

QuartzWeb

Frequently Asked Questions

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FAQs

We've pulled together the most common questions we have been asked about QuartzWeb, and as we get asked more questions, these FAQs are updated.

If you have a question that is not listed below, please contact EUSR Support. We are available Monday 8.00am – Friday 5.00pm, email: EUSR@euskills.co.uk or telephone: 0845 077 99 22 (select option 1).

More information can be found on our website www.eusr.co.uk/support-faqs/eusr-quartzweb where you will find lots more detailed information including links to our User Guide and Training Videos.

| Topic | Question | Answer |
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| Support | How do I access QuartzWeb? | This is the URL for QuartzWeb https://quartzweb.eusr.co.uk |
| Support | Will QuartzWeb work on a MAC laptop? | QuartzWeb is entirely web browser based. It is continually optimised to ensure compatibility with the latest versions of Chrome and Internet Explorer browsers; it is also compatible with Apple Safari browser. |
| Support | How do I change the main site address listed against my centre? | The main site address is important as this is the address we hold on file for your centre. Only a Lead Administrator or Administrator can change this address - in QuartzWeb, select Amend Sites . |
| Support | How do I add or change the delivery address for EUSR ID cards. | Only a Lead Administrator or Administrator can add a delivery address for the return of EUSR ID cards – in QuartzWeb, select Amend Sites . Once an address has been added, then an Administrator, Trainer or Assessor can choose the delivery address from a drop down box when creating a batch. (The drop down box is populated by the delivery addresses created by the Lead Administrator). |

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| SHEA. NWH and SCO only | How will I be able to access Question Papers and Answers for NWH, SHEA and SCO? | <p>NWH and SHEA - Once a course is booked in QuartzWeb, randomly allocated questions (in PowerPoint format) can be downloaded as well as the Answers (in PDF format). To access them select Batch Actions, Your Batches (click on the desired batch) then Batch Documentation. Questions and Answers can be accessed any time up to 72 hours (including Saturdays and Sundays) before the date of the course. Only Approved Trainers can access Questions and Answers. Answer sheets can be downloaded from within Resources and photocopied.</p> <p>SCO – Questions and Answers (in PDF format) can be found in Resources, Documents. Only an Approved Trainer can download the questions and answers. Answer sheets can be downloaded from within Resources and photocopied.</p> |
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| Support | Is there support available at weekends? | Our EUSR Support team is available 8am – 5.00pm, Monday to Friday. Outside of these hours, if you have any questions relating to QuartzWeb, please look at these FAQs, the User Guide and Training Videos - available on our website https://www.eusr.co.uk/support-fags/eusr-quartzweb/ |
| Support | How do I pre-book a course? | <p>Booking a course is the first part of creating a batch for submission. Once logged into QuartzWeb, select Batch Actions, then ERegistration Submission. In the top drop down box, select the programme/course, and then in the bottom drop down box select the qualifications. Whatever you choose in the bottom drop down box is what will appear on the EUSR registration and EUSR ID card. Then select 'Continue'.</p> <p>You then need to complete the following as a minimum to book a course - you will need to fill in the rest of the information when you come to submit the batch:</p> <ul style="list-style-type: none"> • Batch Start Date (the date the final training or assessment will take place) • Purchase Order Number (or payment details if paying in advance by card) • The Site (main site address) • Delivery Site (the address the EUSR ID cards are to be returned to) • Trainer (if a NWH, SHEA or SCO course) • Assessor (if a BESC:AME course) <p>Check the box stating 'No File' if you don't want to add individual's names at this stage – you can always add them later.</p> <p>When all the above is completed, select Complete</p> <p>You will be taken to a new screen with a summary of the information submitted.</p> <p>Select Submit</p> <p>You are taken to a new screen which confirms the batch number.</p> <p>The course is now booked.</p> <p>You can add information to this batch by selecting Batch Actions, Your Batches – select the batch and open to add information.</p> |

