12-2013		

15

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Displaying: 1 to 15 of 86 items.

[Top](#) |
 [Contact Us](#) |
 [Users](#) |
 [Organisation details](#) |
 [Notifications \(2\)](#) |
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5.2 ADDING AN APPRENTICE

There are two ways to add an apprentice:

one at a time using the form or a **Bulk Upload** via a CSV file.

To add a single apprentice,

- Ensure that you are in the **Apprentice Tab** ①
- Click **Add Apprentice** ② button.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills



Navigation tabs: Pending Registration (82) | Rejected Registration (1) | Payment Pending (0) | **Apprentices** | Rejected (0) | Awaiting Certification (0) | Certificate Approved (0) | Logout

Buttons: View Apprentices | Add Apprentice | Bulk Upload

Search filters:

Framework: [Dropdown] | Status: Any [Dropdown] | Reference number: [Text] | Keyword: [Text]

Date of Birth (from): [Text] | Date of Birth (to): [Text] | Registration Date (from): [Text] | Registration Date (to): [Text] | Certification Date (from): [Text] | Certification Date (to): [Text] | Search

Actions: Select All | DeSelect All | Show deleted | Print view | Export all

Active	NI Number	Forename	Surname	DOB	Status	Framework	Updated	Rejected	Locked
✓	AB123456C	Linda	Tulip	13-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Sheila	Aplin	12-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Eleanor	Rose	11-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Enid	Blush	10-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Petulia	Hobbs	09-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Maggie	Queen	08-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Harry	King	07-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Jack	Penny	06-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Ben	McCay	05-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Bob	Quinn	04-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Fred	Rimmer	03-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Bill	Clarkson	03-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Jim	Hammond	02-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	John	Evans	01-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB654321C	William	Thaw	05-06-1990	Pending Registration	Construction (2008)	06-12-2013		

Page 1 of 6 | Displaying: 1 to 15 of 86 items.

Footer: Top | Contact Us | Users | Organisation details | Notifications (2) | Generated in 0.0923(s), memory used: 5.82MB, online: 1



5.2 ADDING A SINGLE APPRENTICE

- Once you have selected **Add Apprentice** a blank record will appear ready for you to complete the information within the four tabs:
 - Basic information
 - Employer details
 - Framework (further on [page 16](#))
 - Identifiers
- Once all the tabs have been completed, click the **Create Item button** ① to save the record. If there are any mandatory errors the system will highlight these in **red**.
- All fields marked with an * are mandatory and need to be completed before clicking Create Item.**

REMEMBER!

Under the Framework tab there are several rows that are yellow. These rows are mandatory for certification however when adding an apprentice you will need to leave these blank until the record has been created. Otherwise the information that you enter will be lost (see [page 16](#) for more details) .

Hello Masana Ikeshima !
You are logged in to ConstructionSkills



Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout

View Apprentices Bulk Upload

Basic information **Employer details** **Framework** **Identifiers**

Apprentice Details

Prefix -

* Gender -

* Forename

* Surname

Middlename

* Date Of Birth

* Ethnic Group

Apprentice Contact Details

* Postcode

* Street

House Number

* Town

Country -

Phone

E-mail

Dates

* Start date

Completion date

Other Details

* A Training Agreement is held on file ☐

Any mental or physical impairment? ☐

How long apprentice have been unemployed at the start of training? months

Asylum Seeker ☐

ESOL need? ☐

Disability? ☐

* Is this apprentice being publicly funded? ☐ Yes ☐ No

Other

Notes

①

5.2 ADDING A SINGLE APPRENTICE...CONTINUED

Once you have created the record two new tabs will appear:

- [STATUS](#)

This tab shows the Status of the Apprentice. When you add an Apprentice it will automatically be given either the status **Pending Registration** or **Registered** (this will be dependent upon the process used by the CB).

