

QuartzWeb User Guide

QuartzWeb is our online registration system. All applications for EUSR registration must be submitted through QuartzWeb.

This user guide provides you with guidance on making EUSR registration applications using QuartzWeb.

Note: There are instructional videos on our website that cover several specific activities.

<https://www.eusr.co.uk/support-faqs/eusr-quartzweb/>

To access QuartzWeb, please visit <https://quartzweb.eusr.co.uk/>



☐ I have read and agree to abide by the Terms and Conditions

EUSR ID number or registered e-mail address:

Password:

☐ Remember me next time.

[Forgot your password?](#)

Welcome to the login page for EUSR's QuartzWeb registration system.

Our user guide can be found [here](#) and bite-sized tutorial videos on how to use the system can be found [here](#)

Note: new photocropping tool makes it much easier to upload photos in the correct format. It is quite intuitive to use, but if you would like us to talk you through the first time of using, please call EUSR Support on [0121 745 1310](tel:01217451310) (select option 1).

Service updates:

For all updates relating to COVID-19 and the impact on EUSR registrations, please see online: <https://www.eusr.co.uk/about/news/>

If you need help logging in, or have not been provided with any login details, please contact the EUSR Support team, Monday 8.00am – Friday 5.00pm by Telephone: [0121 745 1310](tel:01217451310) (select option 1) or by email: eusr@euskills.co.uk eusr@euskills.co.uk
Version: 20.09.02

QuartzWeb Log in screen

Your feedback on this user guide is welcomed and we would encourage you to let us know if there are other topics or activities you would like us to include. Email us at eusr@euskills.co.uk.

EUSR Support: Monday to Friday 8am–5pm | eusr@euskills.co.uk | 0121 745 1310 (Option One)

User Guide: QuartzWeb – EUSR Registration System

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Initial Setup

If you do not have a Login, your Lead Administrator will be able to add you onto the system as an Administrator.

Only EUSR Support can allocate the roles of Lead Administrator, Approved Trainer (for SHEA, NWH and SCO) and Approved Assessor (for BESC:AME).

If you are a new centre and no one in your organisation has access to QuartzWeb, the individual who signs the agreements with us, the Nominated Contact or Head of Centre, must email EUSR Support with the name, job title and email address of the individual(s) who will be the Lead Administrator for your organisation. Once allocated by EUSR Support, the Lead Administrator will be able to add other Authorised Users onto the system in the relevant roles.

Please see [Appendix 2](#) Different User Roles.

NOTE: Authorised Users of QuartzWeb can have multiple roles assigned. Make sure you are logged in using the correct role as each role allows different functionality.

NOTE: Whether it is just one individual or twelve, all registration submissions are referred to as a '**Batch**'.

Mandatory Information for each individual within the Batch:


You must provide:

- First Name
- Last Name
- Date of Birth
- Employer name (mandatory for Smart Metering and advised for all other schemes)

Logging into QuartzWeb

Each time you login you will be required to confirm that you will comply with the Terms and Conditions of Use – attached as [APPENDIX 1](#) in this user guide.

The terms and conditions must be selected before logging in.



☐ I have read and agree to abide by the Terms and Conditions

Registered e-mail address or EUSR ID:

Password:

☐ Remember me next time.

[Log In](#)

[Forgotten your password?](#)

Welcome to the login page for EUSR's QuartzWeb registration system.

Our User Guide can be found [\[here-insert link\]](#) and videos on how to use the system can be found [\[here-insert link\]](#).

If you need help logging in, or have not been provided with any login details, please contact the EUSR Support team, Monday 8.00am – Friday 5.00pm by Telephone: 0845 077 99 22 or by email at the following address: eusr@euskills.co.uk
 Version: 15.12.01

Login Credentials

To login you will require an EUSR ID number or the email address registered against the EUSR ID number. The EUSR ID number is no longer than six digits long.

Forgotten your Password?

If you have forgotten your Password, then select the 'Forgotten your Password' link on the QuartzWeb welcome page and you will be taken to the Reset Password page. Enter your QuartzWeb Username and click '**Submit**'. An email containing a new password will be emailed to you. If you still have difficulty logging in, please contact EUSR Support. Passwords will only be reset over the telephone; we are unable to do this by email.

Resetting Passwords

When resetting your password please follow the categories below

- Between 6 and 12 characters in length
- Include at least 1 digit
- Include at least 1 upper and 1 lowercase letter
- Include at least 1 punctuation character (BUT DO NOT USE the £ the \$ or the @ sign).

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Switching Roles

If you have more than one role – because you need to perform different functions in QuartzWeb - you will need to switch from one role to another. If one of your roles is not listed once you have logged in, please contact EUSR Support.

Once logged in, click on the main tab which details the role you are currently logged in as. A 'Switch Role' dropdown menu will appear. Select the correct role and click on the 'Switch Role' button.

Click here to switch roles




The screenshot shows the QuartzWeb interface. The top navigation bar includes the EUSR logo, 'Batch Actions', 'Resources', 'Centre Management', and a dropdown menu for the current role, 'Centre Administrator' at Energy & Utility Skills Ltd, with the user name 'Rebecca Edginton'. The main content area is titled 'Welcome to QuartzWeb, the EUSR registration system. See below for a summary of the sections and tools.' It lists several sections: BATCH ACTIONS, RESOURCES, CENTRE MANAGEMENT, SWITCH ROLE, and MY DETAILS. A 'Switch Role' modal window is open, showing a dropdown menu with three options: 'Centre Administrator' at Energy & Utility Skills Ltd, 'Centre Administrator' at Energy & Utility Skills Ltd, and 'Centre Administrator' at Test Centre 1-RS. A 'Switch' button is visible next to the dropdown.

Managing Centre Roles and Permissions

When someone moves role, or leaves your organisation, the Lead Administrator will need to amend or remove their access to QuartzWeb.

This is done in the Centre Management tab, selecting Contact Manager and Manage Contacts.

Lead Administrators, XAMS Administrators and Administrators have access to this menu.


 Batch Actions ▾ Resources ▾ **Centre Management ▾**
'Centre Administrator' at Test Centre 1-RS Rebecca Edginton ▾

Contact Manager – manage contacts and authorised users associated with your centre (depending on permissions)

Manage Contacts (Authorised Users)

Review, amend, add and withdraw authorised users at your centre

[+Add New Contact](#)

	ID	Forename	Surname	Role	Job Title	Site	DDI Number	email	Until
Actions ▾	433116	Rachel	Thomas	Centre Administrator		Main Site			
Actions ▾	500004	Rachel	Thomas	Centre Administrator		Main Site			
Actions ▾	343338	Rebecca	Edginton	Centre Administrator		Main Site			
Actions ▾	500002	Richard	Spooner	Centre Administrator		Main Site			
Actions ▾	500001	Support	Portico	Centre Administrator		Main Site			

Record a new role for this contact

ManageContacts (Authorised Users)