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| Support | When I chose a 'Qualification' in the bottom dropdown box when creating a batch, I can see that some of the scheme names have 'Pre-Entry Level' or 'Special Level' against them. What does this mean? | This is system generated (Quartz is used by a lot of awarding bodies) and does not mean anything – so please ignore this when you come across it. They will not show on EUSR or printed on EUSR ID cards. |
| Support | How do I complete a submission for a batch I have already created to pre-book a course? | <p>Retrieve your batch from Your Batches.</p> <p>Note: you can only change the information in the 'Purchase order number field'. If any other information has changed since the course was booked, you must contact EUSR Support – though not all information can be changed eg Programme</p> <p>To add individuals, or additional single individuals, to this batch, select enter their information in the box 'Enter Single Registrations'.</p> <p>Or if you did not include any individual's details when you booked the course, then go to 'Learner Registrations in the top left of the screen and select 'Submit Additional Individual Registrations'. This will take you to the page where you can change the purchase order information or upload multi-registrations using the excel spreadsheet (found at the bottom of the page under 'ERegistrations File Format'). Once uploaded, select Complete</p> |
| Support | What date do I use for 'Batch Date'? | <p>NWH, SHEA, SCO and BESC:AME – this is the date that the training and assessment took place</p> <p>All other schemes – use the date that the individual completed all training and assessment associated with the scheme</p> |
| SHEA, NWH, SCO only | How do I access the delivery support materials such as the PowerPoint training programme slides and the Programme Leader's Guide for SHEA and NWH? | <p>If you are an Approved Trainer for the scheme in question you will be able to download all support materials at any time – using the Resources tab.</p> <p>In the Resources tab, there is a heading Documents. Underneath this are two dropdown boxes. In the first box, select 'Scheme Documents' and in the second drop down box choose the scheme, then select the blue button 'filter by scheme'</p> <p>SHEA generic support materials will be found in the second dropdown box under 'SHEA', whereas scheme specific material will be under the scheme name eg</p> |

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| | | <p>'National Water Hygiene 2019'.</p> <p>Select the required document and choose to 'open' or 'save'.</p> |
| SHEA, NWH, SCO and BESC:AME only | What is the last date I can send in paper registrations for a Passport Scheme? | <p>Old NWH (2015) Courses can be pre-booked and registrations submitted in QuartzWeb for the old NWH 2015 scheme from 25 March. You can still submit paper registrations, but they must be received by EUSR Support on or before 3 May.</p> <p>Materials for old NWH (2015) will be available for download in QuartzWeb from 25 March until 12 April. Registrations can be submitted in QuartzWeb up to and including 10 May. If you pre-booked your course using a Trainer Device, then the registration submission must be made using the current paper-based system and not in QuartzWeb.</p> <p>New NWH (2019) – All courses must be pre-booked and registrations submitted for the new NWH scheme in QuartzWeb</p> <p>SHEA and SCO - If you pre-booked your course using a Trainer Device, then the registration submission must be made using the current paper-based system and not in QuartzWeb. The last date that any paper-based registration submissions can be accepted in EUSR Support for SHEA and SCO schemes is Friday 3 May. Courses can be pre-booked and registrations submitted for these schemes in QuartzWeb from 25 March.</p> |

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| Support | What is the last date I can send in paper registrations for a Skills-based scheme? | The last date we will process paper registrations for Skills-based schemes is Friday 3 May. (Skills-based schemes include Smart Metering, Utility Excavations, PLUS). Registrations for these schemes can be made in QuartzWeb. |
| Support | I have an Endorsed Training Programme – when is the last time I can send in paper registrations? | The last date we will process paper registrations for Endorsed Training Programmes is Friday 3 May. Registrations for Endorsed Training Programmes can be made in QuartzWeb from 25 March. |
| Smart Metering Referencing Scheme | My organisation participates in the Smart Metering Referencing Scheme. How do I view a registration (maybe as part of the recruitment process) or place a Reference Indicator? | There is no change – you continue to use the Authorised Users section of the website in exactly the same way you do now. You will not need to log into QuartzWeb. |
| Passport Schemes only | I'm an Approved Trainer delivering a Passport scheme. I can currently request that my customers are billed direct for registrations I deliver (I enter their PO details on the paper Registration Form). Will I still be able to do this in QuartzWeb? | <p>We have made some changes on payment and who we will invoice. You will be asked to provide a purchase order number at the point of registration – if a Batch has been pre-paid (for example, some providers or trainers pay by credit card over the phone) then this will be recorded as 'pre-paid' at the point of registration</p> <p>We will invoice you direct for all registrations you submit in QuartzWeb with couple of exceptions to this:</p> <ol style="list-style-type: none"> 1. SHEA and NWH only - If the customer you are delivering training for is an existing Energy & Utility Skills approved provider, and provided there is a signed Tri- Partite Agreement in place between yourself and the approved provider, we can invoice the provider direct (for more |