- [CERTIFICATE EVIDENCE](#)

The MA Framework and components selected will determine which evidence is required for certification. There is further explanation of uploading certificate evidence on [page 19](#)

Hello Masana Ikeshima !
You are logged in to ConstructionSkills

Pending Registration (83) | Rejected Registration (1) | Payment Pending (0) | Apprentices | Rejected (0) | Awaiting Certification (0) | Certificate Approved (0) | Logout

View Apprentices | Add Apprentice | **Editing Apprentice**

Apprentice: David Powers **Centre:** Ikeshima Centre **System Number:** MA008E51

Basic information

Employer details

Framework

Status

Identifiers

Certification Evidence

Apprentice Details

Apprentice Contact Details

Dates

Other Details

Prefix: Mr
* Gender: Male
* Forename: David
* Surname: Powers
Middlename: Robert
* Date Of Birth: 04 February 1997
* Ethnic Group: English / Welsh / Scottish / Northern Irish

* Postcode: EH2 2LP
* Street: Hill Street
House Number: 21
* Town: Edinburgh
Country: United Kingdom
Phone: 0131 332 2222
E-mail: david@googlemail.com

* Start date: 18 March 2011
Completion date: 17 March 2013

* A Training Agreement is held on file
Any mental or physical impairment?
How long apprentice have been unemployed at the start of training?
Asylum Seeker
ESOL need?
*Is this apprentice being publicly funded?
Disability?

5.3 FRAMEWORK TAB

When you get to the framework tab there are several fields that need to be completed, some of which need to be completed prior to creating the record:

During the adding an apprentice stage you are required to completed the fields below prior to selecting the **Create item button**.

- Framework
- Framework level
- Pathway Code & Name

It is important that the framework details are correct for the MA you are registering the apprentice for so the right components are displayed.

Once these details have been entered and the other tabs are complete you will need to select the **Yellow Create item Button**.

There are 4 rows that are within the framework tab that are mandatory for certification but can only be completed once the record has been created, **if completed prior to this the information will be lost**.

- Units
- Enhancements
- Outcomes
- Framework Core Skills

By clicking on each row they will reveal a drop down for you to enter the appropriate information.

Hello Masana Ikeshima !
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APPRENTICESHIPS

Pending Registration (83) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout

View Apprentices Bulk Upload

Basic information Employer details **Framework** Identifiers

FRAMEWORK Details

Framework	-	▼
Framework Level	-	▼
Pathway Code & Name	-	▼

Note: Units, Enhancements, Outcomes and Framework Core Skills can only be edited once an apprentice has been created

▶ Units	Click to (un)fold
▶ Enhancements	Click to (un)fold
▶ Outcomes	Click to (un)fold
▶ Framework Core Skills	Click to (un)fold

✕ Back ✓ Create item

Top | [Contact Us](#) | [Users](#) | [Organisation details](#) | [Notifications \(2\)](#) | Generated in 0.1741(s), memory used: 5.87MB, online: 1

5.3 FRAMEWORK TAB...CONTINUED

Clicking on each of the **yellow rows** will reveal a drop down that needs to be completed once you have created the record and prior to certification (click again to close the the drop down).

- UNITS**

Within this drop down the mandatory and optional units are listed. You will not be able to amend the mandatory units as these are set based on the framework and pathway selected. However you will need to select the optional units that are to be completed/have been completed by the apprentice.

- ENHANCEMENTS**

Some MA frameworks have a list of mandatory and additional enhancements and you must select the enhancement that the apprentice will be working towards/has completed.

- OUTCOMES**

Within some MA frameworks there is a list of outcomes that need to be achieved. You will need to indicate here the outcome that the apprentice will be working towards/has completed.

- FRAMEWORK CORE SKILLS**

There are 5 Workplace Core Skills that are required by all MA frameworks. You will need to indicate here what level has been completed by the apprentice and the value of SCQF credits. If the apprentice already has any of the Core Skills it is recommended that they work towards the next level.

