Skilled for Life
Your employability toolkit

Skilled for Life

Online Service

Contents

i **Please note – clicking on any of the individual sections below will automatically direct you to the relevant page number.**

1. Introduction

About this guide

The purpose of this User Guide is to help Skilled for Life customers understand and operate the Online Service. The User Guide is written for centre staff and makes the following assumptions:

- You know how to use a personal computer.
- You are familiar with Microsoft Windows or Mac OS operating systems.
- The computer you are using meets system requirements.

The Skilled for Life Online Service has been developed to support you in building programmes to meet the individual needs of your learners. The Service allows you to build programmes by selecting individual units and/or qualifications which are grouped within their Skilled for Life Learning Area. Further details around which Learning Area a unit or qualification is listed are available through the Skilled for Life website.

Additional information around the Online Service is available in the section titled FAQs, at the end of this document.

System requirements

Browser requirements

The *Skilled for Life Online Service* works best with the following browsers:

- Internet Explorer Version 9.x and above
- Google Chrome Version 25.x and above
- Mozilla Firefox Version 19.x and above

If you are using a different browser, you may find that some features do not work properly.

Other system requirements

Processor: 2 GHz Intel Core 2 Duo or equivalent
OS: Windows XP, Windows Vista, Windows 7, Windows 8; Mac OS 10.6 (Snow Leopard) and above
Memory: 2 GB RAM
Screen resolution: 1024x768 or higher
Colour depth: 16 bit (high colour) or above
Audio support: Integrated audio chipset/device capable of 16bps 96KHz (AC'97)
Graphics: Integrated video chipset/device capable of 1024x768 at 32bpp (XGA)
Internet connection: 2 Mbps broadband connection
Cookies: enabled
Javascript: enabled

Adobe Acrobat

Qualification and unit specifications are available in the *Online Service*. These will usually open in your browser. However, you may want to download Adobe Acrobat to access these specifications if you download them.

You can download the latest version of Adobe Acrobat at www.adobe.com

Java Scripting

To use the *Online Service*, you will need to configure your web browser to use "Java Scripting".

You should be able to do this by looking under "Preferences" or "Options" in your browser.

Pop-up Windows

The *Online Service* uses pop-up windows to enhance your browsing experience.
To optimise this feature in the *Service*, please turn off any software that disables pop-up windows

2. Logging In

> **ℹ** **This section explains how to log in to the Skilled for Life Online Service**

Step 1

Access the website address **www.skilledforlife.pearson.com**

Step 2

Type in your Username and Password and click **Login.**

Your user name and password for the Online Service is the same as for your EOL account.

The first time you use the Online Service, you will be asked to read and accept the terms and conditions of use, which include your responsibilities around the use of learner data. It is important that you do not share your account details with anyone.

3. Claiming/Un-claiming Roles

> **i** **This section explains how to set up/un-claim a Programme Leader user role in the Skilled for Life Online Service**

To get started you may need to claim a role. This will determine what you can do within Skilled for Life.

Roles in Skilled for Life Online Service are as follows:

Quality Nominee

If you are the Quality Nominee for your centre, your role will already be recognized and you will not need to claim it and you can create programmes from first login.

This role allows you to:
- Create and edit your own programmes
- View details of all programmes created in your centre but not to edit other user's programmes
- Approve role claim requests from users in your centre who have claimed the programme leader role in Skilled for Life.

Programme Leader

If you want to be able to create and edit programmes, you need to claim your role as a Programme Leader.

This role allows you to:
- Create and edit your own programmes
- View details of all programmes created in your centre but not to edit other user's programmes.

Deliverer

If you do not need to create programmes in Skilled for Life, there is no need to claim a role.

This role allows you to:
- View details of all final programmes created in your centre but not to create or edit any programmes. If you need to create or edit programmes, then you will need to claim the role of programme leader in the Online Service.

Step 1

Select **Claim roles** on the top right hand corner in the main header bar.

Step 2A

If you are a Programme Leader for **Entry Level 1 to Level 1 Skilled for Life** you can request access to create a Skilled for Life programme in the Online Service.

Under the option of **Are you a Programme Leader for Entry Level 1 to Level 1 Skilled for Life** select **Yes** (to un-claim the role of Programme Leader select **No**).

Select **Claim roles**.

You will need approval from your Quality Nominee before you will be able to save a Skilled for Life Programme as Final. Until you are approved your account will be placed into a 'pending' state and in the meantime you will only be able to create programmes and save them as drafts, but you will not be able to save them as final.

Step 2B

If your centre has approval to deliver Level 2 units and/or qualifications through Skilled for Life you will also see the option **Are you a Programme Leader for Level 2 Skilled for Life**.

