XAMS User Guide

XAMS is our system for all e-Learning and e-Assessment. Within this User Guide you will find help on all activities within XAMS – if you need any further support, please contact the EUSR Support team.

For the XAMS Administrator:

- XAMS is fully integrated with QuartzWeb, our online registration system
- All activations are created in a Batch within QuartzWeb
- Bulk activations can be made within a Batch
- You can track an individual's progress in terms of completing e-Learning, scheduling and completion of e-Assessment and e-Assessment feedback reports

If you need additional XAMS Administrators, please contact EUSR Support for an XAMS Administrator Registration Form.

For individuals taking e-Learning or e-Assessment:

- XAMS can be used with all web browsers
- Access to e-Learning or e-Assessment is via the EUSR website or an activation email sent by an XAMS Administrator
- Individuals can resume e-Learning where they left off if they take a break (individuals do not have to re-take a whole module again)
- A free of charge re-sit is also still available immediately to the individual if they fail the e-Assessment
- XAMS is mobile enabled – the e-Learning or e-Assessment can be done on an iPad or tablet

Contents

1. QuartzWeb – Creating XAMS Batches 4

1.1 Initial Setup 4

1.2 Logging into QuartzWeb 4

1.3 Switching Roles in QuartzWeb 5

1.4 Main Menus in QuartzWeb 6

1.4.1 Batch Actions 6

1.4.2 Resources 6

1.4.3 Centre Management 6

1.4.4 Switch Role 7

1.4.5 My Details 7

1.5 Creating an XAMS Batch 7

1.5.1 Send Activation Instructions 9

1.5.2 Purchase Order Number 9

1.5.3 Batch Submission Confirmation 9

1.5. 4 Uploading Individuals to a Batch 9

1.5.5 Bulk Registration 9

1.5.6 Adding individually 10

1.5.7 Email Address 11

1.5.8 Confirm Individual Registration 11

1.6. Uploading Photographs 12

1.7 Activation email 16

2. XAMS Administrator role 17

2.1 Initial Setup 17

2.2. Main Menus 17

2.2.1 Home 17

2.2.2 Schedule 17

2.2.3 Administration 17

2.2.4 Reports 18

2.2.5 Welcome User 18

3. XAMS Individual Profile 19

3.1 Flagging Questions 21

Appendix One – QuartzWeb Terms and Conditions 24

1. QuartzWeb – Creating XAMS Batches

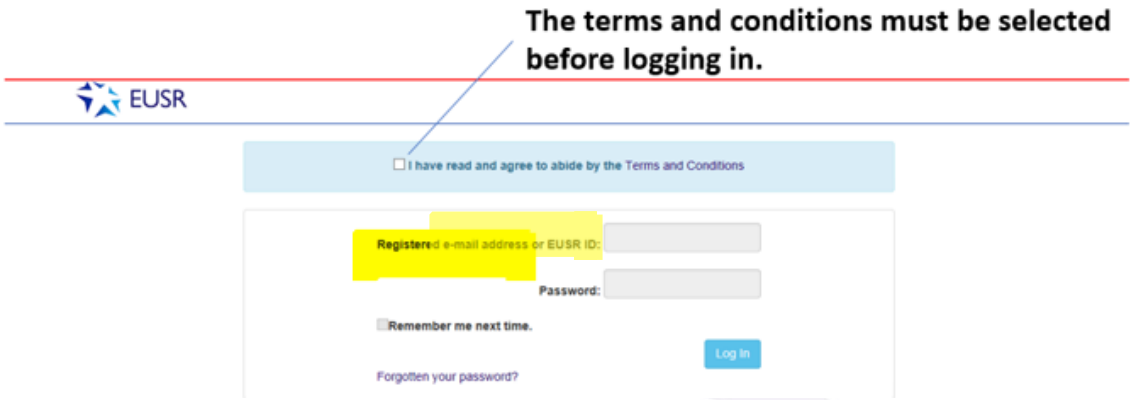
1.1 Initial Setup

If you do not already have a QuartzWeb login, the EUSR Support Team will need to create one for you. Unlike some other roles within QuartzWeb, only EUSR can create the role of XAMS Administrator within QuartzWeb.

NOTE: QuartzWeb users can have multiple roles assigned. Make sure you are logged in as XAMS Administrator as each role allows different functionality.

1.2 Logging into QuartzWeb

Each time you login to QuartzWeb you will be required to confirm that you will comply with the QuartzWeb Terms and Conditions of Use – attached as **Appendix One** in this user guide.



Login Credentials
To login you will require your EUSR ID number or the email address registered against your EUSR ID number. The EUSR ID number is six digits or less.

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 (this is your EUSR ID number or registered email address) 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.

Note: Passwords will only be reset by the EUSR Support team over the telephone and not by email.

Resetting Passwords
Your password must:

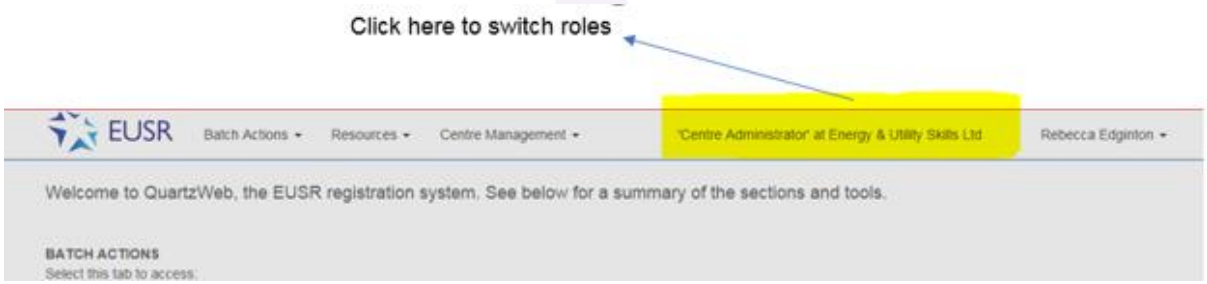
- Be between 6 and 12 characters long
- Include at least 1 digit
- Include at least 1 upper and 1 lowercase letter
- Include at least 1 punctuation character (BUT DO NOT USE the **£** the **$** or the @ sign).

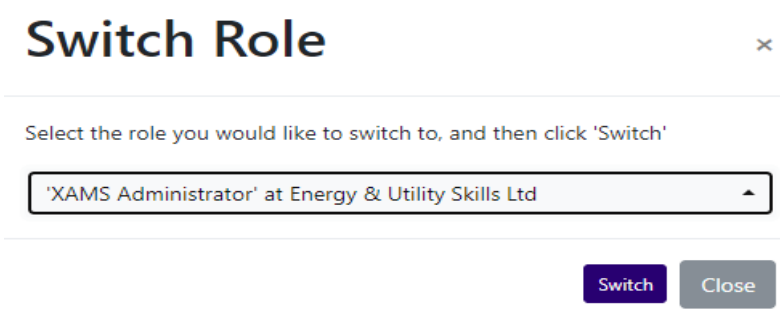
1.3 Switching Roles in QuartzWeb

Make sure you are logged into QuartzWeb as 'XAMS Administrator'.
If you have more than one role – because you need to perform different functions in QuartzWeb – you may need to switch from one role to another. If the XAMS Administrator role is not listed, please contact EUSR Support.