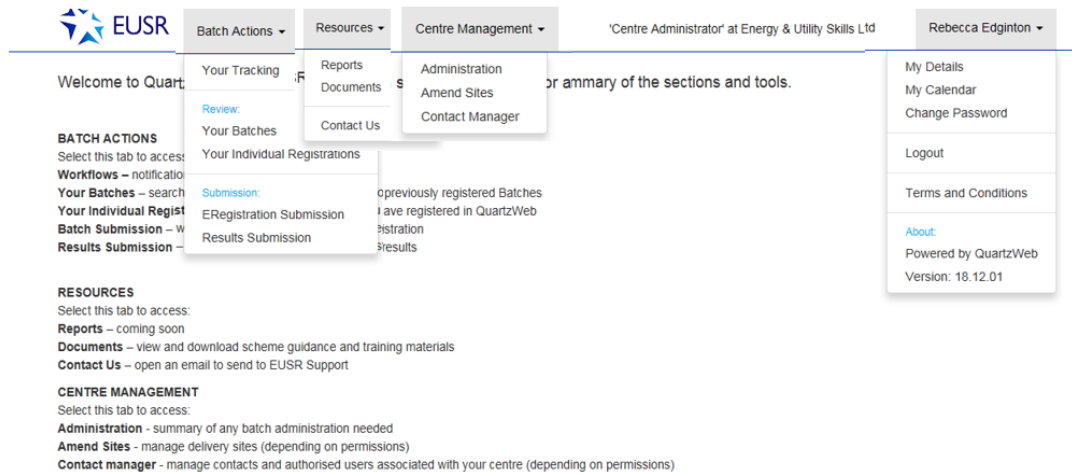
Review, amend, add and withdraw authorised users at your centre

[+Add New Contact](#)

	ID	Forename	Surname	Role
Actions ▾		Rebecca		Lead Administrator
Actions ▾		Rebecca		Trainer
Actions ▾		Rebecca		XAMS Administrator
Actions ▾		Bhupindra		Administrator

Main Menu

It's easy to navigate between the various functions within QuartzWeb. Select the main tab and there are additional dropdown menus.



Batch Actions

Select this tab to access:

Your Batches: access your current or previously submitted batches

Your Individual Registrations – search for individuals you have already registered in QuartzWeb

ERegistration Submission – book courses and submit Batches for registrations

Results Submission – submit results for batches you have created

Resources

Select this tab to access:

Reports: view a report to check successful upload of photographs within a batch

Documents – view delivery support materials for Passport Schemes (including tests and model answers for Safe Control of Operations (SCO))

Contact Us – send an email to EUSR support

Centre Management

Select this tab to access:

Administration: actions needed for any batches

Amend Sites – view and manage site addresses (Lead Administrator, CBL Administrator and Administrator)

Contact manager – view and manage authorised users for your centre (Lead Administrator, CBL Administrator and Administrator)

Switch Role

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If you have more than one role allocated to you, this is where you switch between them to use the different functionality for each.

If you need addition roles:

Administrator – if you require an Administrator role, then your centre's Lead Administrator can do this

Approved Trainer and Approved Assessor roles – can only be added by EUSR Support

My Details

Personal details: view your roles, your addresses and site address for your organisation

Change Password – change your QuartzWeb password

Terms and Conditions for QuartzWeb use

Scheme Listing

Registrations for the following schemes must be made in QuartzWeb:

Passport Schemes	Skills-based Schemes	Bespoke Programmes	Endorsed Training Programmes
All Safety, Health and Environmental Awareness (SHEA) schemes – Core, Cross-Country Pipelines, Gas, Power, Telecommunications, Water, Waste and Resource Management, SWITCH National Water Hygiene Safe Control of Operations (GB) Basic Electrical Safety Competence for Access, Movement and Egress (BESC:AME)	Licence to Control (L2C) Plant and Utility Scheme (PLUS) Power Skills Scheme (Competency Accord) Smart Metering Utility Excavations Network Construction Operations (NCO) (Gas) Network Construction Operations (NCO) (Water) Safe Control of mains connections (SCMC) Confined Spaces Confined Spaces (Water)	National Grid Electricity Contractors National Grid Direct Labour Scheme Cadent CAP ELR Scheme Safe Control of Operations (NI) Scottish Water Distribution Operation and Maintenance Strategy (DOMS)	All Endorsed Training Programmes

Replacement cards are available through QuartzWeb for cards that have been damaged or misplaced.

You can order:

EUSR (Utility Card) – replace your existing Utilities card

NWH (National Water Hygiene Card) – replace your existing National Water Hygiene card

DOMS (Scottish Water DOMS Card) – replace your existing Scottish Water Doms card

Balfour Beatty Card – replace your existing Balfour Beatty card

SWITCH (SHEA Switch Card) – replace your existing SHEA Switch card

The following schemes remain paper-based:

- Utility Network Construction Supervisor

Registration Forms, Photographs and Scheme Evidence for these schemes is to be submitted by email to: eur@euskills.co.uk

Registration Forms are available on the relevant scheme page on the EUSR website. They can also be located on the online shop. www.euskills.co.uk/shop

EUSR Support: Monday to Friday 8am–5pm | eur@euskills.co.uk | 0121 745 1310 (Option One)

Booking a Course

This will need to be booked prior to running any training sessions. For all Passport schemes you will need to book the courses to gain access to the test and question papers. You are able to plan ahead and book a course – **but no more than 28 days in advance**. A course is created when you create a Batch registration. See section on ERegistration Submission.

Whether it is just one individual or twelve, all registration submissions are referred to as a 'Batch'. (**Note:** the first part of this process is also how you book a course for SHEA, NWH and SCO only).

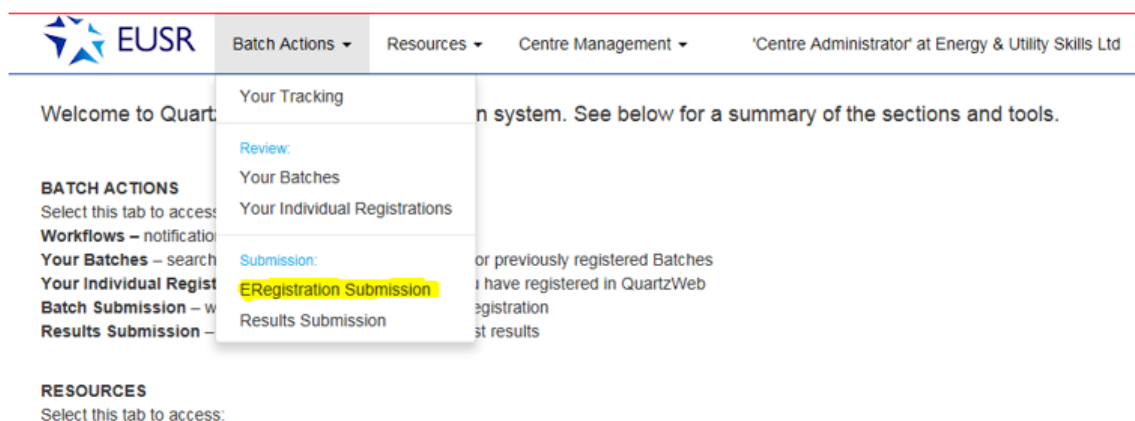
Mandatory Information for each individual within the Batch:

You must provide:

- First Name
- Last Name
- Date of Birth
- Employer name (mandatory for Smart Metering and advised for all other schemes)

Creating a Batch

To create a batch, select 'Batch Actions' and 'ERegistration Submission'.