Access to Level 2 units and/or qualifications in the Online Service is dependent on whether your centre has approval to deliver Level 2 Skilled for Life. You cannot access Level 2 units unless your centre has Level 2 approval. You can request this approval through Edexcel Online.

Select **Yes**, and indicate the sectors you wish to deliver by ticking the relevant boxes and select **Claim Roles** to access all Skilled for Life units and qualifications from Entry Level 1 to Level 2 (to un-claim the role of Programme Leader select **No.** This will un-claim all Level 2 roles claimed including any Level 2 sectors)

Please note that if you un-claim all roles in the Online Service, you will no longer have the ability to create new programmes or edit your existing programmes.

4. Approving and Declining Roles

> **i** **This section explains how to approve or decline claim role requests on the Skilled for Life Online Service**

If you are a Quality Nominee you will need to approve roles for other users within your centre so that they can save their programmes as final.

When a user requests a new or changed role, you will receive an email alerting you to this.

To approve or decline a role, log into the Online Service using your Quality Nominee account details.

Step 1

Select **User role approval** in the top right hand corner of the home screen.

Step 2

A screen will appear listing the roles that require your approval for your centre. It will also show any roles which have already been approved or declined.

You can filter by the **Name**, **Sector**, **Level**, and **Status** column headings to help you find the person you require.

Select either **Yes** or **No** to approve the person in that role or not. The person's profile will be updated accordingly.

Once completed select **Confirm**.

5.1 Creating a New Programme – Step 1: Name your programme

> **i** This section explains how to name and create a new programme in the Skilled for Life Online Service

Programmes can only be created and saved as Final on Online Services by a centre's Quality Nominee or Programme Leader. A user who has applied to be a Programme Leader (but has yet to be approved) can create and edit their own programmes and save them as a Draft only.

Step 1

Select **Programmes** tab in the main menu bar on the home page.
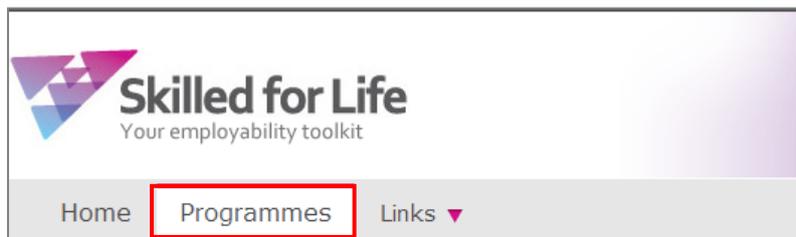
Step 2

If you have previously created a Skilled for Life programme (either Draft or Final) you will see a table listing these programmes under **My programmes. Centre programmes** shows you all programmes created in your centre that have been saved as final only (for more information on this please see **Section 7 - Working with Programmes**).

Select **Create programme**

Step 3

A screen will appear asking you to name your new programme (mandatory) and select its size from a drop down menu (optional).

To name your programme complete the **Programme name** field.

You can choose any name you like and it can be comprised of:

- *Letters (a-z) and/or*
- *Digits(0-9) and/or*
- *Characters e.g. ~!/\'?#@$* (other special characters e.g. <>[]{}, are not allowed)*

You can change the name of your programme any time.

To select the size of your programme click the **Programme size** drop down menu box and select the applicable number of credits.

You should choose a programme size to correspond with the Skilled for Life credit package you intend to register your learners on. Programme size can be edited at any time in Draft Programmes. Once your programme has been saved as Final, you will only be able to increase programme size, not decrease it.

Once completed, select **Save and Continue** to proceed to **Step 2 – Select programme units.**

5.2 Creating a New Programme – Step 2: Select programme units

> **i** This section explains how to select programme units for a new programme in the Skilled for Life Online Service

Step 1

A screen will appear split into two sections.

The **Programme units selected** section lists the units and qualifications that you have added to your new programme so far. If you have not yet added any units or qualifications this table will be empty.

Programme: tcentre (1-3 Credits)				Programme status: **Draft**
Programme units selected				
All units selected:				
	Unit Title ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
Programme total		**0**		

The **Units available** section allows you to pick which units and qualifications you want to add to your programme.

Select a learning area tab from one of the options (i.e. English and Maths) you wish to search to add units or qualifications to your programme.

Units available

English and Maths	Industry Knowledge	Skills for Work	Social & Personal Skills	Work Experience

Select individual units and/or qualifications from the Learning areas

Search for: ⦿ Individual units   ○ Qualifications

Subject/Sector:	Show all... ▼
Level:	Show all... ▼
Size:	Show all... ▼

Search   Clear

You can then see a list of either **Individual units** or **Qualifications** to add to your new programme by selecting the relevant radio button.

Adding/Removing Individual Units to your Programme

Step 2

Select the **Individual units** radio button. This will allow you to see a list of all individual units available within that learning area (i.e. Industry Knowledge).

