

QuartzWeb

Frequently Asked Questions

March 2019

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FAQs

We've pulled together the most common questions we have been asked about our new online registration system, QuartzWeb, and as we get asked more questions, these FAQs will be updated.

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

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

| Topic | Question | Answer |
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| Support | Will QuartzWeb work on a MAC laptop? | QuartzWeb is entirely web browser based. It is continually optimised to ensure compatibility with the latest versions of Chrome and Internet Explorer browsers, it is also compatible with Apple Safari browser. |
| SHEA and NWH only | How will I be able to access Question Papers for SHEA and NWH? | Once a course is booked in QuartzWeb, a question paper will be automatically allocated. The question paper can be downloaded from the 'Batch Documentation' section of QuartzWeb any time, up to 48 hours before the date of the course. The question paper is randomly allocated. Answer sheets can also be downloaded from 'Batch Documentation' and can be photocopied. |
| SHEA and NWH only | Will the Questions for SHEA and NWH still be in a Power Point presentation format? | Yes they will. They will be automatically allocated once a course has been booked and will be available up to 48 hours before the course delivery date. |

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| Support | Will there be any support available at weekends once QuartzWeb goes live? | Our EUSR Support team is available 8am – 5.00pm, Monday to Friday. Outside of these hours, if you have any questions relating to QuartzWeb, please look at the User Guide and Training Videos available on our website – they are both signposted from this page https://www.eusr.co.uk/support-faqs/eusr-quartzweb/ |
| SHEA and NWH only | How will I access training programme slides and the programme Leader’s Guide for SHEA and NWH? | <p>Provided you are an Approved Trainer for the scheme in question you will be able to download all support materials at any time – using the ‘Resources’ tab.</p> <p>The training programme PowerPoint presentation can be downloaded and saved to your own laptop or computer.</p> |
| SHEA, NWH, SCO and BESC:AME only | What is the last date I can send in paper registrations for a Passport Scheme? | <p>Old NWH (2015) Courses can be pre-booked and registrations submitted in QuartzWeb for the old NWH 2015 scheme from 25 March. You can still submit paper registrations, but they must be received by EUSR Support on or before 3 May.</p> <p>Materials for old NWH (2015) will be available for download in QuartzWeb from 25 March until 12 April. Registrations can be submitted in QuartzWeb up to and including 10 May. If you pre-booked your course using a Trainer Device, then the registration submission must be made using the current paper-based system and not in QuartzWeb.</p> <p>New NWH (2019) – All courses must be pre-booked and registrations submitted for the new NWH scheme in QuartzWeb</p> <p>SHEA and SCO - If you pre-booked your course using a Trainer Device, then the registration submission must be made using the current paper-based system and not in QuartzWeb. The last date that any paper-based registration submissions can be accepted in EUSR Support for SHEA and SCO schemes is Friday 3 May. Courses can be pre-booked and registrations submitted for these schemes in QuartzWeb from 25 March.</p> |

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

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

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| Passport Schemes only | I'm an Approved Trainer for a Passport scheme, when is the last date I can book a course in the Authorised Users section of the EUSR website? | The last date you can pre-book a course is 21 March. A course can be pre-booked for delivery up to and including 12 April. If you didn't pre-book your course before 21 March, then you can use 'Extraordinary Circumstances' courses from the Trainer Device for delivery up to an including 12 April – 'Extraordinary Circumstances' are not available after this date as Trainer Devices will be retired. |
| Support | Where can I find additional help on how to use QuartzWeb? | Our EUSR Support team is available 8am – 5.00pm, Monday to Friday. Outside of these hours, if you have any questions relating to QuartzWeb, please look at the User Guide and Training Videos available on our website – they are both signposted from this page www.eusr.co.uk/support-faqs/eusr-quartzweb/ |
| Uploading Photographs and scheme evidence | Which roles in QuartzWeb can upload photographs and scheme evidence? | Different authorised user roles in QuartzWeb have different functionality. The roles that can upload photographs and scheme evidence are Lead Administrator, Administrator and Trainer. In QuartzWeb the authorised user 'Trainer' is an Approved Trainer for SHEA/NWH/SCO and also an Approved Assessor for BESC:AME. |
| Photographs | Are there any guidelines on the format for photographs? | Full details on our requirements are detailed on our website here www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines . A registration is not 'live' on EUSR until we have validated the photograph so it is really important to make sure the photograph is compliant before you upload it. |
| SHEA, SCO and NWH only | I have pre-booked some courses for a delivery date after the 25 March, what will happen to these? Will they be carried over into QuartzWeb? | Any courses booked through the Authorised Users section of the EUSR website will need to be re-booked in QuartzWeb as they will not be carried across to the new system. You can continue to submit paper-based registrations for these schemes until 12 April. 'Extraordinary Circumstances' |

