



Framework Certificates – Frequently Asked Questions (FAQs)

Contents

ACE SYSTEM AND LOGIN	2
APPRENTICESHIP FRAMEWORKS/THE SPECIFICATION OF APPRENTICESHIP STANDARDS FOR ENGLAND (SASE).....	3
CERTIFICATION: EVIDENCE	5
CERTIFICATION: ISSUE/PAYMENT	10
WEBSITE LINKS.....	14

ACE SYSTEM AND LOGIN

Who is the designated Certifying Authority for Apprenticeships in England?

The Federation for Industry Sector Skills & Standards (Federation) has been designated as the English Certifying Authority by the Chief Executive of the Skills Funding Agency.

[Click here](#) for Federation for Industry Sector Standards and Standards information.

What is Apprenticeship Certificates (England) (ACE)?

To manage the certification process for Apprenticeships in England, the Federation developed a bespoke online system known as Apprenticeship Certificates England (ACE).

[Click here](#) for ACE information

Where can I find further information on using ACE?

[Click here](#) for further ACE guidance/information, includes various downloads/topics

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

What are the contact details for the ACE Support Team?

You may wish to contact the ACE Team if you have:

- points/concerns you need to raise which we cannot assist with;
- questions that cannot be answered from the guidance/information available on [ACE](#), or these FAQs;
- technical issues not covered in the [ACE](#) guidance.

[Click here](#) for further ACE contact details/information

Or use the Helpdesk function within ACE

[Click here](#) guidance on raising an ACE Helpdesk ticket

How can I get a login for the Apprenticeship Certificates England (ACE) on-line system?

The main admin user for your organisation will need to register for a Super Centre account.

[Click here](#) for further ACE guidance/information

[Click here](#) for Super Centre Account Registration form

[Click here](#) for ACE 2.0 User Manual

APPRENTICESHIP FRAMEWORKS / THE SPECIFICATION OF APPRENTICESHIP STANDARDS FOR ENGLAND (SASE)

Which Apprenticeship frameworks do Skills for Care certificate for on behalf of Skills for Care and Development (ACE Certification Body)?

Skills for Care certificates on behalf of the Certification Body Skills for Care and Development.

[Click here](#) for further ACE guidance/information and scroll down the page. (Our contact details are also included as a footer to these FAQs)

We certificate through ACE for:

Health and Social Care (England): Adult social care general pathway (**pathway 1**) for Intermediate (Level 2) and Advanced (Level 3) Apprenticeships.

Framework: Version 7.4 and previous – for learners who commenced prior to 01/01/2011

Framework: Version 7.5 – for learners who commenced between 01/01/2011 and 18/05/2011

Framework: Specification for Apprenticeship Certification for England (SASE) – for learners who commenced on or after 18/05/2011

Children's Care Learning and Development (England) Apprenticeship frameworks:

Blueprint V7.1 – for learners who commenced between 01/11/2008-30/09/2010

Blueprint V7.2 - for learners who commenced between 01/01/2010-03/06/2011

Children and Young People's Workforce framework: Specification for Apprenticeship Certification for England (SASE) - for learners who commenced on or after 06/04/2011 (**)

**Please email: appcerts@skillsforcare.org.uk with details of any queries in respect of framework from 1 September 2014.

Higher Apprenticeship level: Care Leadership and Management Level 5 (England)

Who certificates for Pathway 2 of the Health and Social Care (England) framework?

Pathway 2 relates to the Health sector and the certification process for England is undertaken by Skills for Health.

[Click here](#) for further ACE guidance/information and scroll down the page.

Where can I find the current, legacy and archive frameworks?

[Click here](#) for the Apprenticeship Frameworks Online (AFO)

Where can I find information on The Specification of Apprenticeship Standards for England (SASE)?

[Click here](#) for details on The Specification of Apprenticeship Standards for England (SASE)

[Click here](#) for Modified SASE, February 2015 (effective for Apprenticeship starts on, or after, 6 April 2015)

[Click here](#) for Frequently Asked Questions on Modifications to SASE issued by the Federation

[Click here](#) for ACE Notification for all SASE Apprenticeship starts from 6 April 2015

I note there are a number of framework versions to choose from on ACE, which is the correct one?