Step 3

You can filter the list of units by using the following fields:

- **Subject/Sector** - (English and Maths and Industry Knowledge Learning Areas only)
- **Level** - to view only those units at a particular level
- **Size** - to view units with a particular number of credits

Select **Search** to return results based on your criterion.

Your search results will appear in a table below.

You will only be able to see units that are current. Any expired units which have passed their certification end date will not be displayed.

To view individual unit specifications click on the **PDF** icon next to the unit you wish to view. A pop-up will appear listing all specifications where the unit appears. We recommend that a specification is chosen that is most similar to the aims of your programme.

If a unit appears in more than one qualification, you will see a list of all the specifications in which the unit appears and be asked to select the most appropriate specification.

Step 4

To add a unit to your programme tick the check box next to a **Unit Title** and select **Add** (multiple units can be added at the same time).

	Aviation Operations			
☑	AIRCRAFT LOAD INSTRUCTION REPORTS	2	2	J_601_6486
☐	AIRCRAFT MARSHALLING	2	2	L_601_6487
☐	AIRPORT BAGGAGE FACILITIES	2	2	M_601_6482
☐	SUPPORT FLIGHT OPERATIONS	2	2	R_601_6488
☐	WORKING AS CABIN CREW	2	2	L_602_5917
				Add

Your added unit will appear in the **Programme units selected** section at the top of the page. If you want to remove a unit from your programme after you've added it, you can tick the check box and select **Remove units**.

	Unit Title ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
☑	📄 AIRCRAFT LOAD INSTRUCTION REPORTS	2	2	J_601_6486
	Programme total	**2**		

Remove units

Step 5

Once you have added all the units that you want in your programme, select **Save and Continue** to move on to **Step 3: Save as final**.

Save and Continue

Adding/Removing Qualifications to your Programme

Follow Step 1 above (selecting **Learning Area Tab**).

Step 2

Select the **Qualifications** radio button. This will allow you to see a list of all the qualifications available within that learning area (i.e. Work Experience).

Step 3

You can filter the list of qualifications by using the following fields:

- **Subject/Sector** - (English and Maths and Industry Knowledge Learning Area's only)
- **Level** - to view only those qualifications at a particular level
- **Size** - to view qualifications with a particular number of credits

Select **Search** to return results based on your criterion.

Your search results will appear in a table below.

You will only be able to see qualifications and their associated units that are current. Any expired qualifications/units which have passed their qualification end date or certification end date will not be displayed.

Step 4

To see further details about a qualification, select the **Qualification title**.

Qualification title ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
PEARSON BTEC LEVEL 2 CERTIFICATE (SPECIALIST 13-20) in PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF)	16	2	601/0725/X
PEARSON BTEC LEVEL 2 EXTENDED AWARD (SPECIALIST 8-12) in PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF)	9	2	601/0727/3

A Qualification pop-up page will open, split into three sections.

The top section outlines details about the qualification such as start/end date. To access full information about the qualification, select the General specification information. A new PDF window will appear listing the Learning Outcomes, Assessment Criteria and Essential Guidance information for the qualification selected.

PEARSON BTEC LEVEL 2 CERTIFICATE (SPECIALIST 13-20) in PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF)

Qualification start date: 01 Sep 2013 ❓

Qualification end date: 31 Dec 2015 ❓   📕 General specification information

Certification end date: 31 Dec 2016 ❓

The **Qualifications units selected** section lists the units you have either already selected or any mandatory units for the qualification.

Any individual units already added to your programme previously, which also appear in this qualification, will also be listed. You can choose whether these units are counted towards the qualification or to keep them as individual units in the programme.

Qualification units selected ❓

Unit Title ⇕	Group ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
📕 PLANNING AND PARTICIPATING IN WORK EXPERIENCE	Mandatory	6	2	J_505_4015
📕 INVESTIGATING RIGHTS AND RESPONSIBILITIES AT WORK	Mandatory	1	2	M_503_2879
	Total	**7**		

Step 5

The **Optional units available** section lists all available optional units for the qualification that are included in the Skilled for Life framework.

To add a unit to the qualification tick the check box next to the optional unit and select **Add** (you can select and add multiple units at the same time).

To view individual unit specifications click on the **PDF** icon next to the unit you wish to view. A new window will appear listing the Learning Outcomes, Assessment Criteria and Essential Guidance information for the unit selected.

Step 6

After you have added your units you can check whether the units you have selected would allow a valid qualification claim. To do this select **Check Rules of Combination**.

A pop-up window will appear informing you if you have met the Rules of Combination for that qualification with the units you have selected. Full details around the rules of combination for a qualification are contained within the qualification specification.