You will be asked to select the Programme / Course of learning from the drop-down box. You will only be able to select the courses that you are approved to deliver. If you are missing any Programmes, please contact EUSR Support.

All programmes are booked through this route, including; Passport Schemes, Skills-Based Schemes, Bespoke Programmes, Endorsed Training Programmes and Replacement Cards.

ERegistration Submission

Please note that you are about to submit a file of registrations for which a new batch will be created. If you wish to add further registrations to a current batch then please use the options on the specific batch review page. [Click here for a list of your batches](#)

Select the programme/course of learning

National Water Hygiene (2015) [259358]

View Units

The qualification (if relevant)

5163 - National Water Hygiene [---Not Yet Set---

View Units

Continue

The second drop down box will automatically complete with the scheme information you are delivering.

To continue booking a course select '**Continue**'.

The next screen will hold the booking information. This must be completed to make the course booking. Any sections that are not completed will be highlighted red.

EUSR Batch Actions ▾ Resources ▾ Centre Management ▾ 'Centre Administrator' at Test Centre 1-RS Rebecca Edginton ▾

ERegistration Submission

Select the programme/course of learning National Water Hygiene (2015) [259358] [View Units](#)

The qualification (if relevant) 5163 - National Water Hygiene [--Not Yet Set--] [View Units](#)

Batch description NWH 02/01/19 Test 2

Batch Start Date 02/01/2019

Provider Reference Energy Utility Skills

Purchase order number 001 **Mandatory payment field**

The site Main Site ▾

Delivery Site Main Site ▾

[Amend Sites](#)

Trainer Trainertest, Testtrainer **Mandatory field for all Passport schemes**

☐ New trainer in notes

Notes on this submission

Batch file to submit
text (.csv) or Excel (.xls or .xlsx)

Drop a registration file here...

Select File Or, select a registration file

☒ No File

[Amend](#) [Continue with Unit Registration](#) [Continue](#)

ERegistrations File Format

Optional field. Can be filled with a unique reference number.

Start date can be selected using the inbuilt calendar. I.E. 01/02/2019. This is the registration start date or date the course was held.

Optional field, can be used to distinguish between delivery sites.

The company location

Delivery address for EUSR ID cards

View the units / modules associated with the scheme.

Mandatory payment field

Mandatory field for all Passport schemes

Continue to submit individuals onto the system.

Not applicable

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Trainer

This is a mandatory field for SHEA, NWH, SCO and Scottish Water DOMS. The names of your Approved Trainers (or Approved Assessors for BESC:AME) for these schemes will appear in the drop-down box. Please select the appropriate Approved Trainer (or Assessor for BESC:AME) name.

If a Trainer (or Assessor) name is missing, please contact EUSR Support on email: eusr@euskills.co.uk or telephone: 0121 745 1310.

New Trainer in Notes – this is an optional field and free flow text can be added as a note on this Batch.

Purchase Order Number

This is a mandatory field. The Purchase Order number you provide will appear in invoicing documentation.

If you do not wish to pay by Purchase Order you have other options:

- BACS – if this is used please input, for example, 'Paid by BACS on 31/03/20'
- Credit/Debit Card - if this is used please input, for example, 'Paid by CARD on 31/03/20.'

Note: to pay by Card you will need to pay by telephone – EUSR 0121 745 1310 (Option One)

Please note that we will invoice the centre (or the approved provider or trainer) that has made the registration in QuartzWeb. **We will not invoice third parties.**

Batch Submission Confirmation

You will be taken to a summary page – please take the opportunity to review the information to ensure it is correct. If you would like to amend the information, select the Blue '**Amend**' button and this will take you back to the previous screen.

BatchSubmission Confirm

Please confirm that you would like to create a new batch, with the following information. Your registration file will then be submitted against that batch

Programme/Course	National Water Hygiene (2015) [259358]
Qualification:	[5163] 5163 - National Water Hygiene [--Not Yet Set--]
Batch Description:	NWH 02/01/19 Test 2
Batch Start Date	02/01/2019
Provider Reference:	Energy Utility Skills
Purchase Order No:	001
Site:	Main Site
Delivery Site:	Main Site
Trainer:	Trainertest, Testtrainer
Notes:	
File Name:	No File Submitted

By submitting this registration file, you as the Authorised User confirm that all details are true, accurate and complete and that the information has been entered using the correct formatting. Any subsequent changes to the batch following its submission may incur further charges

[Amend](#)
[Submit](#)

If the information is all correct, select Submit and an EUSR Batch number will be created. The batch can be amended by selecting 'Batch Actions' and 'Your Batches'.

For Passport Schemes the test paper will be generated 72 hours prior to the course being held. This can be found in the 'Batch Documentation'

[Learner Registrations ▾](#)
[Results ▾](#)
[Batch Documentation](#)

Provider	[18582] Demo Centre-01		
Programme/Course	[259358] National Water Hygiene (2015)		
Qualification	[5163] National Water Hygiene		
Provider Reference	001	Purchase Order No	001
Batch Start	25/02/2019	Batch End	
Site	Demo Centre (Demo Centre)		
Number of Individuals	0	Quality Personnel	None
Trainer			

Individual Registrations

Click on the surname to review the individual's history for your currently selected centre

No learners.

Batch Unit Registrations

EUSR Support: Monday to Friday 8am–5pm | eusr@euskills.co.uk | 0121 745 1310 (Option One)

Uploading Individuals to a Batch

Individuals can be added in bulk using the Batch File, or on an individual by individual basis.

Bulk Registration

To submit multi-registrations in the same Batch use 'Standard Batch Submission Form' – this is found by selecting the link at the foot of the first Batch Submission screen. This template can also be found in the 'Resources' and 'Documents' menu.

Upload spreadsheet here

Notes on this submission

Batch file to submit
text (.csv) or Excel (.xls or .xlsx)

☐ New trainer in notes

Drop a registration file here...

Or, select a registration file

☐ No File

ERegistrations File Format

[Click Here](#) for a 'Standard Batch' submission form (as an Excel file).
[Click Here](#) for instructions on filling in the 'Standard Batch' submission form.
 Batch 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).

Once uploaded a preview file will be available to view.

-- None --

Notes on this submission

Batch file to submit
text (.csv) or Excel (.xls or .xlsx)

☐ New trainer in notes

Drop a registration file here...

All Files Uploaded. Please select file(s) to upload.

This is a 'preview' of the file you have uploaded. The top (yellow) line displays the column headings **we are expecting** - below that is displayed JUST the first 20 lines of the file.

NB: If the file does not appear to match the yellow column-headings, you can proceed to submit the file but it may be subject to processing delays. Alternatively, edit the file now, BUT DON'T FORGET then to re-drag-and-drop it, or re-select it - and check again the 'yellow' column headings against your file's actual content.