Note: anyone with a 'Lead Administrator', 'Administrator' or 'XAMS Administrator' role in QuartzWeb can create Batches BUT only an XAMS Administrator can create Batches for e-Learning programmes and have access to XAMS.

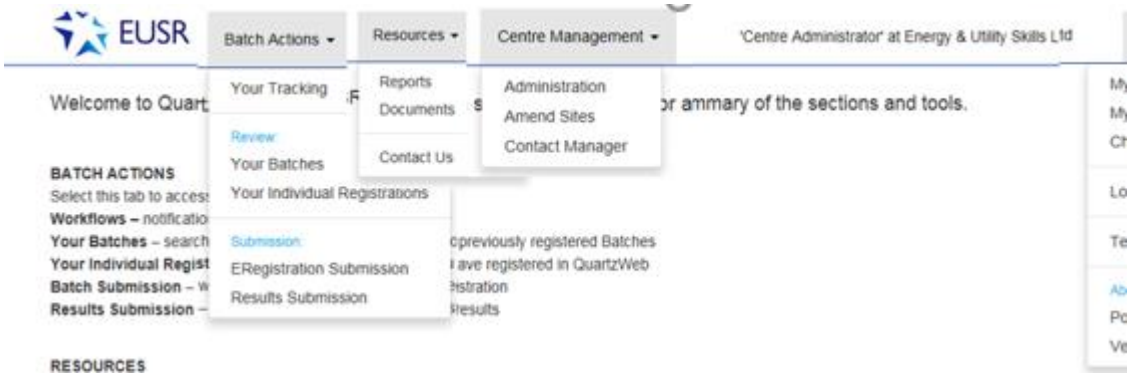
Once logged in, click on the main tab which details the role you are currently logged in as. A 'Switch Role' dropdown menu will appear. Select the correct role and click on the 'Switch Role' button.





1.4 Main Menus in QuartzWeb

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



1.4.1 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 – You will not use this tab - results for e-Learning and e-Assessment batches come from XAMS and are not submitted via QuartzWeb

1.4.2 Resources

Select this tab to access:

Reports – view a report to check successful upload of photographs within a batch and registrations missing prerequisites on Batches

Documents – view delivery support materials for Passport Schemes (including assessments for Safe Control of Operations (SCO))

Contact Us – send an email to EUSR support

1.4.3 Centre Management

Select this tab to access:

Administration – actions needed for any Batches

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

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

1.4.4 Switch Role

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 additional roles:

Administrator – Lead Administrators can create this role
Approved Trainer and Approved Assessor roles – can only be created by EUSR Support
XAMS Administrator – can only be created by EUSR Support

1.4.5 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

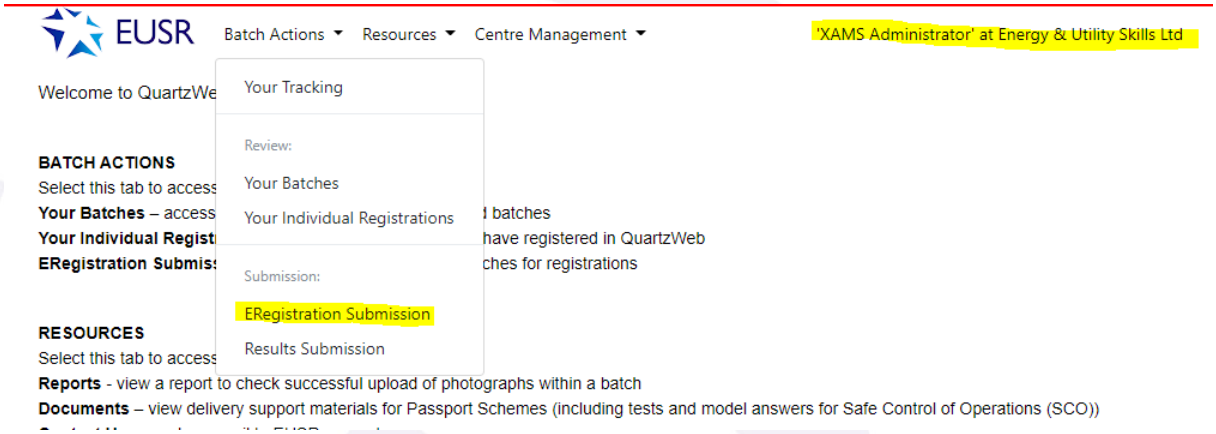
1.5 Creating an XAMS Batch

Before you can send any XAMS activation emails, you will need to create a Batch within QuartzWeb.

Mandatory information for each individual in the Batch:

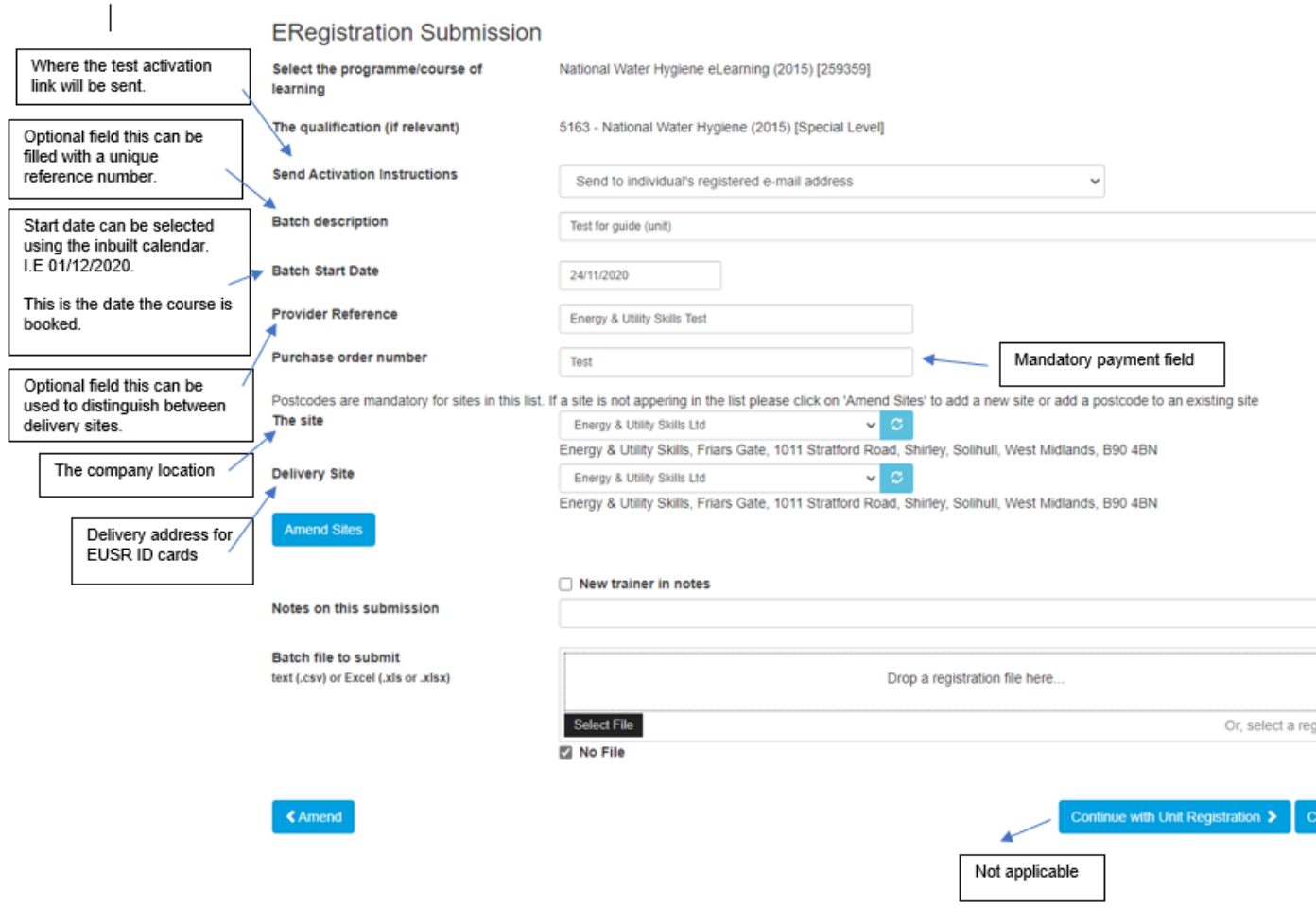
- First Name
- Last Name
- Date of Birth
- Employer name

