

# **QuartzWeb**

## **Frequently Asked Questions**

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## FAQs

We've pulled together the most common questions 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](mailto:EUSR@euskills.co.uk) or telephone: 0121 745 1310 (select option 1).

More information can be found on our website [www.eusr.co.uk/support-faqs/eusr-quartzweb](http://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
URL	How do I access QuartzWeb?	This is the URL for QuartzWeb <a href="https://quartzweb.eusr.co.uk">https://quartzweb.eusr.co.uk</a>
Web Browser	What web browsers are supported for QuartzWeb?	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. Please note that Internet Explorer is <b>not</b> supported.
Support Materials	What version of Microsoft Office do I need to download my Passport scheme presentations?	You will need Microsoft Office 2013 or later. Any previous versions are not supported.
Main Site Address	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 EUSR Support can change this address. The Head of Centre should email <a href="mailto:eusr@euskills.co.uk">eusr@euskills.co.uk</a> if the main site address should be changed.

Return Address for EUSR cards	How do I add or change the delivery (return) address for EUSR ID cards.	<p>A Lead Administrator or Administrator can add a delivery address for the return of EUSR ID cards – in QuartzWeb, select <b>Amend Sites</b>. Once an address has been added, then an Administrator, Trainer or Assessor can choose the delivery address they want from a dropdown box when creating a batch. (The dropdown box is populated by the delivery addresses created by the Lead Administrator or Administrator).</p> <p><b>IT IS VITAL THAT YOU INCLUDE A CONTACT NAME AND THE NAME OF THE COMPANY IN ADDRESS LINE 1</b></p>
Question Papers and Answers for NWH, SHEA and SCO only	How can I access Question Papers and Answers for NWH, SHEA and SCO?	<p><b>NWH and SHEA</b> - 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 <b>Batch Actions, Your Batches</b> (click on the desired batch) then <b>Batch Documentation</b>. Questions and Answers can be accessed any time up to 72 hours (including Saturdays and Sundays) before the date of the course. Only approved NWH and SHEA Trainers can access Questions and Answers. Answer Sheets can be downloaded from within <b>Resources</b> and photocopied.</p> <p><b>SCO</b> – Questions and Answers (in PDF format) can be found in <b>Resources, Documents</b>. Only an approved SCO Trainer can download the questions and answers. Answer sheets can be downloaded from within <b>Resources</b> and photocopied.</p>
Downloading Presentations NWH and SHEA only	I'm having difficulty in downloading the SHEA and NWH PowerPoint slides and keep getting error messages? What does this mean?	<p>You need PowerPoint 2013 or later to use the presentations. If you get error messages when trying to download these materials, this is due to outdated versions of PowerPoint being used. Once downloaded, it is recommended you move the presentations from your 'Downloads' folder to a more convenient file location. The slide decks are password protected. If you select 'read only' when you open them you can run the presentation as normal – note 'Save As' will not work due to the password protection.</p>



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Support	Is there support available at weekends?	<p>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 <a href="http://www.eusr.co.uk/support-fags/eusr-quartzweb/">http://www.eusr.co.uk/support-fags/eusr-quartzweb/</a></p>
Pre-Booking a Course	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 <b>Batch Actions</b>, then <b>ERegistration Submission</b>. 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. <b>YOU MUST MAKE A SELECTION IN BOTH DROPDOWNS</b>. 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"> <li>• Batch Start Date (the date the final training or assessment will take place)</li> <li>• Purchase Order Number (or payment details if paying in advance by card)</li> <li>• The Site (main site address)</li> <li>• Delivery Site (the address the EUSR ID cards are to be returned to)</li> <li>• Trainer (pre-populated dropdown with names of trainers 'linked' to your centre - NWH, SHEA or SCO only)</li> <li>• Assessor (if a BESC:AME course)</li> </ul> <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><b>When all the above is completed, select Complete</b></p> <p>You will be taken to a new screen with a summary of the information submitted.</p> <p>Select <b>Submit</b></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 <b>Batch Actions, Your Batches</b> – select the batch and open to add information.</p>
Batch creation	<p>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?</p>	<p>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. These words will not show on EUSR or printed on EUSR ID cards.</p>
Batch submission	<p>How do I complete a submission for a batch I have already created to pre-book a course?</p>	<p>Retrieve your batch from <b>Your Batches</b>.</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 <b>Complete</b></p>
Batch Date	<p>What date do I use for 'Batch Date'?</p>	<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>