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| | | <p>information on Tri-Partite Agreements see here)</p> <p>2. All Passport Schemes - If we have invoiced an organisation in the last 12 months, we can invoice the customer direct.</p> <p>If you gain new customers, and they are already an Energy & Utility Skills approved provider or we have a pre-existing relationship with them (ie we have invoiced them in the last 12 months), we can invoice them direct. We will need written authorisation from them (their Head of Centre or Lead Administrator) that we can 'attach' your name to their centre, giving you permission to book courses, create batches and submit registrations in their name. If they are not an Energy & Utility Skills approved provider or we have not invoiced them in the last 12 months, then we will invoice you direct for all registrations submitted.</p> <p>NOTE: when you are booking courses or submitting batches, you must make sure you are using the correct organisation name within QuartzWeb. You can switch roles very easily from within the landing page in QuartzWeb – select the tab with your name/role and all roles/associated organisations for yourself will be listed.</p> |
| NWH only | Health Screening Questionnaires for NWH is currently incorporated in the paper Registration Form. How will I record this in QuartzWeb? | <p>This is still a mandatory requirement and was historically captured on the 'Registration Form' you completed when submitting a paper-based registration. Now the registration process is online, you will need to review how you obtain this. To try and support you on this, we have created a Health Screening Questionnaire which you can use – available in Resources. You don't have to use this, but by using this you will be easily able to evidence you are gaining the health declaration when we conduct our quality audits.</p> |

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| Passport Schemes only | I'm an Approved Trainer for a Passport scheme, when is the last date I can book a course in the Authorised Users section of the EUSR website? | The last date you can pre-book a course is 21 March. A course can be pre-booked for delivery up to and including 12 April. If you didn't pre-book your course before 21 March, then you can use 'Extraordinary Circumstances' courses from the Trainer Device for delivery up to an including 12 April – 'Extraordinary Circumstances' are not available after this date as Trainer Devices will be retired. |
| Support | Where can I find additional help on how to use QuartzWeb? | Our EUSR Support team is available 8am – 5.00pm, Monday to Friday. Outside of these hours, if you have any questions relating to QuartzWeb, please look at the User Guide and Training Videos available on our website – they are both signposted from this page www.eusr.co.uk/support-faqs/eusr-quartzweb/ |
| Uploading Photographs and scheme evidence | Which roles in QuartzWeb can upload photographs and scheme evidence? | The roles that can upload photographs and scheme evidence are Lead Administrator, Administrator, Trainer and Assessor. |
| Photographs | Are there any guidelines on uploading photographs? | <p>Full details on our requirements are detailed on our website www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines. Once uploaded in a batch by you, EUSR Support verifies each photo is compliant with our guidelines – and if it is compliant, then the registration is made 'live' in EUSR and the card will be printed.</p> <p>We will not verify photographs that do not comply with our guidelines – eg full body or people in hats/scarves.</p> <p>Note: When uploading photographs in QuartzWeb against an individual, you won't be able to tell that the upload has been successful – nor will you be able to see the photograph. It is very easy to do this twice.</p> <p>If a single photograph in a batch is not compliant, then we will process the rest of the batch and the individual with the non-compliant photograph will appear on EUSR (without a photograph) and an EUSR ID card will not be printed.</p> |

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| | | You will be notified that a compliant photograph needs to be uploaded in Workflows . |
| SHEA, SCO and NWH only | I have pre-booked some courses for a delivery date after the 22 March, what will happen to these? Will they be carried over into QuartzWeb? | Any courses booked through the Authorised Users section of the EUSR website, but had not been delivered before 22 nd March, will need to be re-booked in QuartzWeb as they will not be carried across to the new system. You can continue to submit paper-based registrations for these schemes until 12 April using 'Extraordinary Circumstances' – provided the course is booked and delivered before 12 April. |