EUSR ID	Surname	Forename	DoB	Email Address
	Rossi	Janice	16/03/1969	janice@ef.com
	Hill	Henry	29/12/1978	henry@ef.com
	Carbone	Frank	18/02/1964	frank@efake.com

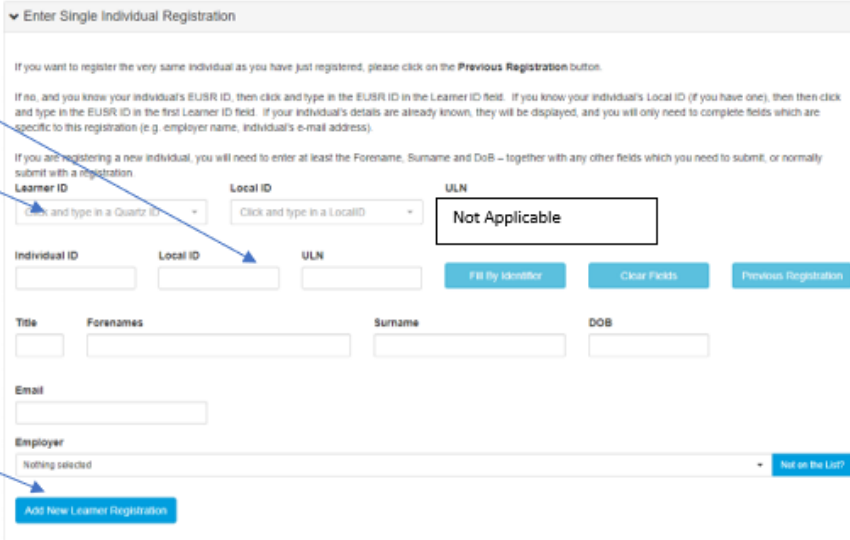
☐ No File

ERegistrations File Format

Once uploaded and correct. Click 'Continue' to confirm.

Adding individually

Individuals will appear in the 'Enter Single Individual Registration' section.



Enter Single Individual Registration

If you want to register the very same individual as you have just registered, please click on the **Previous Registration** button.

If no, and you know your individual's EUSR ID, then click and type in the EUSR ID in the Learner ID field. If you know your individual's Local ID (if you have one), then then click and type in the EUSR ID in the first Learner ID field. If your individual's details are already known, they will be displayed, and you will only need to complete fields which are specific to this registration (e.g. employer name, individual's e-mail address).

If you are registering a new individual, you will need to enter at least the Forename, Surname and DoB – together with any other fields which you need to submit, or normally submit with a Registration.

Learner ID **Local ID** **ULN**

Click and type in a Quartz ID Click and type in a LocalID

Individual ID **Local ID** **ULN**

Title **Forenames** **Surname** **DoB**

Email

Employer

Annotations:

- UIN/NGP Number** points to the ULN field.
- EUSR ID** points to the Learner ID field.
- Click here to add individual** points to the 'Add New Learner Registration' button.

If the EUSR ID number is known, fill in the 'Learner ID' and select the record. This will automatically load below the 'Learner ID' box and automatically fill the fields on the page.

Email Address

The email address will help us to identify an individual if they lose their card. This is not a mandatory field but is recommended.

Confirm Individual Registration

When all individuals' details are added select 'Add New Learner Registration'

Confirm Individual Registration

Please confirm you want to add New Individual **Harry Potter (DOB 01/03/1988)** to batch (263364) NWH 02/01/19 Test 4




Once added to the batch all individuals' records will be visible.

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Provider	[18579] Test Centre 1-RS		
Programme/Course	[259358] National Water Hygiene (2015)		
Qualification	[5163] National Water Hygiene		
Provider Reference	001	Purchase Order No	001
Batch Start	11/01/2019	Batch End	
Site	Main Site (Main Site)		
Number of Individuals	3		
Trainer	Trainertest, Testtrainer	Quality Personnel	None

Individual Registrations

Click on the surname to review the individual's history for your currently selected centre

Actions	All	Individual ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions ▾	<input type="checkbox"/>	500131		—	Harry	Potter (more...)	01/03/1988	Not Specified	Metrics	 National Water Hygiene	15/01/2019
Actions ▾	<input type="checkbox"/>	500132		—	Ronald	Weasley (more...)	04/09/1988	Not Specified	Metrics	 National Water Hygiene	15/01/2019
Actions ▾	<input type="checkbox"/>	500133		—	Hermionie	Granger (more...)	28/05/1988	Not Specified	Metrics	 National Water Hygiene	15/01/2019

Once uploaded all individuals will appear on the batch. Individuals can be reviewed by clicking against their names.

Uploading Photographs and Scheme Evidence

How to Upload a Photo

Before a registration is 'live' on EUSR, a photograph, and scheme evidence is a requirement of the scheme, this must be uploaded against the individual. Please ensure that the photographs you upload comply with our Photograph Guidelines www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines



'example photo'

Once all individuals have been added to the Batch, the photos can be uploaded.
To upload a photo:

Select the 'Actions' tab button

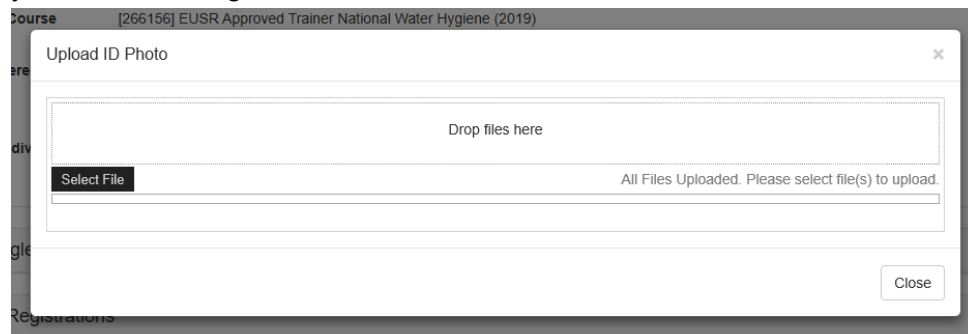
Individual Registrations					
Click on the surname to review the individual's history					
Actions	All	Individual ID	ULN	Title	Forename
Actions ▾	<input type="checkbox"/>	568255		—	Barney
Actions ▾	<input type="checkbox"/>	568256		—	Ted

Select the 'Add ID Photo' tab button

Actions	All	Individual ID	ULN	Title	Forenam
Actions ▾	<input type="checkbox"/>	568255		—	Barney
Add ID photo Upload documents Enter results/claims/assessments Check registered qualification	<input type="checkbox"/>	568256			Ted
					Robin
					Lily
					Marshall

You will then be provided with an upload function.

The photo file can be dropped into the drop box or you can search for the photo from within your folders using 'Select File' button.