PEARSON BTEC LEVEL 2 EXTENDED AWARD (SPECIALIST 8-12) in PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF) - 9

ALERT: NO PATHWAY SUPPLIED. VALIDATING AGAINST ALL PATHWAYS
Validation Failed for qualifications: PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF)
Validation for qualification 'PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF)'
Group A: - Validation Succeeded
Group B: - Validation Failed
Minimum credit is 2, actual credit: 0.
Minimum credits needed at level is 9. Actual: 7. Validation Failed.
Minimum overall credits needed is 9. Actual: 7. Validation Failed.

If a qualification in your programme doesn't conform to the rules of combination, then you can only save your programme as a draft. You will only be able to save your programme as final when the rules of combination are met.

Step 7

Your added units will refresh in the **Qualification units selected** section at the top of the page.

To add the qualification and units to your programme select **Add to programme** at the bottom of the page.

Qualification units selected ❓

	Unit Title ⇕	Group ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
	📄 PLANNING AND PARTICIPATING IN WORK EXPERIENCE	Mandatory	6	2	J_505_4015
☐	📄 APPLYING FOR A JOB	Optional	1	2	K_503_2864
☐	📄 BUILDING WORKING RELATIONSHIPS WITH COLLEAGUES	Optional	2	2	H_503_2877
		Total	**10**		

[Check rules of combination]

Optional units available

	Unit Title ⇕	Group ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
☐	📄 BUILDING WORKING RELATIONSHIPS WITH CUSTOMERS	Optional	2	2	K_503_2878
☐	📄 CAREER PROGRESSION	Optional	2	2	J_503_2869
☐	📄 COMMUNICATING SOLUTIONS TO OTHERS	Optional	2	2	L_503_2873

[Cancel] [Add to programme]

If the units you have selected are not a valid combination for the selected qualification then a pop-up message will appear to warn you of this.

Error

You cannot add this qualification to your programme because it fails the rules of combination. Please change the units you have selected and re-add this qualification.

Close

Step 8

You will be returned to Step 2 of the Create programme wizard and will see a screen confirming your **Qualifications selected** and **All units selected**. This will include any previously chosen units/qualifications) you have added to your programme.

Qualifications that do not conform to the rules of combination will be marked with a red cross icon next to the title in the Qualifications selected section.

Units chosen to be counted towards qualifications are marked with a 'Q'. By hovering your mouse over the 'Q' symbol an information box will tell you which qualification/s you have chosen to count this unit against.

Programme: tcentre (57-999 Credits)		Programme status: Draft		

Programme units selected

Qualifications selected:

☐ PEARSON BTEC LEVEL 2 EXTENDED AWARD (SPECIALIST 8-12) in PLANNING AND PARTICIPATING IN WOR...

All units selected:

	Unit Title ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
☐	AIRCRAFT LOAD INSTRUCTION REPORTS	2	2	J_601_6486
Q	APPLYING FOR A JOB	1	2	K_503_2864
Q	BUILDING WORKING RELATIONSHIPS WITH COLLEAGUES	2	2	H_503_2877
Q	INVESTIGATING RIGHTS AND RESPONSIBILITIES AT WORK	1	2	M_503_2879
Q	PLANNING AND PARTICIPATING IN WORK EXPERIENCE	6	2	J_505_4015
	Programme total	**12**		

To remove a unit that is not associated with a qualification (but added individually) tick the checkbox next to the unit in the **All units selected** table and select **Remove units**.

	Unit Title ⇕	Credits ⇕	Level ⇕	Ref. number ⇕
☑	AIRCRAFT LOAD INSTRUCTION REPORTS	2	2	J_601_6486
Q	APPLYING FOR A JOB	1	2	K_503_2864
Q	BUILDING WORKING RELATIONSHIPS WITH COLLEAGUES	2	2	H_503_2877
Q	INVESTIGATING RIGHTS AND RESPONSIBILITIES AT WORK	1	2	M_503_2879
Q	PLANNING AND PARTICIPATING IN WORK EXPERIENCE	6	2	J_505_4015
	Programme total	**12**		

Remove units

To remove a qualification (and some or all of its associated units) tick the checkbox next to the qualification in the **Programme units selected** section and select **Remove Qualification**.

Programme units selected

Qualifications selected:

☑ PEARSON BTEC LEVEL 2 EXTENDED AWARD (SPECIALIST 8-12) in PLANNING AND PARTICIPATING IN WOR...

Remove Qualification

Units and qualifications can only be removed from your programme when it is saved as Draft. Once your programme is saved as Final, removal of units and qualifications is not permitted.

Step 9

If you have added all the qualifications that you need to your programme, select **Save and Continue** to move on to **Step 3: Save as final**.