Units
Click to (un)fold

Mandatory Units

Code	Unit Name	Credit	Level
	Provide aftercare advice	5	5
	Provide aftercare advice	4	5

Optional Units

Code	Unit Name	Credit	Level	Group	S.	Action
	Assist with the evaluation of changes in client service	5	4			<input type="checkbox"/>
	Carry out face massage services	4	5			<input type="checkbox"/>
	Contribute to the effectiveness use and monitoring of resources	4	5			<input type="checkbox"/>
	Contribute to the planning and preparation of promotional activities	5	5			<input type="checkbox"/>
	Correct colour	13	6			<input type="checkbox"/>

Enhancements
Click to (un)fold

Mandatory enhancements

Name	Level	Credit
There are no mandatory enhancements defined for this framework		

Additional enhancements

Name	Level	Credit	S.	Save
There are no additional enhancements defined for this framework				

Outcomes
Click to (un)fold

Name	Level	Credit	S.	Save
There are no outcomes defined for this framework				

Framework Core Skills
Click to (un)fold

Core Skills	Level	Credit
Communication		
Numeracy		
Information technology		
Problem solving		
Working with others		

[Back](#)
[Update item](#)

5.4 BULK UPLOAD APPRENTICES

The **Bulk Upload facility** ① allows you to add multiple apprentices at once, auto-filling the apprentice and employer details.

There are two file types available, a **CSV** or **Excel file** (if you need to use the CSV file please contact maonline@fisss.org).

For more detailed guidance please refer to the training manual for [Bulk Uploads](#).

Once the file has been loaded to MA Online 2 you will need to enter the framework details for each apprentice.

The screenshot displays the MODERN APPRENTICESHIPS Bulk Upload interface. At the top right is the MODERN APPRENTICESHIPS logo. Below it is a navigation bar with tabs: Pending Registration (83), Rejected Registration (1), ① Payment Pending (0), Apprentices, Rejected (0), Awaiting Certification (0), Certificate Approved (0), and Logout. The 'Bulk Upload' tab is selected and highlighted. Below the navigation bar is a sub-header 'Bulk upload'. The main content area is divided into four sections: 1. CSV File: Includes a 'Choose a file' button, a 'Browse...' button, the text 'No file selected.', and an 'Upload' button. 2. Templates: Includes a 'Download a template' button and a link to 'Excel(XLS) empty template'. 3. Sample Templates: Includes a 'Download an example' button and links to 'Good Example' and 'Bad Example'. 4. User Guide: Includes a 'Download guide' button and a link to 'Download the Bulk Upload user guide'. Below these sections is a 'Framework and Pathway ID Helper' section with three dropdown menus: 'Framework', 'Framework Level', and 'Pathway Code & Name'. To the right of the 'Pathway Code & Name' dropdown is a 'Pathway #' label. At the bottom of the page is a horizontal scrollbar.

5.5 ADDING EVIDENCE TO AN APPRENTICE RECORD

The Certificate Evidence tab provides a list of all the evidence required for registration and certification. Some CBs require to have the MA Training Agreement (this can be found within all frameworks) loaded onto MA Online 2 at registration, some may require the agreement at certification. You will need to contact the individual CBs for their process.

The list of requirements is determined by the framework details selected under the framework tab and are fixed.

- To upload evidence you will first need to scan the evidence separately onto your computer/system. Once you have all the scanned evidence select the **Browse/Choose File button**. This will open a new window and show you your accessible files. Select the file that you would like to upload to MA Online 2 and click the **Open** button. This will add the file path to the field on MA Online 2 and you need to select the upload button. Once the file has been uploaded you will be able to see the file name in the **File** column. You can delete files by selecting the red cross.
- Once you have uploaded all the required evidence select the **Update Item button** at the bottom of the page.

REMEMBER!

The maximum file size is 2MB. If the file is larger than 2MB, please rescan and save at a lower quality or different file type.

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APPRENTICESHIPS



Pending Registration (83) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0) Logout



View Apprentices Add Apprentice Editing Apprentice

Apprentice: David Powers Centre: Ikeshima Centre System Number: MA008E51


Basic information Employer details Framework Status Identifiers **Certification Evidence**

Certification Evidence

Document Name	File	Action	Checked
SVQ	SVQ_Certificate_2013.pdf	Browse... No file selected.	Upload  
Numeracy Core Skill		Browse... No file selected.	Upload
ICT Core Skill		Browse... No file selected.	Upload
First Aid		Browse... No file selected.	Upload

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5.6 PENDING REGISTRATION TAB

The **Pending Registration tab** will be displayed if your centre has been set-up to use Pending Registration.