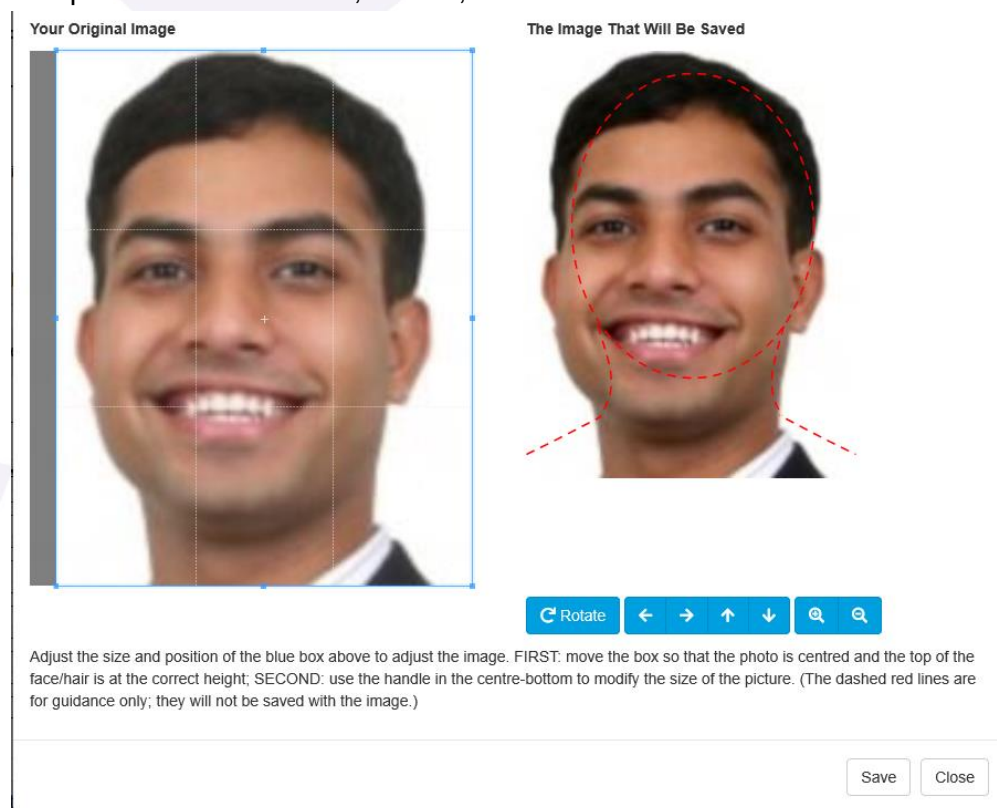
Once the photo has uploaded it will open the photo cropping tool.

How to Crop a Photo

The photo can be edited to fit within the guidance lines.





The photos can be rotated, moved, and zoomed in/out.







Once the photo has been edited click 'Save' and then 'Close'.

The 'Actions' button will then show a green silhouette once the photo has uploaded successfully.

Individual Registrations				
Click on the surname to review the individual				
Actions	All	Individual ID	ULN	Title
 Actions ▾	<input type="checkbox"/>	568255		—
 Actions ▾	<input type="checkbox"/>	568256		—

A new drop-down option is available:
 'Show ID photo'

Select this to view your upload.



Actions	All	Individual ID	ULN	Title	F
 Actions ▾	<input type="checkbox"/>	568255		—	E
 Show ID photo  Add ID photo  Upload documents					T
					F

The photo will then be retrieved and will show on screen.

How to Upload Evidence







To upload Evidence:

Select the 'Actions' tab button

Individual Registrations					
Click on the surname to review the individual's history					
Actions	All	Individual ID	ULN	Title	Forename
 Actions ▾	<input type="checkbox"/>	568255		—	Barney
 Actions ▾	<input type="checkbox"/>	568256		—	Ted

Select the 'Upload Documents' option

Click on the surname to review the individual's history

Actions	All	Individual ID	ULN	Title	Forename
<div>  <div> Actions  </div> </div>	<input type="checkbox"/>	532981		—	Louis
<div>  Show ID photo </div>					Jack
<div>  Add ID photo </div>					Tara
<div>  Upload documents </div>					
<div>  Enter results/claims/assessments </div>					

A new screen will open where you can 'Select File' and upload the required Evidence.

Submit Document

Pick a document type and sub-type from the drop-down lists and then click "Browse..." to select a document to upload.

Scheme Evidence

--Document Sub-type--


Select file...

Upload

Preparing to upload...

Upload the required evidence and select 'Upload'.

Once all evidence has been uploaded select 'Back to Batch'.

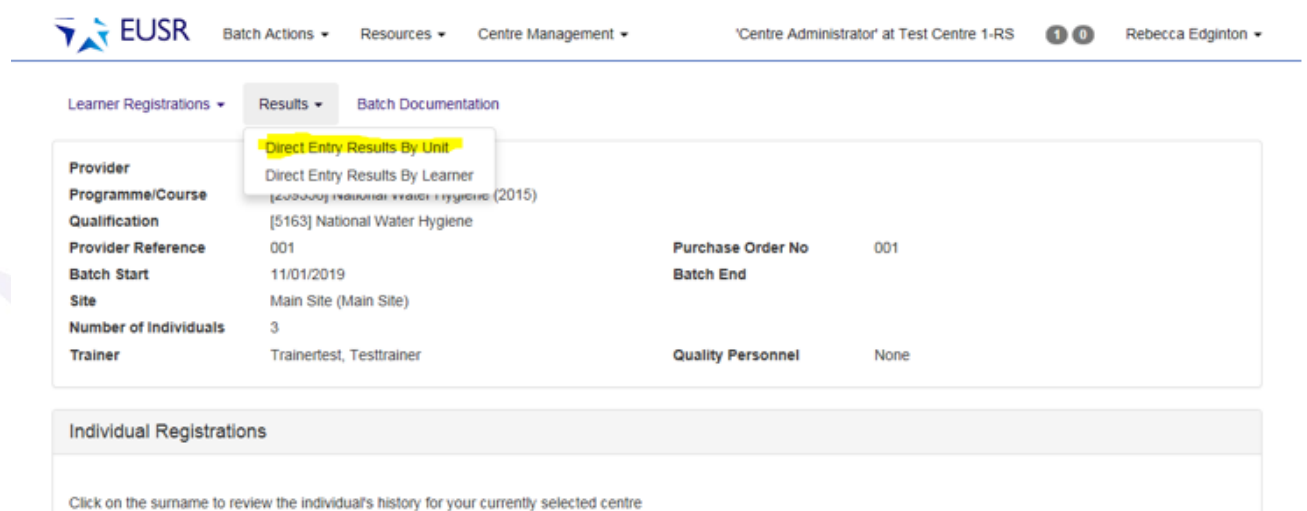

 Back to Batch

Adding a Test or Assessment Result

For all programmes you will need to record whether an individual has passed their assessment (or test) before their registration can go 'live'. Pass or Fail can be recorded by either selecting 'By Unit' or 'Learner'.

By Unit

Awarding by unit will allow you to pass all individuals at one time.



The screenshot shows the EUSR QuartzWeb interface. The top navigation bar includes the EUSR logo, 'Batch Actions', 'Resources', 'Centre Management', and a user profile for 'Rebecca Edginton'. The main content area has three tabs: 'Learner Registrations', 'Results', and 'Batch Documentation'. The 'Results' tab is active, and a dropdown menu is open, showing 'Direct Entry Results By Unit' as the selected option. Below the dropdown, a form displays registration details for a specific batch.