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| Support | How do I cancel a Batch or registration submission in QuartzWeb? | This can only be done by the EUSR Support team. Please contact us on email: EUSR@euskills.co.uk or tel: 0845 077 99 22 |
| Passport Schemes only | Do I have to use your paperwork to record data, for example the Data Capture Form and Attendance Register? | You can use your own paper work. We have supplied some 'exemplar' support materials to help you in case you don't have your own paperwork, They will be available in QuartzWeb in Resources . Whatever you decide to use, your own version or those we've made available on QuartzWeb, make sure you retain them for quality audits. |
| Email addresses | Why do you recommend that I record email addresses for individuals? | <p>We recommend an email is provided because it is required for individuals to access their registration history – EUSR only lists current 'live' registrations – and Reference Indicator information if relevant (eg Smart Metering); all expired registrations are subject to our data protection policy.</p> <p>For us the email address is the link to the individual because in the main registrations are valid regardless of changes in the employer, so it can be a personal email address – indeed this might be better in case the individual moves employers.</p> <p>An email address also helps us in establishing identity if the individual loses their card and needs a replacement. It isn't a mandatory field in QuartzWeb but it is recommended because of the above.</p> |
| Schemes outside of QuartzWeb | Which schemes are going to stay as paper-based and therefore sit outside of QuartzWeb? | Some of our schemes are going to stay as is, using paper Batch and Registration Forms. These schemes are: NCO (Gas), NCO (Water), In Situ Lining, Leakage Detection and Control, Confined Spaces, Confined Spaces (Water), Safe Control of Mains Connections (SCMC) and Utility Network |

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| | | <p>Construction Supervisor. Replacement cards will also remain as is, i.e. paper-based.</p> <p>Batch and registration forms for these schemes can be downloaded from the relevant scheme page on the EUSR website.</p> |
| Support | Will I be able to view or a Batch that I previously submitted via the old paper-based process? | You will be able to view old batches but you will not be able to make any changes to these batches. If you need to make any changes to an old batch, please contact EUSR Support. |
| NWH only | How do I register individuals on the old NWH (2015) scheme? | <p>Registrations on the old NWH 2015 can be submitted in QuartzWeb from 25 March. We will continue to process paper registrations for the old NWH 2015 scheme until 10 May. Registrations can be submitted for old NWH 2015 in QuartzWeb up to and including 10 May. We would encourage you to use QuartzWeb, please refer to the User Guide and Videos for help and guidance. You can always call us in EUSR Support as well, Monday 8.00am – Friday 5.00pm on 0845 077 99 22; or email us at eusr@euskills.co.uk.</p> |
| SCO only | How will I access SCO Workbooks? | They will be available in QuartzWeb in Resources along with all the other support materials for SCO, such as Question papers and Answers. Only a SCO Approved Trainer can download these materials. |
| SHEA conversion | How will I register an individual for a SHEA Conversion? | There are separate SHEA Conversion programmes that have been set up in QuartzWeb. So, for example, an Approved Trainer approved for SHEA Gas will also hold approval for both the SHEA Gas and SHEA Gas Conversion. When booking a SHEA course, you will need to make sure you select the correct programme. |
| Support | What will happen if training is done on different days – can batches be linked | Unfortunately not, but cards for subsequent registrations also include previous registrations. |

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| | so that only one card is produced to include both endorsements? | |
| SHEA, NWH and SCO only | How far in advance can I book a course in QuartzWeb? | A course can be booked up to 28 days in advance. |
| Support | Can I upload multi-individuals in the same batch or do I have to submit them on an individual by individual basis? | <p>Uploading multi- individuals is possible, and much quicker than submitting them on an individual by individual basis. All bulk uploads must be made using the QuartzWeb spreadsheet – the system is not able to support bulk uploads using anything other than this spreadsheet. The correct excel spreadsheet can be found at the foot of Batch Submission. We recommend that you download this spreadsheet and save to your desktop, for quick and easy access in the future.</p> <p>Note: Once a spreadsheet has been uploaded, EUSR Support need to verify it before results (Pass/Fail) can be added to it. After the results have been added Then EUSR Support will need to verify it before the registrations are 'live' on EUSR.</p> |
| Support | Will I be able to filter my batches to view all training/courses delivered by one trainer? | Batches can be searched in Your Batches , and there are filters for you to tailor your search – including by trainer. The search functionality in QuartzWeb allows searching on Batch ID, Provider Reference, Programme ID or Name, Qualification ID or name and Trainer. As 'Provider Reference' is a free-flow text box, this could be used to record the course date, or where the course was held. In addition, for Passport schemes, the Batch Start Date for Passport schemes is the course date and this column can be ordered in ascending or descending order to aid finding the right batch. |
| Support | Is it possible to book 3 batches for the same day for the same trainer – for example, to meet the business demand (at peak times a trainer might have his first course very early am and finish his last one very late pm). | Yes this is possible – for those schemes that can be delivered in the hours available |

