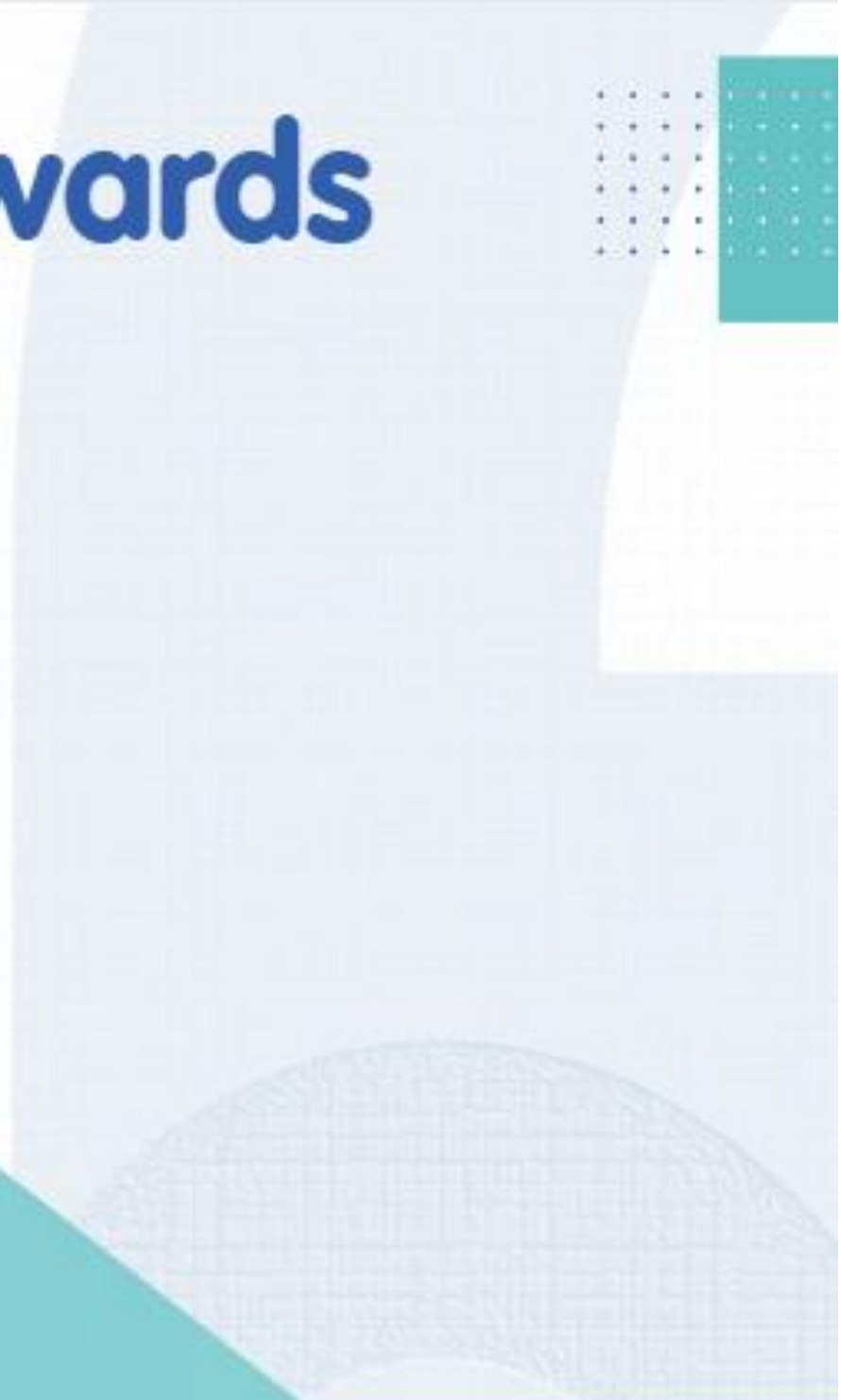
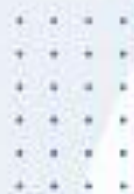


FDQ Awards Guide



Contents

Section 1: Getting started	4
1.1 Finding FDQ Awards and logging in	4
1.2 Changing your password	4
1.3 Centre details – How to amend	4
1.4 Adding/amending satellite sites or employers for your centre	4
1.5 Resources	4
Section 2: Qualifications/Endorsed programmes/Apprenticeship standards	5
2.1 Qualification/programme costs and status for delivery	5
2.2 Accessing your qualifications/programmes/standard documentation	5
2.3 Accessing examination papers/assessment materials	5
Section 3: Registration	6
3.1 Registration of learners on qualifications or endorsed programmes	6
3.1.1 Registrations on Units only	6
3.1.2 Registration on online and paper-based examinations	6
3.1.3 Registration on FDQ Apprenticeships	6
3.2 Amending learner details	6
3.3 Duplicating learners	6
3.4 Transfer withdraw and backfill	7
3.6 Print summaries	7
Section 4: Certification	8
4.1 Claiming for certificates	8
4.2 Checking the status of your certificates	8
4.3 Dealing with claims made in error	8
4.4 Viewing PDF certificates	8
4.5 Requesting replacement certificates	8
4.6 Adding assessors, IQA's or invigilators	9
4.7 Amending unit selections	9
Section 5: Invoices	10
5.1 Viewing your invoices	10
5.2 Amending your purchase order number (PO)	10
Section 6: EQA system and reports	11
6.1 Finding your reports	11
6.2 How to accept/decline your reports	11
6.3 Accepting your report – What will happen next?	11
6.4 Declining your report – What will happen next?	11
Section 7: Request a log in and exports	12