If the registration part of the system is used then all apprentices will start off as **Pending Registration** until the CB updates the status.

CBs will process the apprentices in the **Pending Registration tab** and either process or reject the registration request. If it is rejected the record will move to the **Rejected Registration tab**, you will then need to complete any corrective action and resubmit the record to **Pending Registration**.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills



Pending Registration (82)	Rejected Registration (1)	Payment Pending (0)	Apprentices	Rejected (0)	Awaiting Certification (0)	Certificate Approved (0)	Logout
View Users Add User							
Delete Select All DeSelect All							
ID	Full Name	Username	User Role	Centre	Email	Last Visit	
1375	Masana Ikeshima	hartisn123	centre_admin	test	neil.hartis@cskills.org	2013-12-06 16:28:43	
1392	readonly_centreuser	readonly_centre	centre_user	test	readonly_centreuser@google.com	2013-10-23 11:08:12	
1393	Donald Not Readonly	readonly	centre_user	test	donald@stirlingassociates.com	2013-10-24 09:10:43	
15 Page 1 of 1 Displaying: 1 to 3 of 3 items.							
Top Contact Us Users Organisation details Notifications (2) Generated in 0.1846(s), memory used: 4.97MB, online: 1							



5.7 APPRENTICE STATUS

MA Online stores the history of the apprentice within the status tab. Each time the status of the apprentice is updated a note will be added to the status record.

- To view the status history you will need to open up an apprentices record, go to the status tab and select the last entry in yellow. This will reveal a drop down so that you can view any comments left and also add comments of your own in the comments box.
- Please note that if you do wish to leave a comment, once you have entered the text in the box, select the **Add Comment Button** ① which will save the comment.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills



Pending Registration (82)Rejected Registration (1)Payment Pending (0)ApprenticesRejected (0)Awaiting Certification (0)Certificate Approved (0)Logout

View ApprenticesAdd ApprenticeEditing Apprentice

Apprentice: David PowersCentre: Ikeshima CentreSystem Number: MA008E51

Basic informationEmployer detailsFrameworkStatusIdentifiersCertification Evidence

Apprentice Status Details

StatusRegistered

Status History

Pending Registration2013-12-06

Registered2013-12-06

Chris Bobson (ConstructionSkills)2013-12-06

Apprentice status changed successfully

Your comment:

①

Add comment

Back

Update item

5.8 SEARCHING FOR AN APPRENTICE

The **Apprentices** tab allows you to search for and view all apprentices undertaking an Apprenticeship within your training facility.

There are a variety of search options, using both text and drop down menus. This allows you to set the required search criteria. You can search by:

- Framework
- Status
- Ref No. (MA No. or NI No.)
- Keyword
- Date of Birth
- Registration Date
- Certification Date
- When you have set your required search criteria click the **Search Button**.
- Or you can click the **Magnifying Glass** to reveal the Find option. The drop down menu allows you to search by:
 - Surname
 - Forename
 - NI Number
- Once you have entered your search criteria you must then **press the enter key** to initiate the search.
- To navigate between pages you can use the **blue arrow keys** or **type in the white box area** to specify a page.
- The Displaying information text shows how many items there are in total and what page is showing

hello Masana Ikeshima !
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Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (0)

View Apprentices Add Apprentice Bulk Upload

Search

Framework Status Reference number Keyword

Date of Birth (from) Date of Birth (to) Registration Date (from) Registration Date (to) Certification Date (from) Certification Date (to)

Active	NI Number	Forename	Surname	DOB	Status	Framework	Updated	Rejected	Locked
✓	JR404040D	David	Powers	04-02-1997	Registered	Barbering (Hairdressing a	06-12-2013		Masana Ik
✓	AB123456C	Linda	Tulip	13-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Sheila	Aplin	12-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Eleanor	Rose	11-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		