Save and Continue

5.3 Creating a New Programme – Step 3: Save as final

> **i** **This section explains how to save your programme as final in the Skilled for Life Online Service**

Step 1

A summary screen outlines all the units/qualifications you have chosen.

Before saving as final, you can change your programme name and size (i.e. number of credits) by selecting **Edit** at the top of the page.

To change any units/qualifications select **Edit** in the **Programme qualifications(s) and unit(s)** section.

Programme: tcentre (57-999 Credits) Edit			Programme status: Draft	
Programme qualification(s) and unit(s)				
Qualifications:				
PEARSON BTEC LEVEL 2 EXTENDED AWARD (SPECIALIST 8-12) in PLANNING AND PARTICIPATING IN WORK EXPERIENCE (QCF)				
All units:				
	Unit Title ⇕	**Credits** ⇕	**Level** ⇕	**Ref. number** ⇕
	AIRCRAFT LOAD INSTRUCTION REPORTS	2	2	J_601_6486
Q	APPLYING FOR A JOB	1	2	K_503_2864
Q	BUILDING WORKING RELATIONSHIPS WITH COLLEAGUES	2	2	H_503_2877
Q	INVESTIGATING RIGHTS AND RESPONSIBILITIES AT WORK	1	2	M_503_2879
Q	PLANNING AND PARTICIPATING IN WORK EXPERIENCE	6	2	J_505_4015
	Programme total	**12**		
				Edit

Before you save your programme as final please check the following:

- *You are happy with your final selection of units.*
- *You have checked the rules of combination for any qualification you have selected.*
- *If you have selected to build a programme of a specific size, you have checked that the credit size does not exceed what you have chosen.*
- *You have read the specifications for units and qualifications you have selected.*

If everything is correct select **Save as final** at the bottom of the page.

Save as final

*If the **Save as final** option is greyed out it means there is an error with your programme and thus it will not allow you to save until all the errors are resolved. To find out what the error(s) are you can hover your mouse over the **Save as final** button where a text box will highlight the errors. Once all errors are resolved you will be able to **Save as final**.*

Step 2

A pop up box will appear asking you to tick a checkbox which confirms you have read the specifications for all units and qualifications in your programme, that you understand the rules of combination and that the units and qualifications you have chosen are appropriate for your learners.

Tick the checkbox and select **Save as final**.

Step 3

When a programme is saved as 'final' in the Online Service:

- it is automatically exported to the Skilled for Life and Traineeship area on Edexcel Online, enabling the exams officer in your centre to claim certification against a Skilled for Life programme.

- It can be viewed by other users in your centre in Centre programmes in the Online Service (but only the Programme Leader who created a programme can edit a programme).

6.   Working with Programmes

> **i** This section explains how to view and edit the programmes you and your centre have created in the Skilled for Life Online Service

Step 1

Select **Programmes** tab in the main menu bar on the home page.

Step 2

There are two tabs accessible from the Programmes menu. **My programmes** (these are programmes that you personally have created) and **Centre programmes** (final programmes that have been created by anyone in your centre using the Skilled for Life Online Service).

Under **My programmes** tab, you are able to see details about the programmes you created and also **Edit** or **View** them from the drop down menu in the **Action** column.

Under the **Centre programmes** tab, you are able to view any final programme that has been created at your centre (only the Programme Leader or Quality Nominee assigned to that programme will be able to **Edit** it).

My programmes	Centre programmes				
Name ⇕	**Size** ⇕	**Created on** ⇕	**Created by** ⇕	**Status** ⇕	**Action**
AAA Programme name 1	7-12	10/01/2014	DemoQN Test	Draft	Select ... ▾
tcentre	57-999	08/01/2014	DemoQN Test	Final	Select ... ▾
					Select ...
					Edit
					View
annetest2	7-12	19/11/2013	DemoQN Test	Final	Select ... ▾
SR certification test 2		13/11/2013	DemoQN Test	Draft	Select ... ▾

Selecting **Edit** will take you to the '**Select programme units'** page, which is Step 2 of the Create programme wizard. From here you can edit/add units and qualifications to your programme.

If a qualification/unit has expired (reached its qualification or certification end date) since being created it will be flagged in the system by a **red exclamation mark** against the qualification and associated unit.

For **Draft** programmes that contain expired qualifications/units, you can remove and replace them with a valid alternative.

For **Final** programmes which contain expired qualifications/units, you need to create a new programme, replacing the expired ones for valid alternatives.

