



Pearson

Centre Management Guide

qualifications management application

Version 05.16



This user guide is written for centre staff who use Pearson's qualifications management application - Centre Management. This can be accessed by the following user roles:

- Centre Administrator

The **Centre Management** app, located on the Navigational Bar within the qualifications management application, allows you to view centre details, products and allocations.

Within this guide, you will learn the steps required to manage the following activities:

- View and download Standards Verifier (SV) reports
- View and access Assessment Associate (AA) / SV contact details

Before you get started, please ensure that you have read the short '**Understanding QMA & PoP**' Guide, which covers the system prerequisites compliance.

1	Centre Details	P3
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2	View Products	P6
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3	Allocations	P8
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Centre Details

Section Overview

From the Centre Details screen you will be able to view your centre details such as your centre name, centre number and contact numbers. More importantly you are able to check for any blocked status' against your centre. These should be checked prior to contacting Customer Service as it could explain a number of reasons why you may not be able to place an order, make a claim or receive a certificate(s).

Centre detail blocks explained:

1. Blocked Status - Regulatory block - need to refer to regulatory and standards
2. Blocked - Finance block - overall account suspended - will need to speak to Finance / Credit Control
3. Blocked for Orders - Will prevent the centre from selecting a product when placing a new order
4. Blocked for Claims - Will stop the centre selecting a product when making a new claim

You are also able to view any additional addresses you may have for Billing or Certification etc.



This part of the guide focuses on viewing your centre details and products. From this section, you can also view all address details associated with your centre(s).

To Begin, Click: [Centre Management App](#) > [Centre Management Menu](#) > [Centre Details](#)

Step 1

The Centre Details screen will now appear. A tab menu will display 'Details' and 'Products'. To view your centre details click on the 'Details' tab.

Centre details

- Details
- Products

LPID: LP-0000000666	Web site:	Centre Status: Approved
Name: JOHN CENTRE - DUMMY CENTRE	Main phone number:	Block status:
Site:	VAT Number:	International: No
Certificate name line 1:	VAT Status: Standard	Currency: Pound Sterling (GBP) Results Receive Method: Postal & Electronic Certificate Printing Preference: Weekly
Certificate name line 2:	Billing frequency: Weekly	
UKPRN:	Invoicing method: Hard & Soft Copy	

Step 2

To view your centre addresses, scroll down to the bottom of the page and click on 'Addresses'. If you have multiple address details (i.e Certification, Billing etc) these would also appear on this screen.

Address 1	Address 2	Address 3	City	County	Country	Postcode	Type
1st Floor	One90		London		England	WC1V 7BH	Primary
1st Floor	One90 High Holborn		London		England	WC1V 7BH	Test Venue
1st Floor	One 90 High Holborn		London		England	WC1V 7BH	Certificate
1st Floor	One90 High Holborn		London		England	WC1V 7BH	Financial & Billing

View Products

Section Overview

In this section you are you are able to view the products you have / had approval for.

You are able to view the following qualification information:

1. Qualification Approved Date - (Date the qualification was live)
2. Qualification Approved to - Date (Date the qualification expires)
3. Last Certification End Date - (Date you are able to claim the qualification certificate up until)
4. QN Code - (Accreditation Number)
5. Quality Outcome - (Brief comment from the AA (Assessment Associates / Standards Verifier) visit report)
6. Qualification Block - (Reason for the qualification being blocked)
7. Status - (Shows if the qualification is Active or Expired)

This section is 'View only'.