7.1 Requesting additional/new log in details.....	12
7.2 Exporting learners details/results	12
Section 8: Submitting evidence to gateway	13
8.1 Gateway submission	13

Section 1: Getting started

1.1 Finding FDQAwards and logging in

To log in to FDQAwards, please visit www.fdq.org.uk and click on CENTRE LOGIN in middle of screen. Then, type your username and password into the appropriate boxes and click Login.

*You will find your log in details on your centre approval letter. Please remember, when inputting your log in details that these are case sensitive.

1.2 Changing your password

Once you have logged in you then have the option to change your password to something more memorable using the following steps:

1. Hover over the words My centre and select the option Change my password.
2. Complete the detail changes and press the Change password button at the bottom of the page. Your new password is now active.

1.3 Centre details – How to amend

Please see the link below on how to amend centre details including centre details, invoice details and certificate address.

https://scribehov.com/shared/Updating_Centre_Information_on_FDQ_Award_Platform_l3UyzdMARYCOzmwo-gVzFA

1.4 Adding/amending satellite sites or employers for your centre

Please see the link below on how to add satellite and apprentice address details.

https://scribehov.com/shared/Amending_Satellitesemployer_details_L5mMJitTTEmEZO2WV8XB1w

1.5 Resources

Here you can download key FDQ documents, centre handbooks, Apprenticeship documents and guides.

Select My centre from the main navigation and chose Resources from the dropdown menu.

Select the appropriate tab and use the PDF icon on the left to open the document.

Section 2: Qualifications/Endorsed programmes/Apprenticeship standards

2.1 Qualification/programme costs and status for delivery

Please see the link below on how view fees for qualifications/endorsed programmes/apprenticeship standards and other fees.

https://scribehow.com/shared/Qualificationprogramme_costs_and_status_for_delivery_V9yYAzyHSHSu9Ds3mp1FkQ

2.2 Accessing your qualifications/programmes/standard documentation

You can assess the qualification documents by clicking on centre products tab and then “Your Qualifications” You can click on Select, next to the relevant qualification/ programme or standard, to see further details relating to it. Documents available include handbooks, structures and units. Click the PDF logo to open these.

2.3 Accessing examination papers/assessment materials

Please note: If you are approved to deliver any qualifications that come with assessment materials or examinations as advised by FDQ, you will find your screen looks slightly different, with additional tabs labelled examination papers and examination marking schemes.

To access the documents, click on the PDF icon at the left-hand side of the document title that you wish to download and enter the passwords, where applicable.

Please note - some of these documents ie examination papers require secure passwords, these are issued by FDQ and only available to approved users. These passwords and papers are changed from time to time for security reasons. All changes to passwords will be sent to the nominated examination readers via e-mail.

Section 3: Registration

3.1 Registration of learners on qualifications or endorsed programmes

Please see the video below on how to register learners on qualifications and endorsed programmes.

https://www.youtube.com/watch?v=3eNO8A1R7OY&ab_channel=FDQ

3.1.1 Registrations on Units only

Please see the link below on how to register learners on Units only.

https://scribehow.com/shared/How to Register Unit Only Registrations_HtODD5R3SV2wOMR1B44AAw

3.1.2 Registration on online and paper-based examinations

Please see the link below:

https://scribehow.com/shared/Registering learners for an endorsed program using FDQ online platform_TYGJtylNReqMvsxv5_r6ew

3.1.3 Registration on FDQ Apprenticeships

Please see the video below on how to register learners on apprenticeships.

https://www.youtube.com/watch?v=fEFHgZEub_s&t=160s&ab_channel=FDQ

3.2 Amending learner details

Please see the link below on how to amend learners' details. Please note, that this function should only be used in the instances of incorrect spelling and/or change of surname due to marriage/divorce etc. It is the centres responsibility to keep records of this and keep all learner details up to date on the FDQ Awards system. This will be checked during External Quality Assurance visits (EQA).

https://scribehow.com/shared/How to Edit and Update a Learners Information_j9HbN1HFQDuyiG_6e_0Tpw

3.3 Duplicating learners

If the system identifies that you are about to duplicate a learner, warnings will show at several stages. It is the centre's responsibility to avoid duplication of learner registration. When a learner's details have been registered and the system identifies this is a duplicate the learner will flag up in yellow in yellow:

You now can remove any duplication clicking Delete, next to the relevant record.