Programme: tcentre (57-999 Credits)				Programme status: Final

Programme units selected

Qualifications selected:

PEARSON BTEC LEVEL 2 EXTENDED AWARD (SPECIALIST 8-12) in PLANNING AND PARTICIPATING IN WOR... ❗

All units selected:

	Unit Title ⇳	Credits ⇳	Level ⇳	Ref. number ⇳
	AIRCRAFT LOAD INSTRUCTION REPORTS	2	2	J_601_6486
Q	APPLYING FOR A JOB	1	2	K_503_2864
Q	BUILDING WORKING RELATIONSHIPS WITH COLLEAGUES ❗	2	2	H_503_2877
Q	INVESTIGATING RIGHTS AND RESPONSIBILITIES AT WORK	1	2	M_503_2879
Q	PLANNING AND PARTICIPATING IN WORK EXPERIENCE	6	2	J_505_4015
Programme total		**12**		

Units available

English and Maths	Industry Knowledge	Skills for Work	Social & Personal Skills	Work Experience

Select individual units and/or qualifications from the Learning areas

Search for: ◉ Individual units   ○ Qualifications

Subject/Sector: [Show all... ▼]

Level: [Show all... ▼]

Size: [Show all... ▼]

[Search] [Clear]

	Unit Title	Credits	Level	Ref. number
⊞	English			
⊞	Maths			

Selecting **View** allows you to see a summary of the programme created to date.

Only Programme Leaders and Quality Nominees for that particular programme can edit a programme from the Centre programmes page.

*As in **Edit**, you will also see any expired qualification/unit highlighted by a red exclamation mark.*

7.   FAQs

 This section outlines some of the common Frequently Asked Questions associated with Skilled for Life Online Service

Q. How do I get a Skilled for Life Online Service account?

A. To use the Skilled for Life Online Service you will need your own Edexcel Online (EOL) account. The 'Skilled for Life Online Service' box in the 'User access profile' section of your account also needs to be checked. Quality Nominees should ensure that the box confirming that they are the Quality Nominee for their centre is checked.

To get a new EOL account, or to update your EOL account profile, please contact your Examinations Officer who can do this for you.

If you are not able to arrange the set-up of an account through your Examinations Officer, contact your Account Specialist, contact details can be found here. You will need to call from your institution during normal school or college open hours, as we only set up new accounts using a secure call-back to the centre. Once we have set up your account, your username will be emailed to you.

Q. I have forgotten my password. What shall I do?

A. If you have forgotten your password, it is worth recalling that it will contain at least one numerical character.

If this does not jog your memory, you can request a new password by clicking the 'Forgotten password' link on the Online Service Login screen. This will take you to the 'Forgotten password' page in Edexcel Online where you can enter your email address. We will send a new password to your email address straightaway. When you receive it, we suggest you log into your EOL account and change the password to something you will remember more easily

Q. How do I set up the Online Service for colleagues?

A. In order to use the Online Service, Skilled for Life deliverers and programme leaders need an Edexcel Online user name and password with 'Skilled for Life Online Service' checked in their User access profile. Your centre's Exams Officer can do this for you.

- If a deliverer or programme leader already has an Edexcel Online account but can't access the Online Service, your Exams Officer can edit your 'User access profile' in Edexcel Online so that the 'Skilled for Life Online Service' box is checked.

- If a deliverer or programme leader does not already have an Edexcel Online account, your Exams Officer can set up a new account for you and enable the Online Service access by checking 'Skilled for Life Online Service' in the User access profile.

Note: Although Edexcel Online usernames and passwords are used to access the Online Service, if you just tick the Online Service access for a colleague, they will not have access to other Edexcel Online services (such as managing the examinations process).

Q. How do I set up a user account?

A. If you have EOL User Accounts access for your centre you can create new accounts selecting Centre Accounts > New Account from the left hand menu. If this option is not available, please ensure you are on the home page and not in a subject area by clicking on the Home button on the dark blue menu bar at the top of the screen.

Those with User Accounts access can also edit accounts. To do so, select Centre Accounts > List Accounts to display a list of people registered for your centre. Clicking on a user's e-mail address will allow you to edit their information.

To delete an account, go to the list of registered users on Edexcel Online, and click on the 'X' icon on the far right. A warning box will appear asking you to confirm you want to delete the account. Click 'OK'.

If you do not have this option and think you should, any member of staff at your centre who has the User Accounts profile will be able to give you access. If you do not know who your user account administrator(s) are, contact your Account Specialist, contact details can be found here.

Any Edexcel Online user can make changes to their own profile by clicking the Edit my Account link in the dark blue menu bar at the top of the page.

Q. What are roles in the Skilled for Life Online Service?

A. When you log in to the *Skilled for Life Online Service* for the first time and you are not the Quality Nominee, you will need to claim the role of Programme Leader if you want to create programmes in the *Online Service*. If you are a deliverer and do not need to create programmes, you do not need to claim your role.

If you have been designated as the Quality Nominee for your centre in Edexcel Online, then:

- You will not need to claim your role in Skilled for Life and you will be able to create programmes without having to claim a role.