<p>Accessing delivery support materials SHEA, NWH, SCO only</p>	<p>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>	<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 <b>Resources</b> tab.</p> <p>In the Resources tab, there is a heading <b>Documents</b>. Underneath this are two dropdown boxes.</p> <p>Course Administration Documents and Exemplar Forms – eg Data Capture Form, Attendance Register, etc  Training Assessment Documents – eg Assessment Model Answers (BESC:AME and SCO only)  Training Delivery Materials – eg Presentation Slides. Scheme specification etc  Training Support Materials – eg Slides handouts, Videos etc.</p> <p>Select the required document and choose to 'open' or 'save'.</p>
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<p>Smart Metering Referencing Scheme</p>	<p>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?</p>	<p>You will not need to log into QuartzWeb at all. NOTE: SMRS roles need to be 'linked' to contractor whose employees are working under your company MOCOPA – please make sure you keep the SMRS Scheme Secretariat up to date with which contractors you are working with. Without a 'link' to the contractor centre in QuartzWeb, the SMRS roles will not be able to view or add Reference Indicators.</p>
<p>Invoicing – Passport schemes only</p>	<p>I'm an Approved Trainer delivering a Passport scheme. Can I get my customers billed direct?</p>	<p>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 (the Approved Trainer) direct for all registrations you submit in QuartzWeb with couple of exceptions to this:</p> <ol style="list-style-type: none"> <li>1. SHEA and NWH only - If the customer you are delivering training for is an existing Energy &amp; 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</li> </ol>

		<p>information on Tri-Partite Agreements see <a href="#">here</a>)</p> <p>2. All Passport Schemes - If we have invoiced an organisation in the last 12 months, we can invoice the customer direct. NOTE: 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.</p> <p>If they are not an Energy &amp; 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>
<p>Health Screening Questionnaire NWH only</p>	<p>How will I record the Health Screening Questionnaires for NWH?</p>	<p>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 an exemplar Health Screening Questionnaire which you can use – available in <b>Resources</b>. 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>

<p>Uploading Photographs and scheme evidence</p>	<p>Which roles in QuartzWeb can upload photographs and scheme evidence?</p>	<p>The roles that can upload photographs and scheme evidence are Lead Administrator, Administrator, Trainer and Assessor.</p>
<p>Photographs</p>	<p>Are there any guidelines on uploading photographs?</p>	<p>Full details on our requirements are detailed on our website <a href="http://www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines">www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines</a>. 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, people in hats/scarves (unless for religious/medical reasons), videos, uploaded side-ways.</p> <p><b>Note:</b> When uploading photographs in QuartzWeb against an individual, you won’t be able to tell that the upload has been successful – nor will you will able to see the photograph. It is very easy to do this twice. You can download a report to check whether a photograph has been successfully uploaded. Go to ‘Resources’, then ‘Reports’. More information on this can be found <a href="#">here</a></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> <p>You will be notified that a compliant photograph needs to be uploaded in <b>Batch Actions, Tracking.</b></p>



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: <a href="mailto:EUSR@euskills.co.uk">EUSR@euskills.co.uk</a> or tel: 0121 745 1310 (select Option 1)
Exemplar Forms	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 <b>Resources</b> . Whatever you decide to use, your own version or those we've made available on QuartzWeb, make sure you retain them for quality audits. You will have to store this documentation in your own file storage system – not in QuartzWeb.
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 have a paper-based registration process and therefore sit outside of QuartzWeb?	<p>Some of our schemes use 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 Construction Supervisor. Batch and registration forms for these schemes can be downloaded from the relevant scheme page on the EUSR website.</p> <p>Replacement cards are also paper- based and not in QuartzWeb.</p>

Viewing old Batches	Will I be able to view or a Batch that I previously submitted via the old paper-based process – ie 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.
SCO Workbooks	How will I access SCO Workbooks?	They will be available in QuartzWeb in <b>Resources</b> 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.

Booking a course in advance	How far in advance can I book a course in QuartzWeb?	A course can be booked up to 28 days in advance.
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 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 <b>Batch Submission</b>. 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>
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 <b>Your Batches</b>, 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.</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

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.
Purchase Order	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.
Changing Password frequency	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: <a href="mailto:eusr@euskills.co.uk">eusr@euskills.co.uk</a> or tel: 0121 745 1310 (select option 1). Note: if it is your own error, the re-printed card will be charged for as a replacement card.
Support	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: <a href="mailto:eusr@euskills.co.uk">eusr@euskills.co.uk</a> or tel: 0121 745 1310 (select option 1).
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.
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.
Other alphabets	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 â 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.
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.
Charges for a 'Fail' SHEA/NWH/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.
Using existing photos	Will an existing photo of the learner be displayed in QuartzWeb if they are already registered?	Yes the existing photo will be used.
Different roles in QuartzWeb	What can a Lead Administrator do over and above what an Administrator can do?	See <a href="#">here</a> 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.



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