✓	AB123456C	Ben	McCay	05-02-1985	Pending Registration	Construction (2008)	06-12-2
✓	AB123456C	Bob	Quinn	04-02-1985	Pending Registration	Construction (2008)	06-12-2
✓	AB123456C	Fred	Rimmer	03-02-1985	Pending Registration	Construction (2008)	06-12-2
✓	AB123456C	Bill	Clarkson	03-02-1985	Pending Registration	Construction (2008)	06-12-2
✓	AB123456C	Jim	Hammond	02-02-1985	Pending Registration	Construction (2008)	06-12-2
✓	AB123456C	John	Evans	01-02-1985	Pending Registration	Construction (2008)	06-12-2

Find

15 Page 1

Displaying: 1 to 15 of 87 items.

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5.9 SUBMITTING AN APPRENTICE FOR CERTIFICATION

Once you have uploaded all evidence, go to the **Status tab** and change the drop down to **Pending Certification**. This will open a confirmation box where you can check:

- Mandatory fields have been completed
- All evidence has been uploaded
- Completion date has been entered.

If there is any missing information this will be highlighted in **red**.

The screenshot displays the 'Modern Apprenticeships' web interface. At the top, a user is logged in as 'Masana Ikeshima' to 'ConstructionSkills'. The main navigation bar includes tabs for 'Pending Registration (82)', 'Rejected Registration (1)', 'Pending Evidence (1)', 'Approved (0)', 'Rejected (0)', 'Apprentice Certification (0)', and 'Certificate Approved (0)'. The 'Apprentice' tab is selected, showing details for 'David Powers' from 'Centre: Ike'. The 'Apprentice Status Details' section shows the current status as 'Registered'. A confirmation dialog box is overlaid, asking 'Click OK to confirm changing status'. The dialog lists the following information: Name: David Robert Powers, NI Number: JR404040D, Framework: Barbering (Hairdressing and Beauty Industry Authority), Level: 3, Pathway: G9G1 23) Barbering, Start Date: 18-03-2011, End Date: 17-03-2013, and Evidence uploaded: OK. Below this, a red note states: 'Please Note: The printed certificate will take the information exactly as you have input it. Please check now and correct any spelling or formatting mistakes before submission.' The dialog asks 'Do you wish to proceed?' with 'OK' and 'Cancel' buttons. The background interface shows the 'Status History' section with a table of status changes, including 'Pending Registration' and 'Registered' with dates. At the bottom, there are 'Back' and 'Update item' buttons.

Hello Masana Ikeshima !
You are logged in to ConstructionSkills

MODERN APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Pending Evidence (1) Approved (0) Rejected (0) Apprentice Certification (0) Certificate Approved (0) Logout

View Apprentices Add Apprentice Editing Apprentice

Apprentice: David Powers Centre: Ike

Basic information Employer details

Apprentice Status Details

Status History

Do you wish to proceed?

OK Cancel

Please Note: The printed certificate will take the information exactly as you have input it. Please check now and correct any spelling or formatting mistakes before submission.

You have entered the following information:

- Name: David Robert Powers
- NI Number: JR404040D
- Framework: Barbering (Hairdressing and Beauty Industry Authority)
- Level: 3
- Pathway: G9G1 23) Barbering
- Start Date: 18-03-2011
- End Date: 17-03-2013
- Evidence uploaded: OK

Chris Bobson (ConstructionSkills) 2013-12-06

Apprentice status changed successfully

Your comment:

Add comment

Back Update item

5.10 AWAITING CERTIFICATION

(Also referred to as pending certification)

The Awaiting Certification tab allows you to view all of the Apprentices that are awaiting certification. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.

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You are logged in to ConstructionSkills



Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (1) Certificate Approved (0) Logout

View Apprentices Add Apprentice Bulk Upload

Select All DeSelect All

Active	NI Number	Forename	Surname	DOB	Framework	Status Time
✓	JR404040D	David	Powers	04-02-1997	Barbering (Hairdressing and Beauty I	2013-12-06 16:54:43

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REMEMBER!