- You will have a 'User role approval' option in the Global toolbar at the top of every Skilled for Life page. This gives you the ability to approve roles claimed by other users in your centre

Roles in Skilled for Life Online Service are as follows:

Quality Nominee

If you are the Quality Nominee for your centre, your role will already be recognized and you will not need to claim it and you can create programmes from first login.

This role allows you to:
- Create and edit your own programmes
- View details of all programmes created in your centre but not to edit other user's programmes
- Approve role claim requests from users in your centre who have claimed the programme leader role in Skilled for Life.

Programme Leader

If you want to be able to create and edit programmes, you need to claim your role as a Programme Leader.

This role allows you to:
- Create and edit your own programmes
- View details of all programmes created in your centre but not to edit other user's programmes.

Deliverer

If you do not need to create programmes in Skilled for Life, there is no need to claim a role.

This role allows you to:
- View details of all final programmes created in your centre but not to create or edit any programmes. If you need to create or edit programmes, then you will need to claim the role of programme leader in the Online Service.

If you log in to the *Online Service* and find that you have been designated as the Quality Nominee in error, contact your Account Specialist, contact details can be found here.

If you claim a role of Programme Leader, then your role claim will need to be approved by the Quality Nominee for your centre. When you claim a role, your role claim will be forwarded within the Skilled for Life system for your QN to approve. They will also receive an email alerting them about your role claim request.

Once you have claimed the role of Programme Leader you will be able to create programmes. You can get started straightaway – you do not need to wait for your role to be approved. However, your programmes can only be saved as Drafts and cannot be saved as 'Final' until your role as Programme Leader has been approved by your Quality Nominee. Once saved as Final, a programme becomes available to your Exams Officer in Edexcel Online so that they can certificate learners.

Quality Nominees do not need to claim a role in the *Online Service* because we already know about your role from the information connected to your Edexcel Online account. This means that Quality Nominees can create and edit programmes from first login, without the need to claim their role.

If the Skilled for Life system says that you are a Quality Nominee, but you do not hold this role in your centre, you will not be able to change your role in Skilled for Life. If you do need to change your role, please telephone us on 0844 463 2535.

Q. Why can I not save my programme as final?

A. You will not be able to save your programme as Final if:

- Your role of Programme Leader has not yet been approved by your Quality Nominee. If you have claimed the role of Programme Leader, but are not approved, you can create programmes and save them as draft, but cannot save them as final until your role has been approved. You can see if your role has been approved or not by going to the Claim roles page in the *Online Service*.

- Your programme contains a greater number of credits than indicated in Programme Size. This will be indicated by a red cross icon next to the size of the programme. Click on the Edit button next to the programme size to go back to Step 1 of the 3 step Create Programme wizard and adjust the size of your programme.

- Your programme contains qualifications that do not meet the required rule of combination. This will be indicated by a red cross icon next to the non-compliant qualification. You can amend the qualification by clicking on the Edit button at the bottom of the page, which will take you back to step 2 of the 3 step Create Programme wizard.

Q. What will happen when I save my programme as final?

A. When you are sure that you have the correct units in your programme, you can choose to save it as final. Saving your programme as final will:

- Change the status of your programme from DRAFT to FINAL

- Make your programme available in the Skilled for Life & Traineeship area of *Edexcel Online*. Your programme will be listed within the 'Select Units Group' drop down list on the 'Units Available' tab as well as making the programme available to the exams officer in your centre to claim certification against.

- Make your programme available to other users in your centre to view in Centre Programmes in the *Online Service*.

Once a programme is saved as final you can:

- Add more units and/or qualifications if required.

- Change your programme title.

- Increase the size of your programme.

However, you cannot:

- Delete your programme

- Remove qualifications or units from a final programme.

- Reduce the programme size.

- Include further qualifications which do not meet the required rules of combination.

Further information can be found in our Skilled for Life Administration Guide.

Q. Why have some units and qualifications expired in my programme?

A. All QCF units and qualifications can expire due to:

- A unit is non-compliant and/or has been superseded by an updated version of the unit in all other qualifications in which it appears.

- A qualification reaching its qualification end date and it is not extended.

- A qualification is amended and superseded by the updated qualification

Any changes to the units and qualifications within Skilled for Life are communicated directly to customers, as well as through notices on the Skilled for Life website.

Q. What do I do if my programme has expired units?

A. Skilled for Life units are available for delivery for as long as they are available within the rule of combination of a qualification. Once the final qualification in which they appear reaches its qualification end date, the unit will also expire on the same date and will no longer be available within the Units available table in Step 2 of the 3 step Create Programme. This means that the unit cannot be added to new or existing programmes after this date has passed.

For existing Skilled for Life programmes (draft or final) which contain one or more expired units, this is flagged in the Online Service within My programmes and Centre programmes with a red exclamation mark. Final programmes with expired units are also flagged in the same way in Edexcel Online.