To create a Batch, select ‘Batch Actions’ and ‘ERegistration Submission’.



All XAMS programmes are called ‘eLearning/eAssessment’. You will be asked to select the ‘programme/course of learning’ from the drop-down box. If the relevant e-Learning/e-Assessment programme is not listed, please contact EUSR Support. The second drop down box will automatically populate with relevant details. Select ‘Continue’.

The next page contains the XAMS 'course booking' information. This must be completed to create the 'course booking'. Any sections that are not completed will be highlighted red.



1.5.1 Send Activation Instructions

You can choose where the XAMS activation links are sent:

- An individual's registered email address (this is the email address registered in QuartzWeb)
- Your own registered email address (this is the email address registered to the XAMS Administrator booking the course)

Note: Any emails that are added to QuartzWeb at the time of booking the course will become the individual's registered email address.

1.5.2 Purchase Order Number

This is a mandatory field. The Purchase Order number you provide will appear in our 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 – contact EUSR Support

Please note that we will invoice the centre that has made the registration in QuartzWeb. We will not invoice third parties.

1.5.3 Batch Submission Confirmation

You will be taken to a summary page – please 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 page.

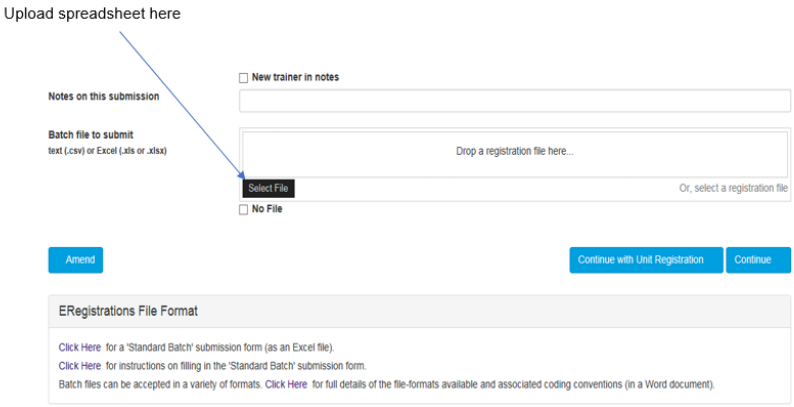
If the information is all correct, select 'Submit' and an EUSR Batch number will be created. The Batch can be amended by selecting 'Batch Actions' and 'Your Batches'.

1.5. 4 Uploading Individuals to a Batch

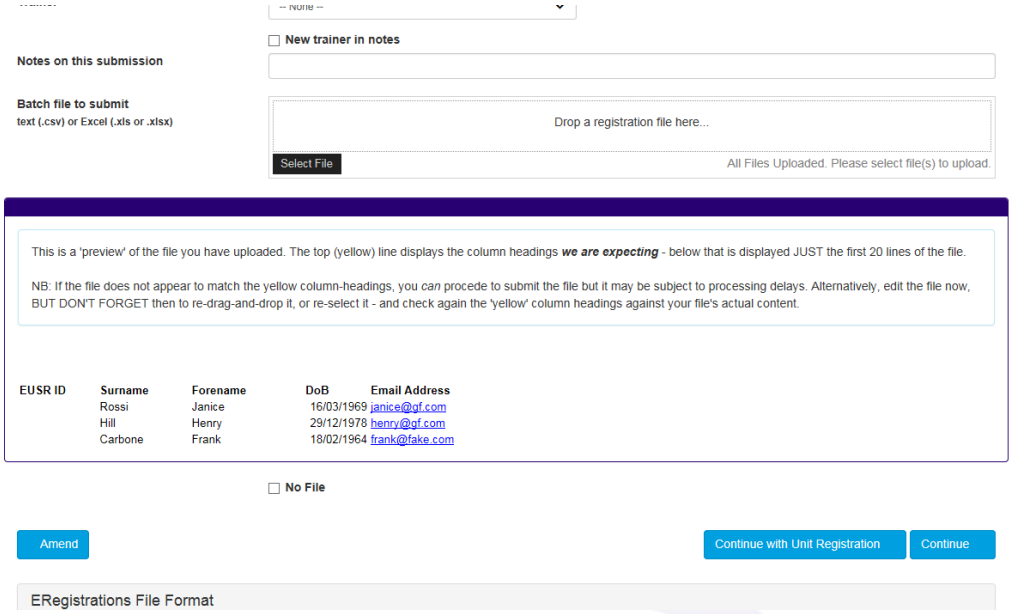
Individuals can be added in bulk using the Batch File, or on an individual by individual basis.

1.5.5 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 page. This template can also be found in the 'Resources' and 'Documents' menu.