Provider			
Programme/Course	[5163] National Water Hygiene (2015)		
Qualification	[5163] National Water Hygiene		
Provider Reference	001	Purchase Order No	001
Batch Start	11/01/2019	Batch End	
Site	Main Site (Main Site)		
Number of Individuals	3	Quality Personnel	None
Trainer	Trainertest, Testtrainer		

Below the form, there is a section for 'Individual Registrations' with a note: 'Click on the surname to review the individual's history for your currently selected centre'.

Select the Pass mark next to each Individuals' record and 'Save to Basket'.

Direct Entry Results By Unit Submission





Batch [315146] staff cards

[← Back to Batch](#)

45825HEA Core Test 3 (J) [C=0,L=5P]

[Save to Basket](#)

0 results for this batch in this basket

	Learner ID	Learner name		Result
✓	569379	Stephen Barrett		Pass
✓	569900	Michelle Inwood		Pass
✓	569978	Carl Jordan		Pass
✓	525227	Arthur Mulvor		Pass

Passport scheme submission example

Direct Entry Results By Unit Submission

Batch [298211] UE TEST

[← Back to Batch](#)

4867Locate Utility Services (J) [C=0,L=1P]


[Save to Basket](#)

0 results for this batch in this basket

	Learner ID	Learner name		Result
	158453	Samuel Lea		Pass

Skills based scheme submission example

By Learner


 Batch Actions ▾ Resources ▾ Centre Management ▾

'Centre Administrator' at Test Centre 1-RS

Rebecca Edginton ▾

Learner Registrations ▾

Results ▾

Direct Entry Results By Unit
Direct Entry Results By Learner

 Batch Documentation

Provider	[5206] Smart Metering		
Programme/Course	[5206] Smart Metering		
Qualification	[5206] Smart Metering		
Provider Reference	001	Purchase Order No	001
Batch Start	14/01/2019	Batch End	
Site	Main Site (Main Site)		
Number of Individuals	3	Quality Personnel	None
Trainer	Trainertest, Testtrainer		

Individual Registrations

Click on the surname to review the individual's history for your currently selected centre

Direct Entry Results By Individual Submission

Batch [277997] Test batch

[Back to Batch](#)

 **Rebecca Thorpe (343338)**

National Water Hygiene (2019)
 Energy & Utility Skills Ltd

Rebecca Thorpe (343338)

Save to Basket

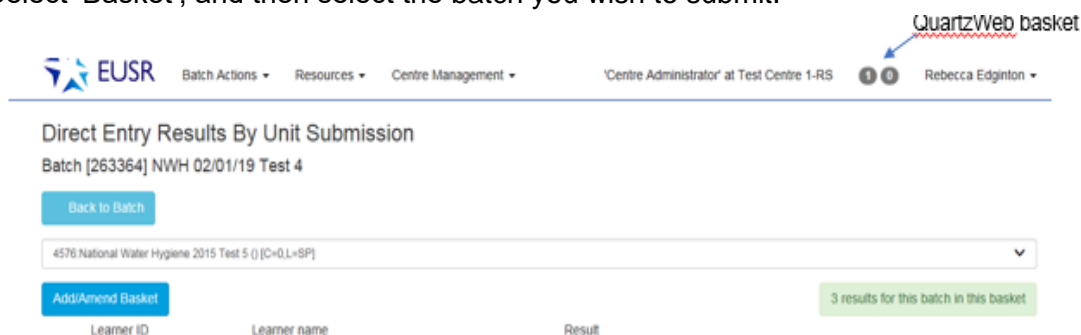
0 results for this batch in this basket

Search:

Unit	Result
5275:National Water Hygiene 2019 Test 3 [C=0,L=PE]	Pass

Showing 1 to 3 of 3 entries

Once all individuals are uploaded to the 'Results' tab, they will be uploaded to the basket. Select 'Basket', and then select the batch you wish to submit.



The screenshot shows the EUSR QuartzWeb basket interface. At the top, there's a navigation bar with 'EUSR' logo and links for 'Batch Actions', 'Resources', and 'Centre Management'. Below this, the user is logged in as 'Rebecca Edginton'. The main heading is 'Direct Entry Results By Unit Submission' for 'Batch [263364] NWH 02/01/19 Test 4'. There's a 'Back to Batch' button and a dropdown menu showing '4576 National Water Hygiene 2015 Test 5 (J) [C=0,L=SP]'. An 'Add/Amend Basket' button is present, along with a status bar indicating '3 results for this batch in this basket'.









Select the batch and individuals you want to submit. Amend or remove any individuals who are not required and submit.

Direct Entry Basket

[315146] staff cards

« All Direct Entry Results Sets » « All Individuals »

[Submit](#)

Learner ID	Learner	Unit ID	Unit	Level	RITS	National Code	Batch	Result	Option
569979	Barrett, Stephen	AAE682	SHEA Core Test 3	SP			[315146] staff cards	Pass --Not Yet Set--	 
569980	Inwood, Michelle	AAE682	SHEA Core Test 3	SP			[315146] staff cards	Pass --Not Yet Set--	 
525227	McIvor, Arthur	AAE682	SHEA Core Test 3	SP			[315146] staff cards	Pass --Not Yet Set--	 
569978	Jordan, Carl	AAE682	SHEA Core Test 3	SP			[315146] staff cards	Pass --Not Yet Set--	 

Confirm or amend Results Submission (Confirm the individuals have passed and submit the registrations to the EUSR Support Team).

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Confirm Direct Entry Results Submission

Please confirm that you want to submit a total of 3 awards for 3 individuals on batch [263364] NWH 02/01/19 Test 4

Amend

Confirm Submission

The batch has now been submitted for processing to the EUSR Support Team.

Results Submission

A set of direct entry results has been submitted

Please click the EUSR tab in the top left-hand corner to return to the home screen.



EUSR

Batch Actions ▾

QuartzWeb Quick Start

This Quick Start Sheet is for all Trainer and Provider Led Courses

Booking a course

- Sign into QuartzWeb using your EUSR ID or registered email address
- Sign in as Trainer, Administrator or Lead Administrator
- Select '**Batch Actions**'
- Select '**ERegistration Submission**'
- Select the '**Programme**' (the course you are running)
- Fill in booking screen
 - Batch description (this can be the course location or company you are training)
 - Start date (date of the course)
 - Provider Reference (free text field)
 - Purchase Order Number (Payment Method)
 - Site Location (Company Address)
 - Delivery Address (Return address for the cards)
 - Trainer (SHEA, NWH, DOMs and SCO schemes only)
 - Submit spreadsheet with individual's information 'OR' select 'No File'
 - Submit '**Continue**'
 - Batch overview with all batch details. Select '**Submit**'

A unique Batch number will be created for this Registration Submission.

For SHEA, NWH, DOMs and SCO schemes the question papers will be available 72 hours prior to the course being held.