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| Smart Metering | I used to attach scheme evidence to the paper registration form, eg, copy of qualification certificate, MOCOPA and copy of Gas Safe card – how do I submit this now the system is paper free? | The scheme evidence is uploaded against each individual – In 'Individual Registrations' select 'Actions' then choose 'Upload photo (or evidence)' from the drop down box. This is the same process for uploading a photograph - although the process is the same, uploading evidence and photographs must be done in two separate actions and not at the same time. The registration will not become 'live' until EUSR Support have verified both the photograph and the evidence. |
| Support | Can we amend the Purchase Order details once we have submitted a batch for registration? | Yes – but only prior to submitting results. Once you submit results you cannot amend it. |
| Support | How often does QuartzWeb require you to change your password? | Every 30 days |
| Support | What do I do if there is an error on a card that has been printed and delivered? | Please contact EUSR Support on email: eusr@euskills.co.uk or tel: 0845 977 99 22 (select option 1). Note: the re-printed card will be charged for as a replacement card. |
| Support | On the QuartzWeb page on your website it states that if the organisation is 'new' to Energy & Utility Skills, or is not already an approved provider, then all invoices or payments will come to me direct. How do I find out if the organisation I am going to deliver some Passport scheme training for is already on QuartzWeb? | Please contact EUSR Support on email: eusr@euskills.co.uk or tel: 0845 977 99 22 (select option 1). |
| Passport Schemes | Are Cover Notes being removed for all Passport Schemes? | Cover Notes are being removed for all SHEA schemes, National Water Hygiene, BESC:AME and Safe Control of Operations (SCO). |
| SHEA, NWH and SCO only | When will the question paper and answers be available in QuartzWeb? | Questions and answers will be available up to 72 hours before the course date – including Saturdays and Sundays. If a course is run on a Monday morning, then the allocated questions and answers will be available to download from Friday morning. |

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| All Schemes | If a Batch that has been submitted contains an individual without a photograph, when will the registration be visible on EUSR? | The process will be the same as now, the EUSR Support team will validate all photographs before the registration is 'live' on the register search. If one individual in a batch is missing a photograph, then the rest of the batch will be validated and sent for card printing – the individual without the photograph will still be visible on EUSR – even though they will not receive an EUSR ID card. |
| Support | Will invoices be monthly or separate invoices for each batch submitted? | Invoices are created for each batch submitted. |
| NWH or SHEA only | I occasionally deliver NWH or SHEA overseas, will this still be possible in QuartzWeb? | So long as there is internet access to access the presentation and question/answers, this is OK. Cards will only be delivered to a UK address. |
| All Schemes | Will I still receive 'non-conformance' letters if I make a mistake with my submission? | We will not be issuing non-conformance letters, the Quality team will review a wide range of actions and activities which inform their audit and ongoing monitoring of all providers and Trainers/Assessors. |
| Support | What characters from other alphabets can be used in QuartzWeb? | QuartzWeb can support some characters from other alphabets, some examples of letters that can be used in both first and last names: ö ő ó í ñ é å ä â The following characters cannot be used in QuartzWeb: ğ ç ě á ů ğ ç ş ł QuartzWeb does not support any characters from Chinese, Arabic, Polish or Scandinavian alphabets. |
| Support | Will QuartzWeb 'autocorrect' data that has been input in all lower case or all upper case? | No – whatever is typed in QuartzWeb is exactly what will appear on the online register and on the EUSR ID Card. |
| SHEA/WNWH/SCO only | If an individual is marked as a 'fail' and I do not remove them from the basket, will I be charged for this registration? | The batch can be submitted without remembering to empty the basket, the individual will not be processed and you will not be charged a registration fee for them. |

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| Support | Will an existing photo of the learner be displayed in QuartzWeb if they are already registered? | Yes the existing photo will be used. |
| Support | Do all individuals on EUSR have a photograph? | Having a photograph is a requirement for registration on EUSR. However, when we receive a registration submission and the photograph for the individual does not confirm to our criteria, the registration will appear on EUSR but will not have a photo. As soon as a conforming photograph is uploaded, and verified by EUSR Support, then this will be uploaded against the individual. A card would not be produced until a valid photograph has been uploaded and verified. |
| Support | What happens if I submit a batch and a photograph for one of the individual's in the Batch is not uploaded? | The registration will appear on EUSR, minus the photograph, and notification that action is required will be placed back into the Workflow for the authorised user (who submitted the batch). A card will not be produced until a valid photograph has been uploaded and verified. |
| Support | What can a Lead Administrator do over and above what an Administrator can do? | See here for more information on the different roles and their functions. A Lead Administrator is the only role that can add new Administrators and expire any Trainers, Assessors and Administrators linked to their centre – apart from that they share the same functions as an Administrator. |