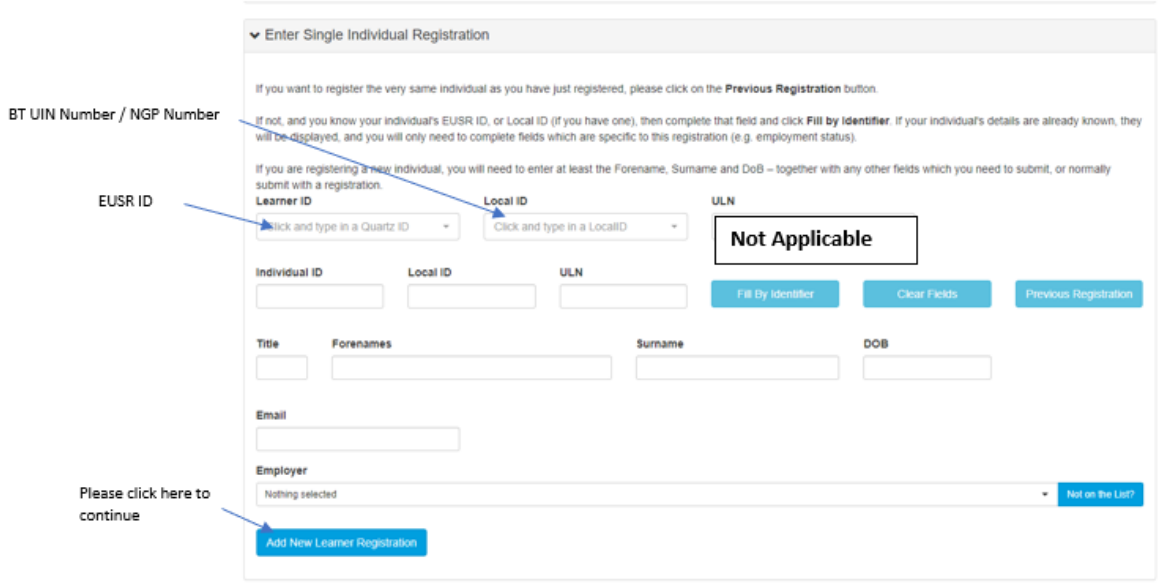
Once uploaded a preview file will be available to view.



Once uploaded and correct. Click ‘Continue’ to confirm.

1.5.6 Adding individually

Individuals will appear in the ‘Individual Registrations’ section.



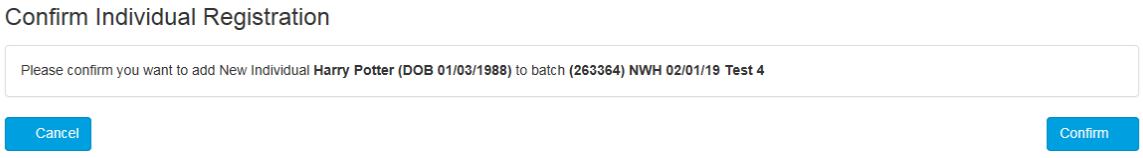
If the EUSR ID number is known, fill in the 'Individual ID' and select 'Fill by Identifier' - this will complete all other fields on page. You will need to 'Confirm' or 'Amend' the registration.

1.5.7 Email Address

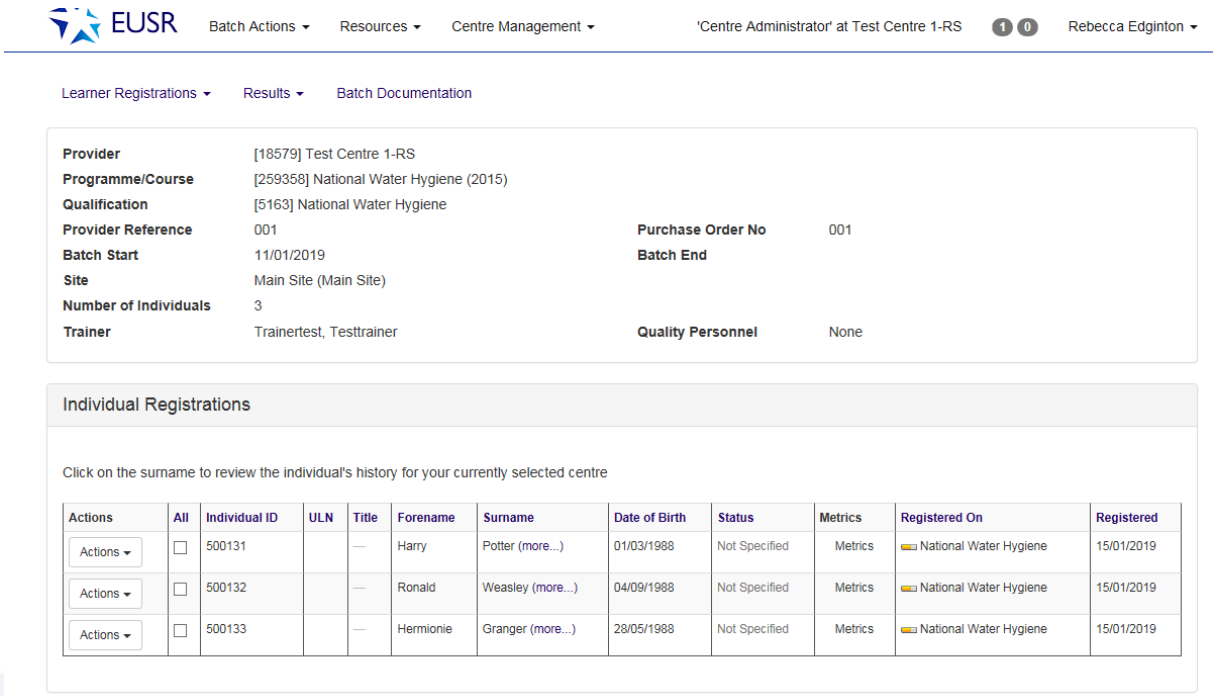
A valid email address is required to send the XAMS activation email directly to the individual.

1.5.8 Confirm Individual Registration

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



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



Once uploaded all individuals will appear in the Batch. An individual's details can be reviewed by clicking against their name.

1.6. Uploading Photographs

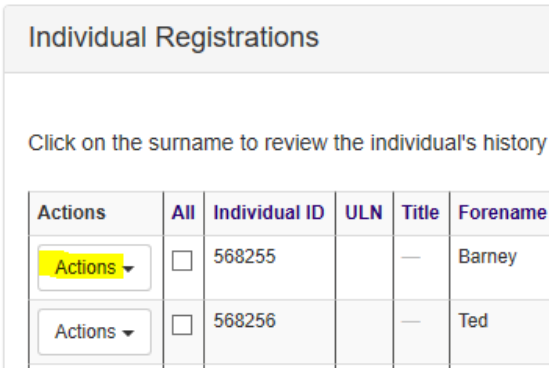
How to Upload a Photo

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

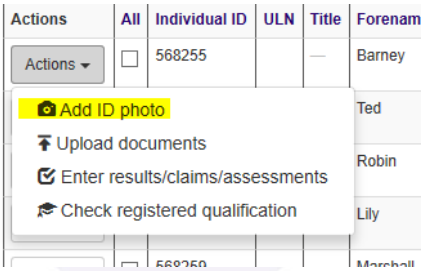
An example of an acceptable photograph

Add all individuals in the Batch before uploading photographs.