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| | | courses can be downloaded from the Trainer Device for courses delivered on or before 12 April. |
| Support | How do I cancel a Batch or registration submission in QuartzWeb? | This can only be done by the EUSR Support team. Please contact us on email: EUSR@euskills.co.uk or tel: 0845 077 99 22 |
| Passport Schemes only | Do I have to use your paperwork to record data, the Data Capture Form and Attendance Register, for example? | You can use your own paper work. We have supplied some 'exemplar' support materials to help you in case you don't have your own paperwork, They will be available in QuartzWeb in 'Resources' tab, Whatever you decide to use, your own version or those we've made available on QuartzWeb, make sure you retain them for quality audits. |
| Email addresses | Why do you recommend that I record email addresses for individuals? | <p>We recommend an email is provided because it is required for individuals to access their registration history – EUSR only lists current 'live' registrations – and Reference Indicator information if relevant (eg Smart Metering); all expired registrations are subject to our data protection policy.</p> <p>For us the email address is the link to the individual because in the main registrations are valid regardless of changes in the employer, so it can be a personal email address – indeed this might be better in case the individual moves employers.</p> <p>An email address also helps us in establishing identity if the individual loses their card and needs a replacement. It isn't a mandatory field in QuartzWeb but it is recommended because of the above.</p> |
| Schemes outside of QuartzWeb | Which schemes are going to stay as paper-based and therefore sit outside of QuartzWeb? | Some of our schemes are going to stay as is, using paper Batch and Registration Forms. These schemes are: NCO (Gas), NCO (Water), In Situ Lining, Leakage Detection and Control, Confined Spaces, Confined Spaces (Water), Safe Control of Mains Connections (SCMC) and Utility Network |

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

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| | so that only one card is produced to include both endorsements? | |
| SHEA and NWH only | I'm due to deliver a Passport scheme that I know does not have any internet connection. How will I access the test questions? | Test questions can be downloaded for up to 48 hours before the course delivery date. They can be downloaded onto your laptop or computer so you will be able to have access to them in an area without internet connection. |
| SHEA, NWH and SCO only | How far in advance can I book a course in QuartzWeb? | A course can be booked up to 28 days in advance. |
| Support | Can I bulk upload a batch using PDF? | All bulk uploads must be in Excel |
| Support | Will I be able to filter my batches to view all training/courses delivered by one trainer? | Batches can be searched in 'Your Batches', and there are filters for you to tailor your search – including by trainer. 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 text box, this could be used for course date. In addition the Batch Start Date for Passport schemes is the course date and this column can be ordered in ascending or descending order to aid finding the right batch. |
| Support | Is it possible to book 3 batches for the same day, 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. |
| Support | Can we amend the Purchase Order details once we have submitted a batch for registration? | Yes – but only prior to submitting results. Once you submit results you cannot amend it. |

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| Support | How often does QuartzWeb require you to change your password? | Every 30 days |
| Support | What do I do if there is an error on a card that has been printed and delivered? | Please contact EUSR Support on email: eusr@euskills.co.uk or tel: 0845 977 99 22. Note: the re-printed card will be charged for as a replacement card. |
| Support | On the QuartzWeb page on your website it states that if the organisation is 'new' to Energy & Utility Skills, or is not already an approved provider, then all invoices or payments will come to me direct. How do I find out if the organisation I am going to deliver some Passport scheme training for is already on QuartzWeb? | Please contact EUSR Support on email: eusr@euskills.co.uk or tel: 0845 977 99 22. |
| Passport Schemes | Are Cover Notes being removed for all Passport Schemes? | Cover Notes are being removed for all SHEA schemes, National Water Hygiene, BESC:AME and Self Control of Operations (SCO). |
| SHEA, NWH and SCO only | When I pre-book a course for delivery on a Monday, will the 48 hours for the questions to be available include the Saturday and Sunday, or Thursday and Friday? | If a course is run on a Monday morning, then the allocated test and answers will be available to download from Saturday morning. |
| All Schemes | If a Batch that has been submitted contains an individual without a photograph, when will the registration be visible on EUSR? | The process will be the same as now, the EUSR Support team will validate all photographs before the registration is 'live' on the register search. If one individual in a batch is missing a photograph, then the rest of the batch will be validated and sent for card printing – the individual without the photograph will still be visible on EUSR – even though they will not receive an EUSR ID card. |
| Support | Will invoices be monthly or separate invoices for each batch submitted? | Invoices are created for each batch submitted. |

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| NWH or SHEA only | I occasionally deliver NWH or SHEA overseas, will this still be possible in QuartzWeb? | So long as there is internet access to access the presentation and question/answers, this is OK. Cards will only be delivered to a UK address. |
| All Schemes | Will I still receive 'non-conformance' letters if I make a mistake with my submission? | We will not be issuing non-conformance letters, the Quality team will review a wide range of actions and activities which inform their audit and ongoing monitoring of all providers and Trainers/Assessors. |
| Support | What characters from other alphabets can be used in QuartzWeb? | <p>QuartzWeb can support some characters from other alphabets, some examples of letters that can be used in both first and last names: ö ő ó í ñ é å ä â</p> <p>The following characters cannot be used in QuartzWeb: ğ ç ě á ů ğ ç ş ł</p> <p>QuartzWeb does not support any characters from Chinese, Arabic, Polish or Scandinavian alphabets.</p> |