These programmes should not be delivered to any new learners. If you need to deliver this programme to new learners, we suggest that:

- For Draft Programmes - the expired unit is simply removed and replaced with an alternative.

- For Final Programmes - you create a new programme, replacing this unit with a valid alternative.

If you started delivery of this unit before was reached, you will have until the certification end date of the qualification to claim achievement.

Q. I have qualifications which have passed their qualification end date in my programme. What should I do?

A. Once a qualification has passed its Qualification end date, it will no longer be available within the Units available table in Step 2 of the 3 step Create Programme wizard. This means that these qualifications cannot be added to new or existing programmes after the Qualification end date has passed.

For existing Skilled for Life programmes (draft or final) which contain one or more qualifications which have passed their Qualification end date, this is flagged in the Online Service within My programmes and Centre programmes with a red exclamation mark. Final programmes with qualifications that have reached their qualification end date are also flagged in the same way in Edexcel Online.

These programmes should not be delivered to any new learners. If you need to deliver this programme to new learners, we suggest that you create a new programme, replacing this qualification with a valid qualification.
If you started delivering these qualifications before the Qualification End date was reached, you will have until the certification end date of the qualification to claim achievement.

Q. I have qualifications which have passed their certification end date in my programme. What should I do?

A. Once a qualification reaches its Certification end date, it is no longer available to claim certification. Any programmes (draft or final) containing one or more qualifications which have passed their certification end date, will change automatically to an Archived status. This means that this programme will no longer be available for delivery to any learners. You may view an Archived programme but will not be able to edit. An Archived status is indicated within My Programmes and Centre Programmes with a red cross in a circle as a warning that this programme can no longer be used.

The programme will no longer be available in the 'Select Units Group' drop down on *Edexcel Online*, however any valid units from this programme will still be available within the Centre favourites list.

If you need to deliver this programme to new learners, again, we suggest that you create a new programme, replacing this qualification with a valid qualification.

Q. Where can I get links and information to the additional tools available within the Skilled for Life toolkit?

A. The Links tab in the main menu bar of the Skilled for Life Online Service provides links to additional tools available within the Skilled for Life toolkit.
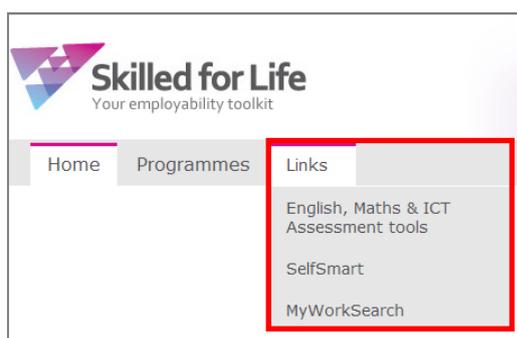
Q. What are the English, Maths & ICT Initial Assessment tools?

A. As part of the Skilled for Life toolkit, centres delivering a programme can access a free Initial Assessment Tool for English & maths. An ICT.Initial Assessment tool is coming soon

The Initial Assessment Tools have been developed to:

- Give a simple way of assessing a learner's existing skills by indicating their skills level

- Adapt to your learners' abilities and alter the type of questions according to their answers in the first half of the assessment.

Further information can be found on the Skilled for Life website.

Q. What is SelfSmart?

A. We've teamed up with ClearAims to offer you SelfSmart – an online behavioural diagnostic tool which helps identify issues around attitude and behaviour which may be barriers to employment. Skilled for Life centres can purchase SelfSmart for a small fee in addition to the purchase of a Skilled for Life credit package.

SelfSmart provides you with detailed individual profiles and targeted activities to address any weaknesses. Areas covered include:

- Coping with stress

- Self-awareness

- Confidence

- Motivations

- Interactions with others

Further information about SelfSmart can be found on the Skilled for Life website.

Q. What is MyWorkSearch?

A. MyWorkSearch is an online employability engine that provides learners with employment and career support by offering a job search tool, CV builder, advice centre, career mapper and more to ensure effective job-finding activity and help learners into sustainable employment.

MyWorkSearch allows you to access comprehensive activity reporting, so that you can monitor your learners' progress and learn how to support them.

Further information about the MyWorkSearch tool can be found on the Skilled for Life website.

Q. Where can I get further support and assistance?

A. For further support around using the Skilled for Life online service or for technical assistance, please contact a member of our customer service team.

For general information around the Skilled for Life offer, you can visit the Skilled for Life website, email skilledforlife@pearson.com or contact a member of our customer service team.

For support and advice around designing and delivering Skilled for Life programmes, please contact our Subject Advisor for Skills: Telephone 0844 463 2829 or email teachingskills@pearson.com.

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