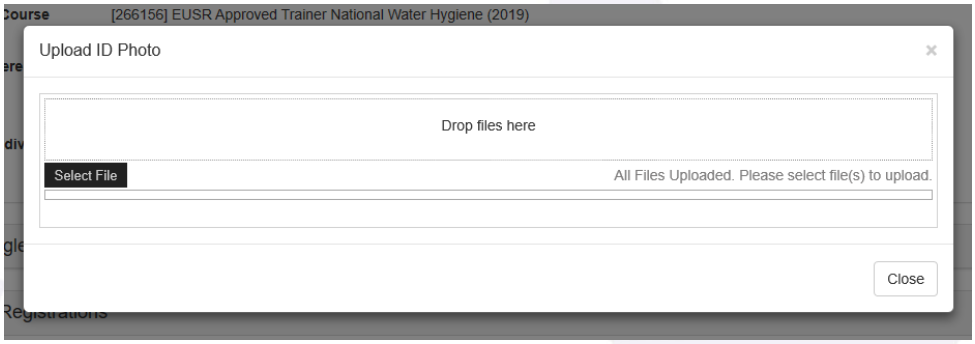
To upload a photograph, select the ‘Actions’ button



Select ‘Add ID Photo’



You will then be able to ‘Upload Photo ID’. The photograph file can be ‘dropped’ into the drop-box or you can search for the photograph from within your folders using ‘Select File’.



Once a photograph is uploaded, the ‘Photo Cropping’ tool opens.

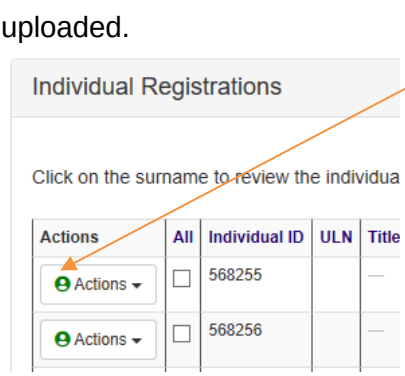
Photo Cropping

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

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

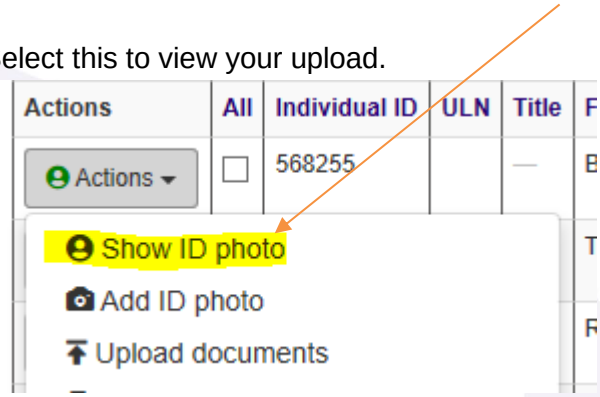
Once you are satisfied with the editing, select ‘Save’ and then ‘Close’.

The ‘Actions’ button will then show a green silhouette once the photograph has successfully uploaded.



A new drop-down option is available, ‘Show ID photo’

Select this to view your upload.



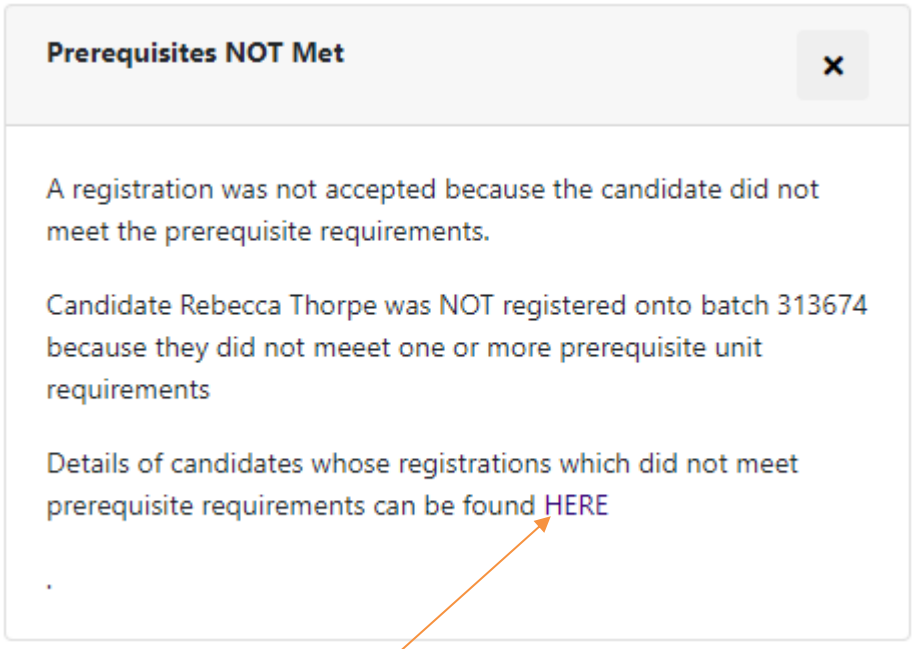
The photograph is retrieved and will show on screen.

Notifications

If you see a blue ‘bell’ icon in the top right of QuartzWeb home page, this means action needs to be taken.

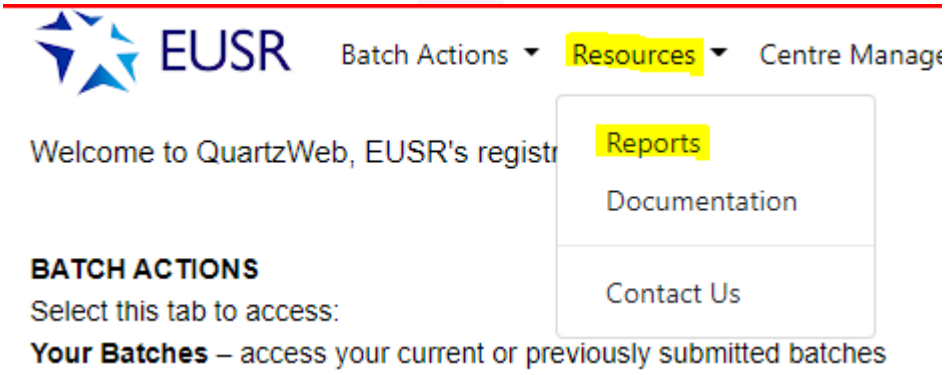
Click on the icon and information is displayed which provides a brief description of the issue and the individuals details.

To delete Notifications, click on the ‘X’ against the specific notification you want to delete.

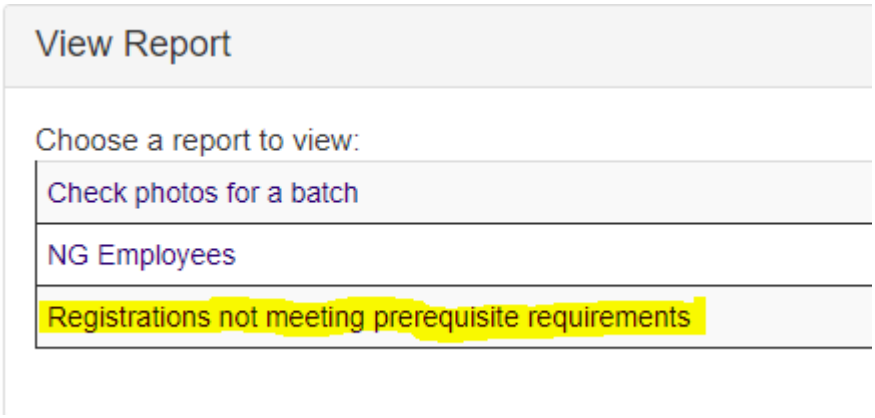


In the above example, if you select 'HERE', a 'Reports' page opens, and you will see all individuals that have not met the prerequisite requirements for the relevant XAMS courses.