The framework version must be in accordance with the start date of the Apprentice.

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (refer to pages 5/6).

CERTIFICATION: EVIDENCE

How do I make certificate claims via the ACE system?

[Click here](#) for further ACE guidance/information.

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

It is important all details uploaded to ACE are fully complete, clearly legible and in line with ACE guidance/Checklist. Claims will be rejected where evidence does not meet the criteria listed.

The apprentice has changed their name since starting their Apprenticeship. Can I request the certificate in their new name?

Yes.

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (page 4)

If you are unsure whether the evidence will be acceptable please scan and email a copy to: appcerts@skillsforcare.org.uk for us to check and advise you before changing status to “pending certification”.

What should I do if there are variations in the spelling of the learners name on the evidence?

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (page 4)

You must upload the relevant supporting evidence to ACE (as per guidance/criteria provided in the ACE Checklist document) to the ACE Certification tab “Additional Documents.

If you are unsure whether the evidence will be acceptable please scan and email a copy to: appcerts@skillsforcare.org.uk for us to check and advise you before changing status to “pending certification”.

When completing the ACE system what do I enter as the apprenticeship start date?

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (page 4)

What is the current form the Apprentice should complete for claiming their Apprenticeship Completion Certificate and where can I obtain this from?

[Click here](#) for Apprentice Consent Form (valid for use from 1 April 2015, **mandatory from 1 July 2015**)

[Click here](#) for Apprentice Consent Form guidance

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (pages 8/15)

Or contact us by email: appcerts@skillsforcare.org.uk

What if the Apprentice has signed an earlier version of the Apprentice Declaration and Authorisation form?

Previous versions of forms can be accepted, as long as the Apprentice has signed and dated the forms within the following validity dates:

- Legacy forms: acceptable up to **1/1/13** (when ACE Universal Declaration and Authorisation form **V1 became mandatory**)
- ACE Universal Declaration and Authorisation Form V1 Legacy form: accepted between **27/8/12 – 1/4/13** (when ACE Universal Declaration and Authorisation **Form V2 became mandatory**)
- ACE Universal Declaration and Authorisation Form V2 Legacy form: accepted between **24/12/12 – 1/4/14** (when ACE Universal Declaration and Authorisation Form **V3 became mandatory**)

[Click here](#) for guidance produced by Skills for Care for completing tick boxes on ACE Universal Declaration and Authorisation Form V2 (**NB: where the date of signing on the form is prior to 1/4/2014**).

- ACE Universal Declaration and Authorisation Form V3 Legacy form: accepted from **19/12/13 and accepted for claims post 1 July 2015 where the date of Apprentice signing on the form is prior to 1 July 2015**.

If you are unsure whether the declaration form you have to upload to ACE is acceptable please scan and email a copy to: appcerts@skillsforcare.org.uk for us to check and advise you.

Is an Apprenticeship Agreement required?

[Click here](#) for further ACE guidance/information in terms of The Apprenticeships, Skills, Children and Learning Act 2009. (Scroll to “Useful Documents”)

You do not need to upload a copy of the learner’s Apprenticeship Agreement to ACE.

Will the claim be rejected if the apprentice consent form/declaration/authorisation form is not completed in full or amendments have been made?

We may have to reject the claim

[Click here](#) for Apprentice Consent Form guidance

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

[Click here](#) if using the ACE Universal Declaration and Authorisation Form **V2 (NB: where the date of signing on the form is prior to 1/4/2014)**.

Or contact us with any queries by email: appcerts@skillsforcare.org.uk or telephone: 0113 2410967

Will electronic signatures be accepted on Apprentice Consent Forms/legacy V3 Declaration forms?

Yes.

[Click here](#) for Apprentice Consent Form guidance

We have not got a signature from an apprentice; is it possible to sign on their behalf?

No, it is a legal requirement for the Apprentice to sign giving their authority for the Apprenticeship Completion Certificate to be requested on their behalf.

[Click here](#) for Apprentice Consent Form guidance

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (pages 8/15)

If an Apprentice has completed prior to 13 April 2011, do you require a learner to sign the Apprentice Consent form/Declaration/Authorisation form

Yes. Regardless of the learner's completion date, a consent/declaration/authorisation form is required, which must be signed by the Apprentice giving their authority for the Apprenticeship Completion Certificate to be requested on their behalf.