Uploading Individuals

- '**Batch Actions**'
- '**Your Batches**'
- View Batch
- Select '**Enter Single Individual Registrations**'
- Submit details for each learner (Surname, First Name, Date of Birth, Email Address)
- Select '**Add New Learner Registration**'

Uploading Photos

- '**Batch Actions**'
- '**Your Batches**'
- View Batch
- Scroll down to '**Individual Registrations**'

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- Select **'Actions' 'Add ID Photo'**
- Crop and Upload Photo

To view the photo that has been uploaded select **'Actions' 'Show ID Photo'**.

Uploading Results

- **'Batch Actions'**
- **'Your Batches'**
- View Batch
- Select **'Results'** (located just below the batch information)
- Select **'Results by Unit'**
- Opens a new loading screen
- Select Batch Number **'Continue'**
- Select the Pass/Fail grade on the drop down for each learner
- Save to Basket (located top right-hand corner of screen (0.0))
- Click on the Number located within the Circle
- Submit Batch to EUSR Support for processing

Once submitted the EUSR Support Team will process this. They will contact you if there are any issues.

The Cards will be with you within 1-3 working days

Locating QuartzWeb Documents

- Select **'Resources'**
- Select **'Documents'**

Here you will be able to view:

- PowerPoint slides (for Passport Schemes)
- Data Capture Form
- Attendance Register
- Answer Sheet (for Passport Schemes)
- Leaders Guide and Specification
- Support Materials (Health and Safety Documents and Scheme Videos)

The Documents can be filtered using the **'Document Type'**

SHEA Passport test questions are available 72 hours prior to the course start date. These are available under **'Batch Actions' 'Your Batches' 'View the batch' 'Batch documentation'**.

Frequently Asked Questions

Here is a list of some of the more Frequently asked questions on this guide

For further FAQs on QuartzWeb, please visit <https://www.eusr.co.uk/support-faqs/eusr-quartzweb/>

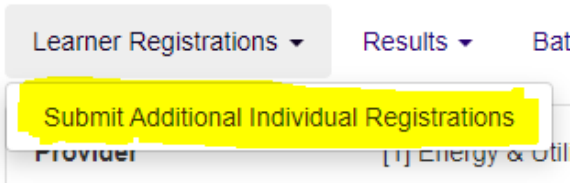
Topic	Question	Answer
Web Browser	What web browsers are supported for QuartzWeb?	<p>QuartzWeb is entirely web browser based. The latest versions of FireFox, Chrome and Microsoft Edge are fully supported. The platform does work with Safari browser and there may be some limitation on functionality.</p> <p>Please note that Internet Explorer is NOT supported.</p>
Health Screening Questionnaire NWH only	How will I record the Health Screening Questionnaire for NWH?	This is a mandatory requirement and you will need to review how you obtain this. To try and support you on this, we have created and exemplar Health Screening Questionnaire which you can use – available in Resources .
Cancel a Batch	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: 0121 745 1310 (select Option one)
Viewing Old Batches	Will I be able to view a Batch that I previously submitted via the old paper-based process – i.e. pre QuartzWeb?	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.

EUSR Support: Monday to Friday 8am–5pm | eusr@euskills.co.uk | 0121 745 1310 (Option One)


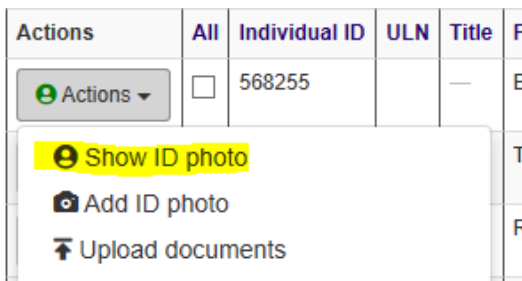
Viewing Current Batches	How do I find my current batches?	<p>You can view your incomplete Batches (i.e. those that have not yet been submitted) and all previously submitted Batches by selecting the main tab, 'Batch Actions' and then under 'Review' selecting 'Your Batches'.</p> <p>Batches can be searched for by completing the 'Find' fields.</p>
SHEA Conversion	How will I register an individual for a SHEA Conversion?	<p>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 Conversion. When booking a SHEA course, you will need to make sure you select the current programme.</p>
Booking a course in advance	How far in advance can I book a course in QuartzWeb?	<p>A course can be booked up to 28 days in advance.</p>
Uploading more than one individual at a time in a Batch	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 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</p>

		the results have been added then EUSR Support will need to verify it before the registrations are 'Live' on EUSR.
Filtering Batches by Trainer	Will I be able to filter my batches to view all training/courses delivered by one trainer?	<p>Batches can be searched in Your Batches, and there are filters for you to tailor to 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.</p> <p>You can change the order the Batches appear in by double-clicking on the relevant header.</p>
Multiple training courses on the same day	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.
Purchase Order	Can we amend the Purchase Order details once we have submitted a batch for registration?	<p>Yes – but only prior to submitting results. Once you submit results you cannot amend it.</p> <p>Select 'Batch Actions', 'Your Batches' and select the batch you need to amend. Open the batch and select 'Learner Registrations' and 'Submit Additional Individual Registrations'</p>

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		 <p>The Purchase Order Number can be updated here.</p>
Unable to access QuartzWeb	<p>I have logged on and can see the following message:</p> <p>What does this mean?</p>	Contact finance team
Changing Password frequency	How often does QuartzWeb require you to change your password?	Every 30 days
Lower and Upper case	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.
Completed batches	I have completed a batch and submitted this to EUSR Support. How can I confirm the registrations have been processed?	Once a batch has been completed by the EUSR Support team the individuals record on the batch will change. While this is being processed the icon will be an amber process bar. Once complete the icon will be a green tick.

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		 <p>Application in Progress → Safety Health and Environmental Awareness Gas</p> <p>Application approved → National Water Hygiene</p>
Viewing Photos	I have uploaded photos to a batch submission, can I check these?	<p>Yes – Once a photo has been uploaded and saved you can view the photo. Select 'Actions' 'Show Photo ID'</p>  <p>The screenshot shows a table with columns: Actions, All, Individual ID, ULN, Title, F. The 'Actions' dropdown is open, showing options: Show ID photo (highlighted), Add ID photo, and Upload documents.</p>
Scheme Materials	I am running a National Water Hygiene Course. Where can I find the Documents and PowerPoint Presentation?	<p>Scheme or Programme Materials can be accessed in the 'Resources' tab for all schemes or programmes you are approved to deliver. Some schemes or programmes will not have any associated materials. Explain what sort of programmes and materials there are.</p> <p>Question Papers for SHEA and NWH can be downloaded 72 hours prior to the course. These are located in the Batch under 'Batch Documentation'.</p>