A 'Prerequisite Report' is also in the 'Reports' page. To access, select 'Resources' and 'Reports'.



The report is named 'Registrations not meeting prerequisite requirements'



This report can be filtered by date and displays the ‘Batch Number’, ‘EUSR ID Number’, ‘Individual’s Name’, ‘Course’ and the ‘Date Registered’.

XAMS Test Centre

Batch	*EUSRID*	*Name*	*Course*	*Date*
313675	568453	Kevin Carrot	Scottish Water DOMS eLearning	03-Dec-2020
313674	343338	Rebecca Thorpe	National Grid Electricity Contractors Scheme - Person (Substations Renewal)	03-Dec-2020
313661	80836	CBL Candidate 6 Test	Scottish Water DOMS eLearning	02-Dec-2020

03-Dec-2020 11:49:17

1.7 Activation email

Once an individual has been registered in QuartzWeb, for an e-Learning/e-Assessment programme, an automated activation email is sent.

The email is sent to whichever email address was selected at the time of creating the Batch, the individual’s email address registered in QuartzWeb or to the XAMS Administrator

From: noreply@xams.co.uk <noreply@xams.co.uk>
Sent: 02 December 2020 11:57
To:
Subject: Welcome to XAMS

Dear Rebecca Thorpe

Welcome to XAMS - the EUSR e-Learning system.

You have been registered on the GL/6 Update programme at Energy & Utility Skills Ltd. Please contact your XAMS Administrator if you have any queries or were not expecting to receive this e-mail.

Here are your login details to XAMS.
Login ID: 343338

If this is the first time you have used XAMS, click here to set your XAMS account password - Click here to set

If you have used XAMS before, click here to log on to XAMS and access your e-Learning programme - https://euskills-uat.xams.co.uk

If you have any issues using the links above, please contact the EUSR Support team. We are available Monday – Friday, 8.00am – 5.00pm via email: eusr@euskills.co.uk or tel: 0121 745 1310 (option 1).

Please note, you must complete the Assessment before 03/12/2020.

Kind regards
EUSR Support Team

If the individual has never used XAMS before they will need to follow the link to create their XAMS password.

If the individual has used XAMS before they can continue to the XAMS login page.

2. XAMS Administrator role

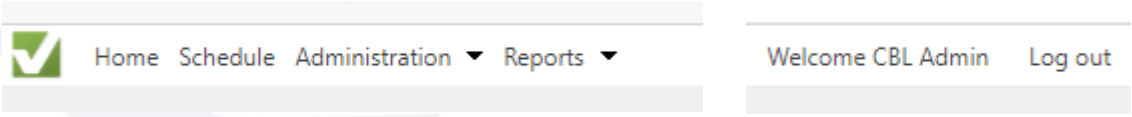
Individuals' progress in their e-Learning or e-Assessment can be monitored by the XAMS Administrator.

2.1 Initial Setup

When first registered in XAMS Administrator role, you will be sent a welcome email.

2.2. Main Menus

The 'Home Screen' consists of different areas.



2.2.1 Home

In 'Home' you can select the different pages.

2.2.2 Schedule

In 'Schedule' you can see the individuals who have been scheduled for e-Assessments. It will confirm:

- Start date
- Centre
- Assessment (the e-Assessment that has been sent out e.g. National Water Hygiene)
- End date (the date the e-Assessment was completed)
- The duration of the assessment (length of time allocated to the e-Assessment)
- Course completion status

The Schedule list can be filtered by date and can also be exported into an Excel document.

2.2.3 Administration

In 'Administration' you can view Cohorts (Batches) and individuals assigned to your Centre that have been sent e-Learning or e-Assessments through XAMS.

- **Users** – on this page you can view all individuals under your centre. The information can be filtered by date, role (e.g. and exported to an Excel document. You are able to filter by role e.g. student (individual) or admin (XAMS Administrator).

- **Cohort** – This page enables you to view all Batches that have been created. You can see the Batch number and the date it was created.

2.2.4 Reports

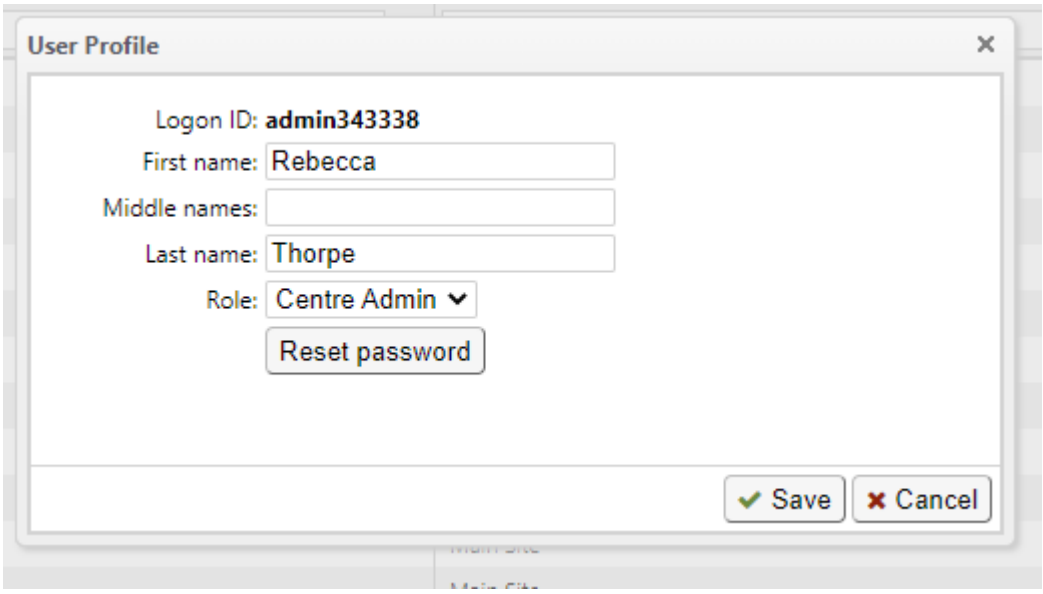
In this menu you can view:

- **Results** – The individuals assessment result and the gradings.
- **e-Learning** – This report shows all individuals who had assessments created. The report shows the ‘Learner Names’, ‘EUSR ID number’ ‘Start Date’ and ‘Completion Date’.
- **Scheduled Learners** – This report shows all individuals who are due to take an e-Assessment. It also highlights the e-Learning/e-Assessment programme that has been selected for them and when the activation will expire.
- **Learning Registration Report** – This report shows individuals who have been activated for e-Learning/e-Assessment programmes and by clicking on the email icon, activation emails can be resent to the XAMS registered email address.

All these reports can be filtered by Date, Name, Assessment Type e.g. National Water Hygiene. They can also be exported into an Excel spreadsheet.

2.2.5 Welcome User

If you click on ‘Welcome (Your Name)’, you can reset your password.