2

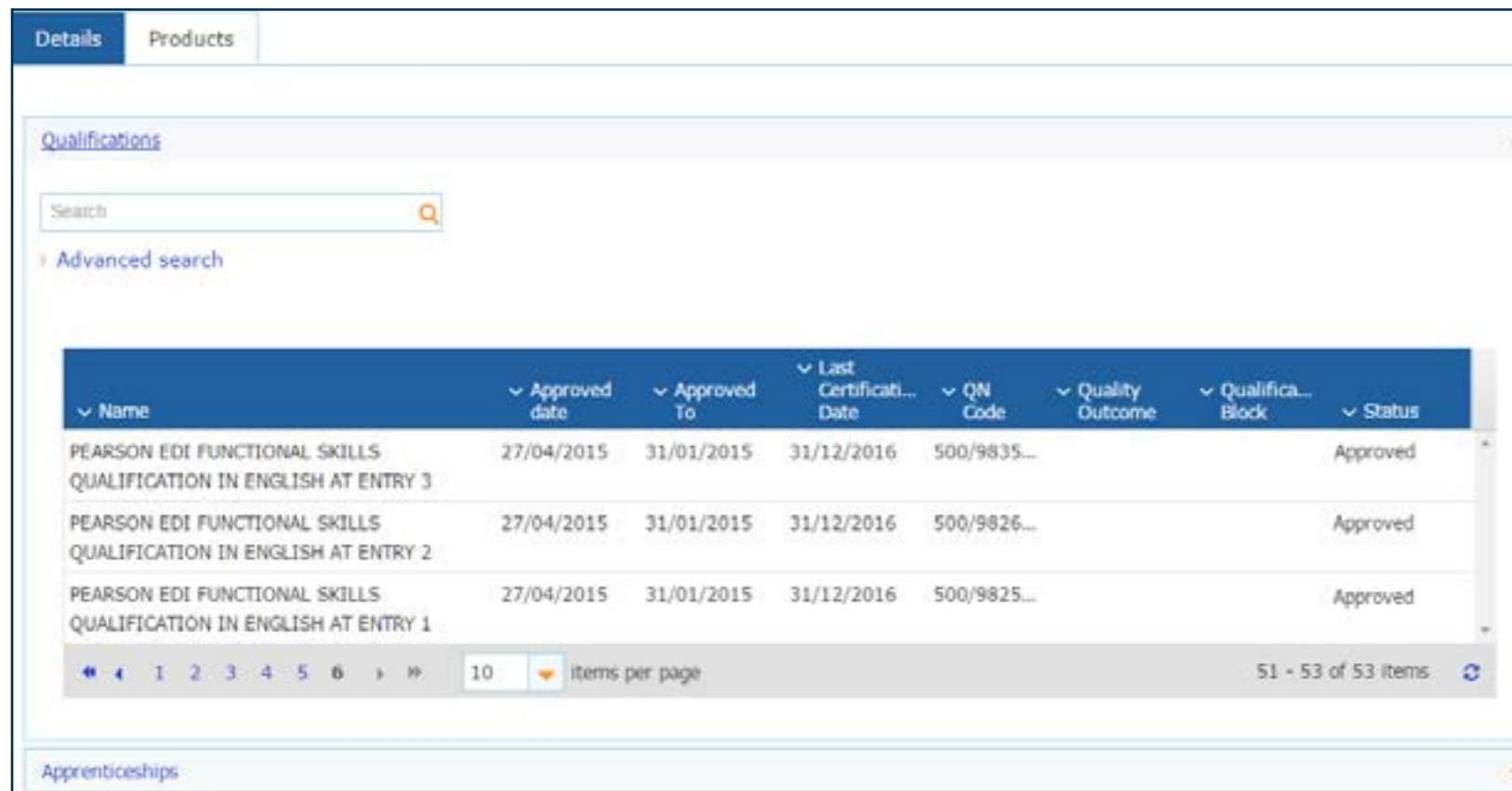
This part of the guide shows you how to view all products your centre has / had approval for.

To Begin, Click: [Centre Management App](#) > [Centre Management Menu](#) > [Centre Details](#) > [Products](#)

Step 1

Once you have selected the **'Products'** tab this will show a list of all the products your centre has / had approval for. For qualifications, it will show you important information like date of approval, last registration date, last certification date, QN code and the qualification status. To view approved apprenticeships click on the **'Apprenticeships'** link at bottom left.

Please note that in the **'Products'** tab, you can only view and not amend details.



Name	Approved date	Approved To	Last Certification Date	QN Code	Quality Outcome	Qualification Block	Status
PEARSON EDI FUNCTIONAL SKILLS QUALIFICATION IN ENGLISH AT ENTRY 3	27/04/2015	31/01/2015	31/12/2016	500/9835...			Approved
PEARSON EDI FUNCTIONAL SKILLS QUALIFICATION IN ENGLISH AT ENTRY 2	27/04/2015	31/01/2015	31/12/2016	500/9826...			Approved
PEARSON EDI FUNCTIONAL SKILLS QUALIFICATION IN ENGLISH AT ENTRY 1	27/04/2015	31/01/2015	31/12/2016	500/9825...			Approved

Allocations

Section Overview

In this section you are able to view your Allocations for each qualification that you have approval for as well as the Assessment Associates / Standards Verifiers contact details and any associated visit reports.