Glossary

Term	Meaning
Administrator	An individual with access to book courses, upload and submit registrations and documents.
Approved Provider	An organisation that is approved to deliver Bespoke programmes and Skills-based training programmes.
Approved Trainer	An individual who is approved to deliver Energy & Utility Skills Passport Schemes.
Authorised User	Any individual who has been given permission to access the system.
Batch	This is the cohort that the course is created under. All learners are registered within this cohort and processed under the unique identifying number.
Batch Summary	A brief description of the details within a batch confirming; the batch number, payment information, course date.
Bespoke Programmes	Courses that are developed in collaboration with organisations.
CBL Administrator	Individual with access to add individuals and photos to a pre-registration batch. Unable to process registrations.
Centre	The organisation
Endorsed Training Programme	Training courses that have been developed to meet the requirements of the organisation and the customer.
ERegistration Submission	The batch creation tab. This is the section where batches are created and booked.
EUSR ID	The unique identifying number assigned to each individual record registered through EUSR

Lead Administrator	An individual with access to create/remove admin roles for the centre, access to add/amend the main address. The Lead Administrator also has the same rights as an Administrator.
Learner	The individual who has been registered on QuartzWeb, who has completed one of the training courses.
Passport Schemes	Entry-level training courses developed in collaboration with employers across a number of industries in the energy and utilities sector. Includes National Water Hygiene and SHEA.
Programme	The EUSR course that is being run by the Trainer or the Provider (i.e. National Water Hygiene, SHEA Water, Utility Excavations, Network Construction Operations (Gas)).
Purchase Order	The unique payment number referenced by the centre on each batch. This reference number will be used to invoice the registrations.
Skill Based Schemes	Courses that cover skills in a particular role or area and can be suitable for new employees or existing employees wishing to upskill.
Switch Role	Individuals who have multiple roles (Administrator and Trainer) can switch between the assigned roles and access given on the system.
Trainer	The individual who is approved to deliver Passport Schemes.
QuartzWeb	The online registration system used by EUSR Support

Appendix One – QuartzWeb Terms and Conditions

These terms and conditions (T&Cs) relate to the use of QuartzWeb, Energy & Utility Skills' online registration system by staff within our approved centres - including approved providers and our approved trainers and assessors (approved users).

Authorised users must confirm their acceptance of these T&Cs each time they log into QuartzWeb. If users do not agree with these T&Cs, they cannot use QuartzWeb

1. Use of QuartzWeb

1.1. Energy & Utility Skills will make QuartzWeb available for administration related to, and associated with, the registration of individuals on EUSR.

1.2. Authorised users will be assigned a user name and password which will give them access to QuartzWeb.

2. Approved providers must:

2.1. Ensure that their authorised users are those with responsibility for administration related to EUSR registration.

2.2. Inform Energy & Utility Skills if an authorised user ceases to be employed or moves job role.

3. Authorised users must:

3.1. Ensure their username and password details are kept secure at all times.

3.2. Never disclose their login details to any other individual or third party.

3.3. Never knowingly allow any other individual or third party to use their login details to gain access to QuartzWeb.

3.4. Always log off QuartzWeb immediately at the end of every session.

3.5. Not leave any IT equipment unattended when logged into QuartzWeb.

3.6. Notify Energy & Utility Skills immediately if their login details are lost, disclosed or used by another individual or third party.

3.7. Ensure that all administration relating to EUSR registration is accurate and in line with the User Guide.

4. Energy & Utility Skills will:

4.1. Make a User Guide available to authorised users to support use of QuartzWeb.

4.2. Make QuartzWeb available 24 hours a day.

4.3. Mitigate time periods where QuartzWeb is not available due to routine maintenance.

4.4. Make an alternative process available for the administration of EUSR registration in the event of a prolonged loss of use of QuartzWeb.

5. Liability:

5.1. Energy & Utility Skills will not be liable for any loss or damage resulting from data that has not been entered or processed in accordance with the User Guide or has been entered incorrectly.

6. Termination of access:

6.1. Access to QuartzWeb will be terminated by Energy & Utility Skills in the following circumstances:

- 6.1.1. Authorised user ceases to be employed or moves job role.
- 6.1.2. Authorised user has not accessed QuartzWeb for a period of 12 months.
- 6.1.3. Approved centre ceases to be approved by Energy & Utility Skills.
- 6.1.4. There is malpractice or maladministration in respect of QuartzWeb.

6.2. Approved centres may terminate the access to QuartzWeb for an authorised user at any time by contacting Energy & Utility Skills.

7. Payment terms:

7.1. Energy & Utility Skills' payment terms and conditions apply to all transactions undertaken using QuartzWeb that are carried out by authorised users on behalf of approved centres.

8. Data Protection:

8.1. In accessing QuartzWeb, authorised users must comply at all times with the General Data Protection Regulations 2018 (and as may be amended from time to time).

8.2. Authorised users must ensure that individuals are informed their personal data will be shared with Energy & Utility Skills and uploaded onto EUSR. A copy of our privacy notice is available on <https://www.eusr.co.uk/privacy>

9. Contact:

Authorised users and approved centres can contact Energy & Utility Skills in relation to QuartzWeb by:

Email: eusr@euskills.co.uk

Phone: 0845 077 99 22

Mail: Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN

10. General:

Energy & Utility Skills reserves the right to amend the T&Cs and will notify approved centres and authorised users if this happens.

Appendix Two - QuartzWeb: Different Roles

Within QuartzWeb there are different roles which can be allocated to your authorised users. Each role has different permissions or functionality; you will be able to assign your staff to the most appropriate role depending on whether they need to add, view, amend or withdraw records, or download materials.

An individual can have more than one role and it's quick and easy to switch between roles if this is the case.

The restricted 'permissions' for each role should support your own work-flows as well as data protection compliance.

Adding roles in QuartzWeb:

Lead Administrator	Added by EUSR Support
Administrator	Added by a Lead Administrator
Trainer (NWH, SHEA or SCO only)	Added by EUSR Support
Assessor (BESC:AME only)	Added by EUSR Support

The Lead Administrator is an important role and if you have not already done so, you need to advise us who this will be. Your Head of Centre (or the individual who signs any agreements with us) needs to confirm who this is by email (using a company email address) to eusr@euskills.co.uk. You will need to confirm the individual's name, job title and email address.

Roles and Functionality

At a high level, the different roles and functionality are:

	QuartzWeb functions
Head of Centre or Nominated Contact This is the individual who signs agreements with us, usually a Director or senior manager.	<ul style="list-style-type: none"> • No QuartzWeb access • You notify us the name of the Lead Administrator(s) for your centre – via email to EUSR Support • You notify us of any change in invoice details and invoice address– via email to EUSR Support – we will make the changes in our finance system
Lead Administrator Added in QuartzWeb by EUSR Support	You can: <ul style="list-style-type: none"> • Add or amend the main site address for your centre • Add Administrators within your centre • Remove individuals who hold these roles for your centre – Administrators, Trainers, Assessors • All functionality associated with Administrator role
Administrator Added in QuartzWeb by a Lead Administrator	You can: <ul style="list-style-type: none"> • Check individuals and batch registration information and history for your centre • Book a course • Create and submit a batch of registrations • Amend information within a batch, before the batch has been submitted • Add or amend delivery address(es) for the return of EUSR ID cards • Upload photographs and scheme evidence • Add and submit an assessment result (Pass/Fail) • Track batch progress in work-flows