[Click here](#) for Apprentice Consent Form guidance

[Click here](#) for further ACE guidance/information (pages 8/15)

Where can I find information regarding acceptable forms of evidence for transferable skills?

[Click here](#) for ACE Transferable Skills Guidance for starts up to 5 April 2015

[Click here](#) for ACE Transferable Skills Guidance for starts from 6 April 2015

[Click here](#) for ACE Acceptable Evidence Guidance

[Click here](#) for further ACE guidance/information on "QCDA list of proxy qualifications".

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim (pages 7/14)

What constitutes an appropriate Paediatric First Aid qualification?

[Click here](#) for Skills for Care guidance/information (expand the tab under children and young people's workforce framework)

The Paediatric First Aid qualification must be current at the time of certification. The certificate should indicate course duration of 12 hours, or over 2 days, if not, please upload course outline details to ACE as confirmation.

What evidence is required for Blueprint Frameworks 7.1 and 7.2 of the Children's Care Learning and Development in respect of Employee Rights and Responsibilities (ERR)

We are required to seek evidence that Apprentices who completed Blueprint frameworks 7.2 or 7.1 have met their ERR requirements:

Irrespective of which consent/declaration/authorisation form has been used you must upload either:

- CWDC inductions standards pages 66-68. [Click here](#) for Skills for Care website page.
- Appendix 5 (pages 147-151).

Please contact us by email if you require a copy of either the CWDC induction standards or Appendix 5: appcerts@skillsforcare.org.uk

If using ACE Universal Declaration /Authorisation form **V2** (NB: where the date of signing is prior to **1/4/2014**) tick the final box: under Employee Rights and Responsibilities (ERR) (ERR Workbook ..). [Click here](#) for Skills for Care's website page where you will find additional guidance for completing the ACE Universal Apprentice Declaration and Authorisation Form and which boxes to tick. **For V2 form only: if this box is not ticked we will reject the request.**

[Click here](#) for further ACE guidance/information under Archives December 2013.

What evidence is required for the SASE frameworks in respect of: Employee Rights and Responsibilities (ERR), Personal Learning and Thinking Skills (PLTS) and Guided Learning Hours (GLH?)

[Click here](#) for ACE Checklist – Guidance for Making a Successful (page 6) in respect of the following:

All achievement evidence must be retained by the ACE claimant for future reference/audit purposes.

Where can I find PLTS mapping matrix for Adult Social Care and Children and Young People's

Adult Social Care:

[Click here](#) for Skills for Care guidance/information – please expand the tab

[Click here](#) for Skills for Care guidance/information

Children and Young People's:

[Click here](#) for Skills for Care guidance/information – please expand the tab

[Click here](#) for Skills for Care guidance/information

We do not have certificates for the learner, what other forms of acceptable evidence can we upload to ACE?

[Click here](#) for ACE Acceptable Evidence guidance.

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

The evidence must be clearly legible and where more than one qualification is listed you must **clearly annotate** the relevant one(s).

If you are unsure whether the evidence will be acceptable please scan and email a copy to: appcerts@skillsforcare.org.uk for us to check and advise you.

What happens if a certification request is rejected?

You will receive an alert generated through the ACE on-line system (in the form of an email) which will provide you with the rejection details.

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

I cannot find a frequently asked question and response to cover my query, what should I do?

Please send an email, with a scanned copy of evidence (if available), or explanation of your question/query to: Email: appcerts@skillsforcare.org.uk. We will arrange for this to be reviewed and, where necessary, further guidance may be sought. We will issue a response as soon as possible.

[Click here](#) for ACE Knowledge Base for further guidance/information

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

If you have any further queries please contact us on:

Email: appcerts@skillsforcare.org.uk

Telephone contact:

Direct for Apprenticeship Certification Team: 0113 2410967

Main Skills for Care: 0113 2451716 menu option 2

Office hours: Monday to Friday from 9.00am to 5.00pm

CERTIFICATION: ISSUE/PAYMENT

What are the different certificate designs?