3. XAMS Individual Profile

This section of the XAMS User Guide explains what the individual will see when sitting an e-Learning/e-Assessment programme.

The individual (or the XAMS Administrator) is sent the email activation.

New individuals must create a password using the link found in their 'Welcome' email.

Individuals who have sat e-Learning/e-Assessment programmes before will be able to login and start the e-Learning/e-Assessment by selecting the link on the 'Welcome' email.

From: noreply@xams.co.uk <noreply@xams.co.uk>
Sent: 02 December 2020 11:57
To
Subject: Welcome to XAMS

Dear Rebecca Thorpe

Welcome to XAMS - the EUSR e-Learning system.

You have been registered on the GL/6 Update programme at Energy & Utility Skills Ltd. Please contact your XAMS Administrator if you have any queries or were not expecting to receive this e-mail.

Here are your login details to XAMS.
Login ID: 343338

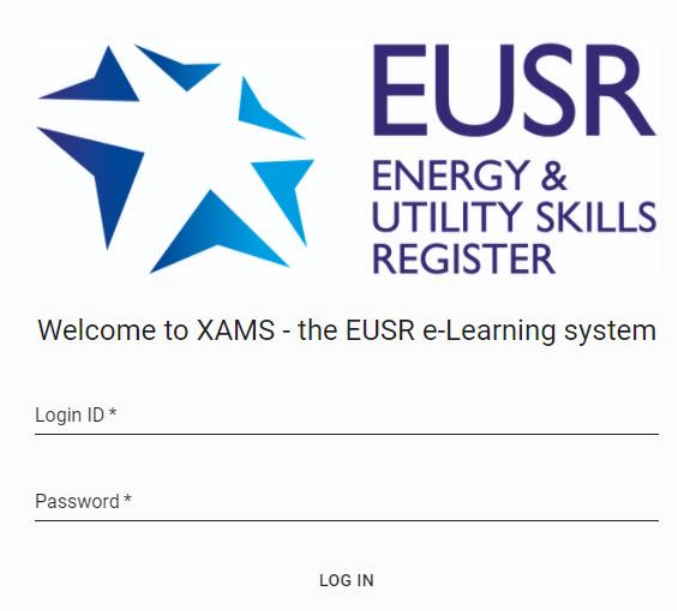
If this is the first time you have used XAMS, click here to set your XAMS account password - Click here to set

If you have used XAMS before, click here to log on to XAMS and access your e-Learning programme - https://euskills-uat.xams.co.uk

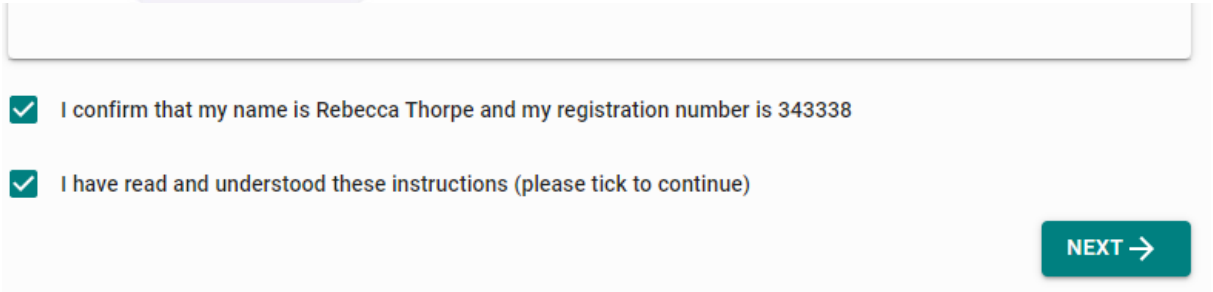
If you have any issues using the links above, please contact the EUSR Support team. We are available Monday – Friday, 8.00am – 5.00pm via email: eusr@euskills.co.uk or tel: 0121 745 1310 (option 1).

Please note, you must complete the Assessment before 03/12/2020.

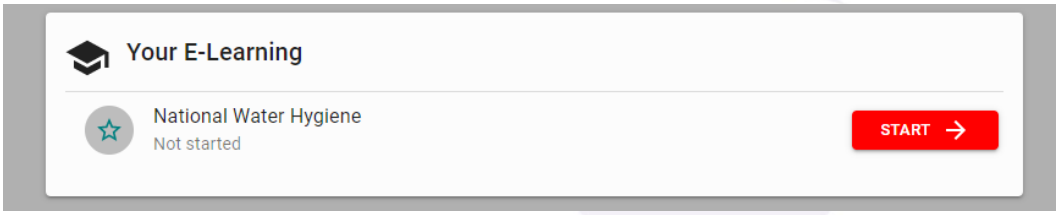
Kind regards
EUSR Support Team



Once logged in, the individual must confirm their own details and they have read the instructions. For some e-Learning/e-Assessment programmes they may have to confirm additional statements as well.



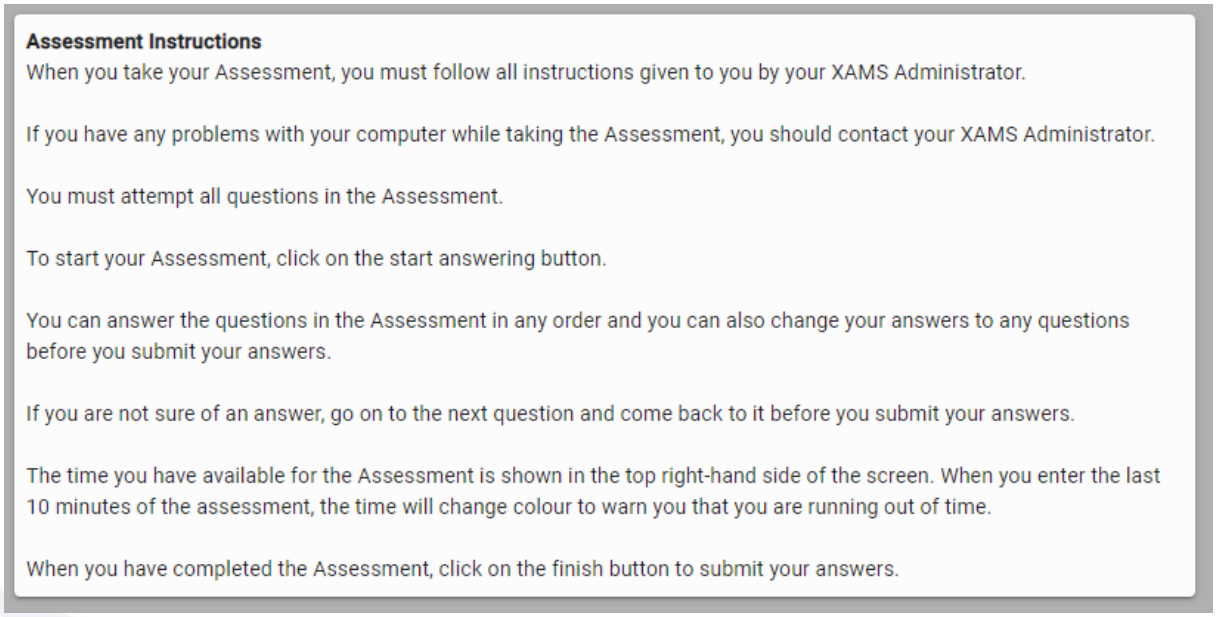
This page confirms the e-Learning/e-Assessment programmes the individual must complete.