Apprentice shows on MA Online 2 as Pending Certification. This is the same as Awaiting Certification.

5.1.1 APPRENTICE CERTIFICATION

Once the CB has reviewed the submission, they will change the status to one of the following:

- CERTIFICATE AUTHORISED**

This means that the CB is satisfied that all of the components within the Modern Apprenticeship Certificate claim have been successfully completed by the apprentice. The certificate is now ready to print, once the certificate has been printed the apprentice record will be removed from this tab and the status will say certificate printed. Some CBs will require payment to be made before they print the MA certificate. If this is the case the record may remain in this status until the payment has been received. You will need to contact the CB to discuss when payment will need to be made.

- REJECTED**

This means that the CB is not satisfied that all of the components within the Modern Apprenticeship Certificate claim have been successfully completed by the apprentice. The reason for the rejection will be within the status tab and an email is automatically sent to you and the centre admin user.

Hello Masana Ikeshima !
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Pending Registration (82)	Rejected Registration (1)	Payment Pending (0)	Apprentices	Rejected (0)	Awaiting Certification (0)	Certificate Approved (1)	Logout
View Apprentices Add Apprentice Bulk Upload							
Select All DeSelect All							
Active	NI Number	Forename	Surname	DOB	Framework	Updated	
✓	JR404040D	David	Powers	04-02-1997	Barbering (Hairdressing and Beauty I	06-12-2013	
15 Page 1 of 1 Displaying: 1 to 1 of 1 items.							
Top Contact Us Users Organisation details Notifications (3)							

Generated in 0.1832(s), memory used: 5.82MB, online: 2



5.12 MANAGE REJECTED APPRENTICES

The **Rejected Tab** ① allows you to view all of the apprentices that have been rejected for certification, by the Certification Body. The number in brackets on the tab indicates the number of Apprentices that are currently in this category.

- To view a rejected Apprentice, double click on their name and their record will open.
- Click on the **Status Tab** ② and the Status History will be displayed.
- Click on **Rejected Request** ③ and the reason for, and date of, rejection will be recorded.
- Once changes have been made return to the **Status tab** ②.
- You are able to add additional comments to the rejection history in the **comment box** ④ and select **Add Comment** ⑤ before navigating away from the page.
- Once the changes have been made, re-submit the apprentice in the **Status Tab** ⑥.

REMEMBER!

If you have any questions regarding the rejection you will need to contact the CB.

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MODERN APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (1) Awaiting Certification (0) Certificate Approved (0) Logout

View Apprentices Add Apprentice Editing Apprentice

Apprentice: David Powers Centre: Ikeshima Centre Sys Number: MA008E51

Basic information Employer details Framework **Status** Identifiers Certification Evidence

Apprentice Status Details

Status Rejected Request Re-submit

Status History

- Pending Registration 2013-12-06
- Registered 2013-12-06
- Pending Certification 2013-12-06
- Rejected Request 2013-12-06**

Neil Hartis (ConstructionSkills) 2013-12-06

Rejected By Body @ 2013-12-06 16:56:33
Apprentice has been rejected
MA Number: 008e51
Name: David Robert Powers
Date of Birth: 1997-02-04 00:00:00

Comment:
Please attach the evidence for their ICT and Numeracy core skills. Also, their SVQ was not legible, could you please re-upload a better scan of this.

* SVQ / CBQ missing
* Core Skill: Information Communication Technology missing
* Core Skill: Numeracy missing

Your comment:

Add comment

Back Update item

5.13 CERTIFICATE APPROVED TAB

The Certificate Approved tab allows you to view all of the apprentices that have been authorised for certification and waiting for their certificate to be printed. The number in brackets on the tab indicates the number of apprentices that are currently in this category.

REMEMBER!

Some CBs will require payment at this point and therefore certificates may not be printed until they have received payment.