Gold: This seal will appear for apprentices who complete the Higher Apprenticeship

Silver: This seal will appear for apprentices who complete the Advanced Apprenticeship

Bronze: This seal will appear for apprentices who complete the Intermediate Apprenticeship

What is the timescale for issuing certificates once we have uploaded all the details to ACE?

Certification Bodies are required to deal with ACE claims within 10 working days from the date you change the ACE status for any Apprentice from “entered” to “pending certification”.

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

[Click here](#) for further ACE guidance/information (Submit an Apprentice for Certification)

I am now ready to resubmit a previously rejected claim, when will the Certification Body process the request?

[Click here](#) for ACE Checklist – Guidance for Making a Successful ACE Claim

Any rejected claims should be rectified as soon as possible and then resubmitted by changing the ACE status for the Apprentice from “rejected” to “pending certification”. ACE resets the days elapsed counter to zero. Certification bodies then have 10 working days from the date the ACE status changed.

What guidance is available if Apprenticeship Completion Certificates have not been received within the 90 day period in accordance with the SFA Funding Rules?

[Click here](#) for Skills Funding Agency rules information.

Do you issue certificates to the training provider/employer, or direct to the Apprentice?

Certificates are sent to the relevant training provider/employer, where the Apprentice has given authorisation for the provider/employer to claim on their behalf.

Where an Apprentice has claimed independently, and provided payment, the certificate would be sent directly to them.

When are payments due for learners entered on ACE?

Payment **is not** required when you begin to “enter”/gather learners details on ACE.

Payment is made through the ACE centralised payments system (CPS). Credit must be available on your account to change the ACE status of any Apprentice to “pending certification”.

[Click here](#) for further ACE guidance/information.

What are the fees for certificates?

Fees for certification vary depending on when the Apprentice **completed** the framework (VAT is zero rated):

- Apprentices who **completed** after 12 April 2011 - £22
- Apprentices who **completed** on or before 12 April 2011 - £30

How do I pay for learner apprenticeship completion certificates?

Payment must be made to the Federation for Industry Sector Skills and Standards through the ACE centralised payments system (CPS):

[Click here](#) for further ACE guidance/information.

[Click here](#) for additional ACE guidance/information.

How can I order a replacement apprenticeship completion certificate?

The fee for reissuing certificates is £7.50 (VAT is zero rated).

NB: Payment must be made to Skills for Care for replacement certificates and not through ACE CPS. Replacement Certificates will not be released until payment has been cleared through our finance systems.

To reissue certificate(s) you will need to:

- send an email to appcerts@skillsforcare.org.uk detailing the reason for the replacement, including details of any errors and exact corrections required;
- inform us in the email if you will be paying by Credit/Debit Card (**excluding American Express**) and we will arrange for a finance colleague to contact you;
- inform us in the email if you require an invoice to be raised and provide us with all the following details:
 1. purchase order number (if required by your organisation to pay the invoice)
 2. company name for invoice (this may differ from your ACE Super Centre name)
 3. contact details for invoice:
 - 3.1 Full name of person (or team)
 - 3.2 Telephone number
 - 3.3 Email address
 - 3.4 Full postal address
- the “spoilt” certificate should be returned to: Apprenticeship Certification Team, Skills for Care, West Gate, 2ND Floor, 6 Grace Street, Leeds LS1 2RP for secure shredding. ***If this is not possible, please inform us in the email requesting the replacement certificate.***

How can I order a replacement apprenticeship completion certificate issued through the former paper-based system and what is the cost?

The fee for reissuing certificates from the former paper-based system is £30.00 (VAT is zero rated).

NB: Payment must be made to Skills for Care for replacement certificates and not through ACE CPS. Replacement Certificates will not be released until payment has been cleared through our finance systems.

To reissue certificate(s) you will need to:

- send an email to appcerts@skillsforcare.org.uk detailing the reason for the replacement, including details of any errors and exact corrections required. We will also need to know the Apprentices date of birth, start/completion date, framework and level and the relevant training provider;
- inform us in the email if you will be paying by Credit/Debit (**excluding American Express**) and we will arrange for a finance colleague to contact you;
- inform us in the email if you require an invoice to be raised and provide us with all the following details:
 1. purchase order number (if required by your organisation to pay the invoice)
 2. company name for invoice (this may differ from your ACE Super Centre name)
 3. contact details for invoice:
 - 3.1 Full name of person (or team)
 - 3.2 Telephone number
 - 3.3 Email address
 - 3.4 Full postal address
- the “spoilt” certificate should be returned to: Apprenticeship Certification Team, Skills for Care, West Gate, 2nd Floor, 6 Grace Street, Leeds LS1 2RP for secure shredding. ***If this is not possible, please inform us in the email requesting the replacement certificate.***

How can I pay for replacement certificates?