3.4 Transfer withdraw and backfill

Please see the video below on how to transfer, withdraw and backfill learners.

https://www.youtube.com/watch?v=3_QYKq52gQk&ab_channel=FDQ

3.5 Reasonable adjustments and special considerations

If you have reasonable adjustment and special considerations for learners, please send them into fdq@fdq.org.uk. This email will then be passed on to the relevant person who deals with these enquiries. Please find the reasonable adjustments and special consideration form below:

<https://www.fdq.org.uk/fdqpolicies>

3.6 Print summaries

Please see the link below showing how to print learners summary sheets off.

https://scribehow.com/shared/How_to_print_summary_of_unit_sheets_ptqGztxETHiggh7xrRdiXg

Section 4: Certification

4.1 Claiming for certificates

Please see the video below on how to claim for certificates.

https://www.youtube.com/watch?v=4uQP6D-AyWY&ab_channel=FDQ

4.2 Checking the status of your certificates

Please see the link below.

https://scribhow.com/shared/Checking_the_status_of_certificates_Yqvc_zXcTqiXTRePpsdGnA

4.3 Dealing with claims made in error

If you submit a claim for certification in error (maladministration), you will need to complete the following steps.

- alert FDQ to the incident asap by e-mailing fdq@fdq.org.uk or calling 0113 859 1266
- discover the reason behind this. Such as: human error; incorrect information given by a colleague; simple mistake?
- FDQ will assist you in rectifying the issue
- this may result in you having to re complete certification steps.

Please note: Claiming for learners (certification) is a declaration of learner's achievement. Ofqual, our regulators hold us and you accountable for maladministration as they treat all qualifications with the same significance.

Errors can be rectified but there may be quality assurance implications for the centre if they are not dealt with appropriately.

4.4 Viewing PDF certificates

Please see the link below on how to view learners' PDF certificates.

https://scribhow.com/shared/How_to_view_a_PDF_certificate_ib9mjSJQqSrEvVOgTcurA

4.5 Requesting replacement certificates

Please see the link below on how to replace certificates.

https://scribhow.com/shared/How_to_claim_for_a_replacement_certificate_No0HZxpeQyiqYhdj80pOdQ

4.6 Adding assessors, IQA's or invigilators

Please see the link below on how to add assessors and IQA's.

<https://scribehow.com/shared/How to Add a New Assessor or IQA GrXVjt8zQW2LiCHhucQrTw>

4.7 Amending unit selections

Please see the link below.

<https://scribehow.com/shared/Amend units on a certificate in FDQ Awards gfa8ZdfaRSCOkT F pcap2g>

Section 5: Invoices

5.1 Viewing your invoices

Please see the link below on how to access invoices.

https://scribehow.com/shared/Access_Invoices_and_Select_qwvC8wJdRDmsj6wma0Vslg

5.2 Amending your purchase order number (PO)

Your purchase order (PO) number will appear on your invoice.

At FDQ we do require PO numbers these will be entered at point of registration

If for any reason that number needs to be amended, you must contact FDQ directly.

Section 6: EQA system and reports

6.1 Finding your reports

Please see the video below on EQA reports.

https://www.youtube.com/watch?v=WzLcEFHT7rk&t=45s&ab_channel=FDQ

6.2 How to accept/decline your reports

Please see the video below on EQA reports.

https://www.youtube.com/watch?v=WzLcEFHT7rk&t=45s&ab_channel=FDQ

6.3 Accepting your report – What will happen next?

Please see the video below on EQA reports.

https://www.youtube.com/watch?v=WzLcEFHT7rk&t=45s&ab_channel=FDQ

6.4 Declining your report – What will happen next?

Please see the video below on EQA reports.

https://www.youtube.com/watch?v=WzLcEFHT7rk&t=45s&ab_channel=FDQ

Section 7: Request a log in and exports

7.1 Requesting additional/new log in details

Please contact fdq@fdq.org.uk or call 0113 859 1266 to request additional log in details for your centre. These will be sent through on email by FDQ.

7.2 Exporting learners details/results

Please see the link below on how to search and export learners from FDQ Awards.

https://scribehow.com/shared/How_to_Search_and_Export_Learners_from_FDQ_Awards_MYXqoUh5SOifD17fDhgview

Section 8: Submitting evidence to gateway

8.1 Gateway submission

Please see the link below on how to submit learners to gateway for their EPA.

[https://scribehow.com/shared/How to Submit Apprentices for EPA on FDQ Awards Platform_tLtO-7JQRf2N3JdNXcjBsg](https://scribehow.com/shared/How_to_Submit_Apprentices_for_EPA_on_FDQ_Awards_Platform_tLtO-7JQRf2N3JdNXcjBsg)