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Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (0) Awaiting Certification (0) Certificate Approved (1) Logout

[View Apprentices](#) [Add Apprentice](#) [Bulk Upload](#)

Select All DeSelect All

Active	NI Number	Forename	Surname	DOB	Framework	Updated	
✓	JR404040D	David	Powers	04-02-1997	Barbering (Hairdressing and Beauty I	06-12-2013	

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

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5.1.4 PRINTING/EXPORTING APPRENTICE DATA

- Use the **drop down** ① to select the number of apprentices to print (up to a maximum of 100)
- Click **Print view** ② to print the list view of the selected number of apprentices.
- Click the **Export all** ③ button to export the selected apprentices to an excel file or choose to save the list as a CSV file that can be opened in an alternative software package.

REMEMBER!

It is only possible to export a list of up to a maximum of 100 apprentices at one time. You can export more by scrolling through the various pages of your apprentice list but each export command will create a separate excel/CSV file.

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MODERN
APPRENTICESHIPS

Pending Registration (82) Rejected Registration (1) Payment Pending (0) Apprentices Rejected (1) Awaiting Certification (0) Certificate Approved (1) Logout

View Apprentices Add Apprentice Bulk Upload

Search

Framework Status Reference number Keyword

Date of Birth (from) Date of Birth (to) Registration Date (from) Registration Date (to) Certification Date (from) Certification Date (to) Search

Select All DeSelect All Show deleted Print view Export all

Active	NI Number	Forename	Surname	DOB	Status	Framework	Updated	Rejected	Locked
✓	JR404040D	David	Powers	04-02-1997	Certificate Authorised	Barbering (Hairdressing at	06-12-2013		
✓	AB123456C	Linda	Tulip	13-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Sheila	Aplin	12-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Eleanor	Rose	11-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Enid	Blush	10-02-1985	Pending Registration	Construction Building (Tes	16-12-2013		
✓	AB123456C	Petulia	Hobbs	09-02-1985	Pending Registration	Construction Building (Tes	12-12-2013		
✓	AB123456C	Maggie	Queen	08-02-1985	Pending Registration	Construction Building (Tes	06-12-2013		
✓	AB123456C	Harry	King	07-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Jack	Penny	06-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Ben	McCay	05-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Bob	Quinn	04-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Fred	Rimmer	03-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Bill	Clarkson	03-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	Jim	Hammond	02-02-1985	Pending Registration	Construction (2008)	06-12-2013		
✓	AB123456C	John	Evans	01-02-1985	Pending Registration	Construction (2008)	06-12-2013		

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Generated in 0.2013(s), memory used: 5.82MB, online: 4

At the bottom of the MA Online 2 home page you will see the Organisation Details link. This is where you can access reports from MA Online 2.

- Click on the **Reports tab** ① and use the drop down menus to select the information you would like detailed in the report.
- Click **Download Report** ② and this will open a CSV file for you to download. This can then be opened in MS Excel and standard functionality such as sorting and filtering can be applied.

The screenshot displays the MA Online 2 interface. At the top, a greeting reads "Hello Masana Ikeshima ! You are logged in to ConstructionSkills". The "MODERN APPRENTICESHIPS" logo is in the top right. A navigation bar shows various status counts: Pending Registration (82), Rejected Registration (1), Payment Pending (0), Apprentices, Rejected (0), Awaiting Certification (0), Certificate Approved (1), and a Logout button. Below this, the "Editing Centre" section shows "Centre: Ikeshima Centre" and "Selected Body: ConstructionSkills", with a circled 1 pointing to the "Selected Body" text. The main content area has two tabs: "Basic information" and "Reports". The "Reports" tab is active, showing a "Registered apprentices" section. This section contains several filters: a Framework dropdown, a Status dropdown set to "Any", and input fields for Reference number, Date of Birth (from/to), Entered Date (from/to), and Certification Date (from/to). A "Download report" button with a PDF icon and a circled 2 is at the bottom of the filter section. A "Back" button is located below the filters. The footer includes a navigation bar with links: Top, Contact Us, Users, Organisation details, and Notifications (3). It also shows performance metrics: "Generated in 0.1760(s), memory used: 5.13MB, online: 2" and a small red logo.

If you require further technical support when using MA Online 2, please contact the MA online support team:

Telephone: 0844 326 7566 **E-mail:** maonline@fisss.org