NB: Payment must be made to Skills for Care for replacement certificates and not through ACE CPS. Replacement Certificates will not be released until our Finance colleagues have confirmed receipt of payment.

Skills for Care accept the following payment methods:

Credit/Debit Card payments (excluding American Express): please contact us on: 0113 2410967 and confirm how many replacement completion certificates you are paying for. If we have issued an invoice inform us of the invoice number/account number.

Important note: Bank account details with effect from 1 January 2015. Please ensure invoices for replacement apprenticeship certificates are paid to the bank account details listed and not any other Skills for Care accounts on your records.

Invoices must be paid immediately, or within 30 days of the date of the invoice, by one of the following methods:

BACS payments must be referenced with the full invoice number (begins with SINV) and account number (begins with APP.....) entered on the invoice and paid to:

Name: Skills for Care Solutions Ltd

Sort Code: 16-23-37

Account Number: 10735993

A BACS remittance advice email must be sent to: appcerts@skillsforcare.org.uk, quoting the full invoice number (begins with SINV) and account number (begins with APP) detailed on the invoice.

Cheque payments must be referenced on the reverse of the cheque with the full invoice number (begins with SINV) and account number (begins with APP) detailed on the invoice. Cheques should be made payable to **Skills for Care Solutions Ltd** and sent to: Finance Department, Apprenticeship Certification, Skills for Care, West Gate, 2nd Floor, 6 Grace Street, Leeds LS1 2RP

Why is the printed date on Apprenticeship Completion Certificate different to the completion date in ACE?

[Click here](#) for further ACE guidance/information.

Where is the learner certificate(s)? The ACE system indicates the certificate(s) have been printed, but we have not received.

Please contact us on:

Email: appcerts@skillsforcare.org.uk

Telephone contact:

Direct for Apprenticeship Certification Team: 0113 2410967

Main Skills for Care: 0113 2451716 menu option 2

Office hours: Monday to Friday from 9.00am to 5.00pm

WEBSITE LINKS

The following are provided for your information/ease of reference.

ACE: <https://acecerts.co.uk/web/>

ACE Certification Bodies: <https://acecerts.co.uk/web/certification-bodies>

ACE Forms & Documentation: <https://acecerts.co.uk/web/forms-documentation>

ACE guidance/information: <https://acecerts.co.uk/web/knowledge-base>

Federation for Industry Sector Skills and Standards: <http://www.fisss.org/>

Apprenticeship Frameworks Online (repository for Apprenticeship Frameworks that meet the national standards for England and Wales)

<http://www.afo.sscalliance.org/>

Skills for Care and Development: <http://www.skillsforcareanddevelopment.org.uk>

Skills for Care: <http://www.skillsforcare.org.uk>

Skills for Care Qualifications & Apprenticeship details: <http://www.skillsforcare.org.uk/Qualifications-and-Apprenticeships/Apprenticeships/Apprenticeships.aspx>

Skills for Care – Apprenticeship Certification page (please note updated frequently asked questions for Apprenticeship Certification will be posted here):

http://www.skillsforcare.org.uk/qualifications_and_training/apprenticeships/frameworkcertificate.aspx

Department for Business Innovation and Skills

<https://www.gov.uk/government/organisations/department-for-business-innovation-skills>

Department for Education: <http://www.education.gov.uk/>

Department for Education/National College for Teaching and Leadership:

<https://www.gov.uk/early-years-qualifications-finder>

Department for Education/Apprenticeships <https://www.gov.uk/further-education-skills/apprenticeships>

Ofqual: <https://www.gov.uk/government/organisations/ofqual>

Skills Funding Agency: <https://www.gov.uk/government/organisations/skills-funding-agency>

Skills for Health: <http://www.skillsforhealth.org.uk/>