You are able to view the following qualification information:

1. Product Reference - (QMA qualification number)
2. Qualifications Number - Date (Accreditation Number)
3. Qualification Title - (Title of the qualification)
4. AA - (Assessment Associate / Standards Verifier)
5. Outcome - (Comment from the Assessment Associate / Standards Verifier regarding centre visit)
6. Centre - (Name of the centre - some centres have more than one site)
7. Actions - (If a centre visit has taken place by the Assessment Associate / Standards Verifier and a report compiled you are able to view the report here).

You are only able to view Assessment Associate / Standards Verifier visit reports in qualifications management application from April 2015. If you require historical reports prior to this date, please contact your Account Specialist.



This part of the guide shows you how to view the Assessment Associate (AA) allocated to your approved qualifications in the qualifications management application. You will be able to view the outcome of verification visits and download AA reports directly from qualifications management application.

To Begin, Click: **Centre Management App > Centre Management Menu > Allocations**

Step 1

This screen will show the Products you are approved to deliver and separates them in to two tabs (standalone qualifications and apprenticeship frameworks).

The following information is available to view: **Qualification Title**, the Assessment Associate (AA) and the **Outcome** of any visits taken place.

By clicking on the name of the Assessment Associate, a pop up box will appear with their contact details. To view the outcome of the last visit, click on 'Download Report'.

The screenshot shows the 'Allocations' page with two tabs: 'Apprenticeships' and 'Qualifications'. The 'Qualifications' tab is active. Below the tabs is a 'Products' section with a search bar and an 'Advanced search' link. The main content is a table with the following columns: Product Reference, Qualification Number, Title, AA, Outcome, Centre, and Actions. Two rows of data are visible, both for 'PEARSON BTEC LEVEL 2 DIPLOMA IN TEAM LEADING (QCF)' at 'John Centre (HCOVI)'. The second row has an outcome of 'Released - Action Required' and a 'Download Report' button.

Product Reference	Qualification Number	Title	AA	Outcome	Centre	Actions
Q-005004113	601/3430/6	PEARSON BTEC LEVEL 2 DIPLOMA IN TEAM LEADING (QCF)	NEIL RICHARDSON (528792)		John Centre (HCOVI)	
Q-005004113	601/3430/6	PEARSON BTEC LEVEL 2 DIPLOMA IN TEAM LEADING (QCF)	NEIL RICHARDSON (528792)	Released - Action Required	John Centre (HCOVI)	Download Report

At the bottom of the table, there is a pagination control showing '10 items per page' and '1 - 10 of 21829 items'.

Step 2

To view a historical report click on the appropriate qualification from the 'Products' table, this will highlight the qualification.

The 'Reports' table will now populate showing any historical reports for that qualification.

The screenshot shows the 'Allocations' system interface. At the top, there are tabs for 'Apprenticeships' and 'Qualifications'. Below this is the 'Products' section, which includes a search bar and an 'Advanced search' link. The 'Products' table has the following columns: Product Reference, Qualification Number, Title, AA, Outcome, Centre, and Actions. Two rows are visible, both for product Q-005004113 and qualification 601/3430/6. The second row has an outcome of 'Released - Action Required' and a 'Download Report' button. Below the 'Products' table is a pagination bar showing '10 items per page' and '1 - 10 of 21829 items'. The 'Reports' section is below, with columns: Submission Date, VisitDate, Submitted By, AA, Outcome, and Actions. One row is visible for a submission on 29/02/2016, visited on 23/02/2016, by NEIL RICHARDSON, with an outcome of 'Released - Action Required' and a 'Download Report' button. A pagination bar at the bottom shows '10 items per page' and 'No items to display'.

Product Reference	Qualification Number	Title	AA	Outcome	Centre	Actions
Q-005004113	601/3430/6	PEARSON BTEC LEVEL 2 DIPLOMA IN TEAM LEADING (QCF)	NEIL RICHARDSON (528792)		John Centre (HCOV1)	
Q-005004113	601/3430/6	PEARSON BTEC LEVEL 2 DIPLOMA IN TEAM LEADING (QCF)	NEIL RICHARDSON (528792)	Released - Action Required	John Centre (HCOV1)	Download Report

Submission Date	VisitDate	Submitted By	AA	Outcome	Actions
29/02/2016	23/02/2016	NEIL RICHARDSON	NEIL RICHARDSON (528792)	Released - Action Required	Download Report

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