Once ‘Start’ is selected, the e-Learning programme opens and displays the modules. The individual is then able to start.

To move onto the next module, the previous module must be completed first. Once all modules are completed the individual can return to the ‘Schedules’ page and sit the final e-Assessment.

Prior to sitting the e-Assessment, the individual must read the Assessment instructions.

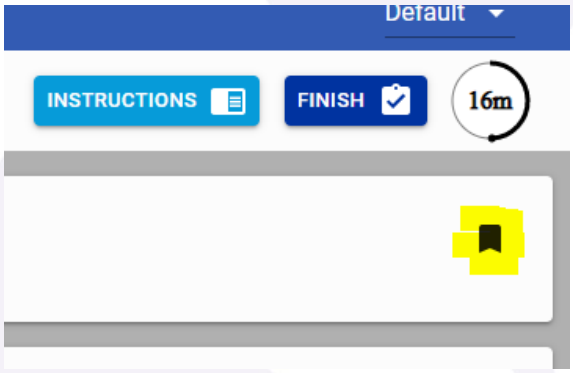


The individual has a set time to complete the e-Assessment (this varies depending on the programme but will be between 30 and 45 minutes). If an e-Assessment 'times out', then XAMS automatically marks the answered questions and grades accordingly.

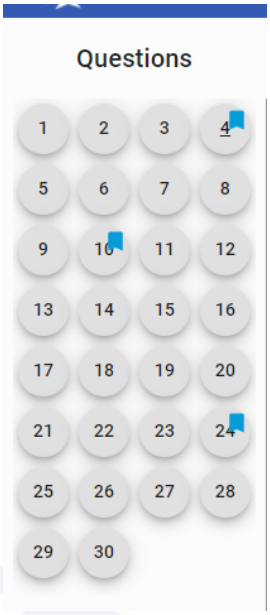
3.1 Flagging Questions

All questions can be selected from the left-hand side of the page. During the e-Assessment the individual can read through all questions. If unsure about a question, they can 'flag' that question and go back to it later in the e-Assessment.

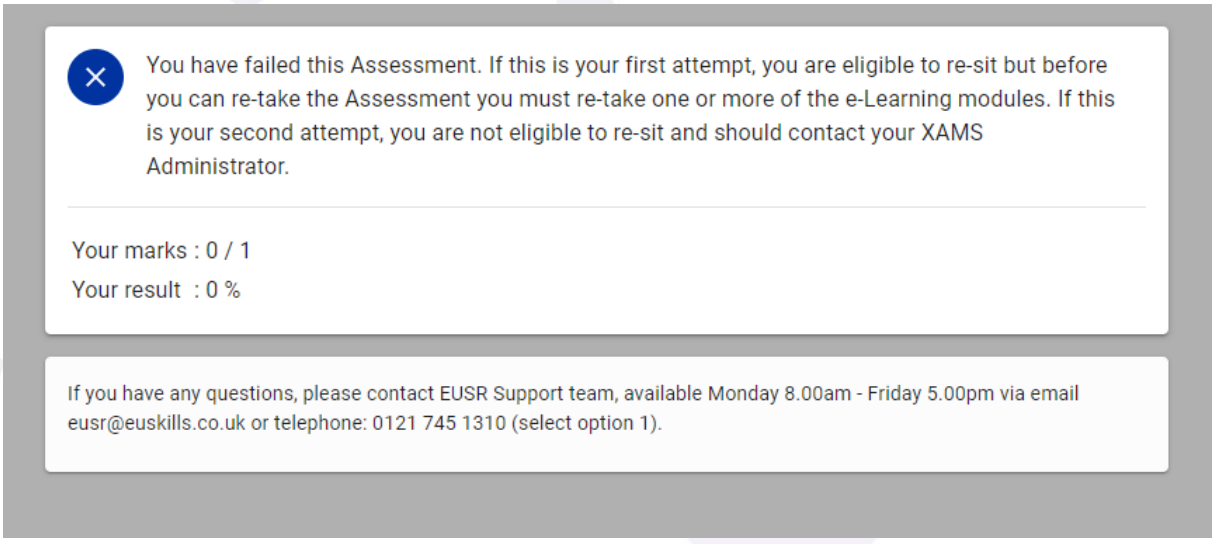
Questions can be 'flagged' by selecting the 'Bookmark' icon on the right of the page - below where the time remaining is displayed.



If a question is ‘flagged’ the relevant tab on the left-hand side will highlight. These do not need to be ‘unflagged’ to complete the test.

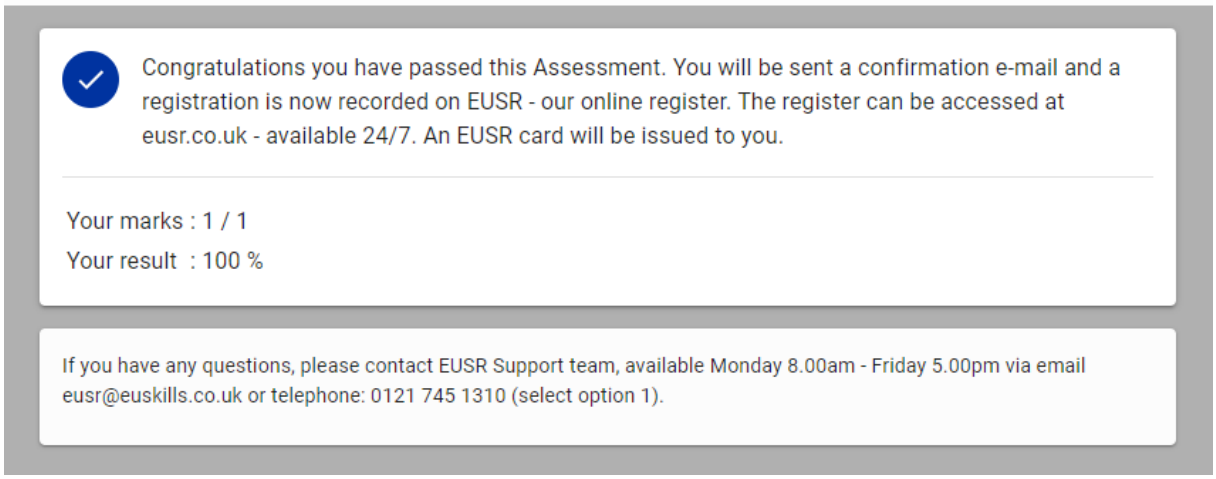


Individuals have two attempts to pass the e-Assessment. If they fail the first e-Assessment, they will be given their marks score.



The individual may need to re-take the e-Learning modules they failed before they can re-sit the e-Assessment.

Individuals who pass the e-Assessment receive the on-screen message below:



Once completed, the results are processed, EUSR is updated and registration cards printed and distributed.

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 (authorised 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 username 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 always kept secure.
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 always comply 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.