

In association with



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# Gateway

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## User instructions for Co-ordinators

March 2017 version 1.1



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# Gateway

## Introduction

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These instructions cover all aspects of the Gateway system. Pages 4 – 13 cover the main functions which enable you to log on to the system and submit your claims. The remainder are to help you navigate the system to access claims already processed.

Should you have any difficulties with these instructions or the Gateway system please contact us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk) or 01423 534424

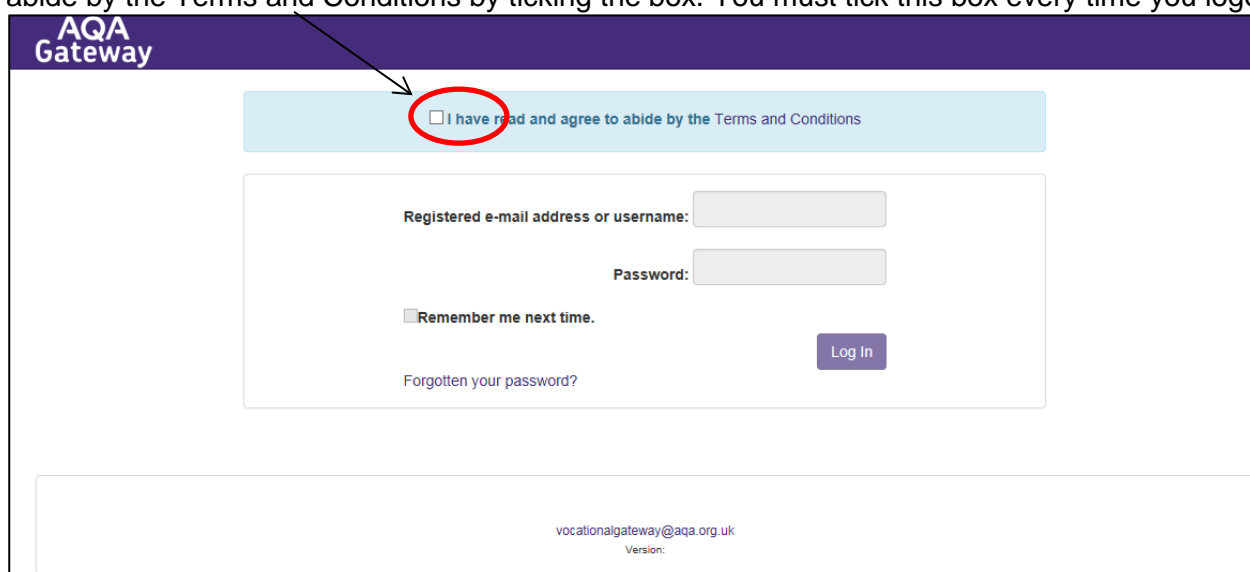
[Go back to contents page](#)

# Gateway

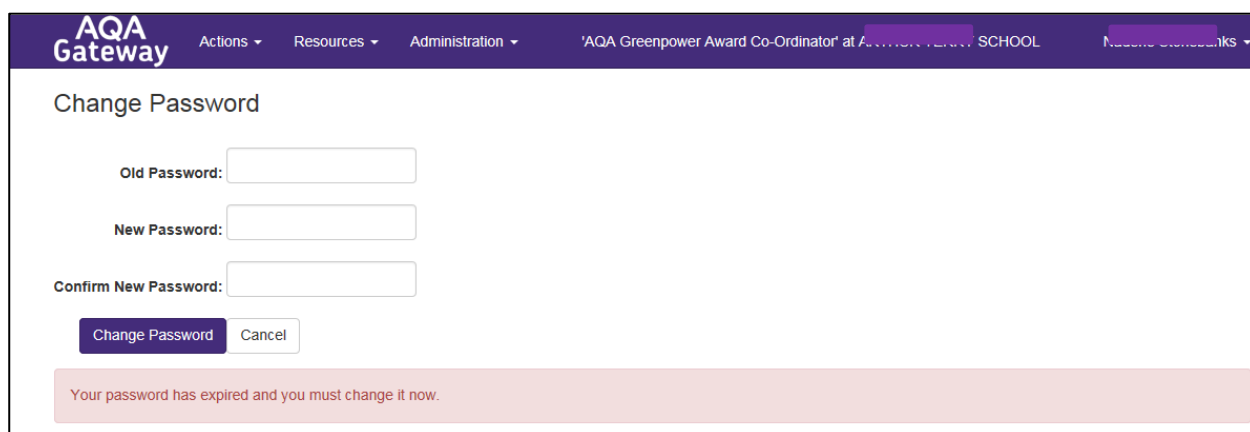
## Logging on

You will receive a link to Gateway and your username and password from AQA, via e-mail, once your registration on the Greenpower Award has been accepted. Please save the link to Gateway to your Favourites

Before entering your username and password, first acknowledge that you have read and agree to abide by the Terms and Conditions by ticking the box. You must tick this box every time you logon.

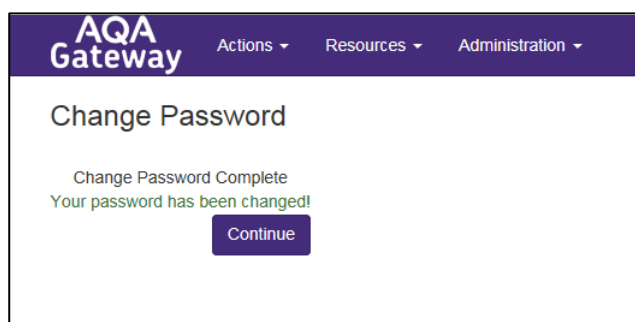


The first time that you log in, you will be asked to change your password.



Your password must contain at least eight characters, consisting of at least one alphabetical character and one non-alphabetical character.

If you forget your password please email [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk) and we will reset this for you.



Once you have changed your password and clicked continue, you will automatically be taken to the following screen. There are details for UAS, PSE and TVQ also held here. You can ignore these.

**Unit Award Scheme (UAS)**

AQA Education Windsor House	01423 534 235	unitawardscheme@aqa.org.uk
Personal and Social Education (PSE) Cornwall Road	01423 534 225	psewebportal@aqa.org.uk
AQA Greenpower Award Harrogate HQ1 2PW	01423 534 424	greenpoweraward@aqa.org.uk
Tech Levels (TVQ) AQA Education Devas Street Manchester M15 6EX	0800 085 0391	tvq@aqa.org.uk

Please note – You will only be directed here the **first** time that you log on. Click on the drop down arrow alongside your name and select My Details.

AQA Gateway
Actions
Resources
Administration
'AQA Greenpower Award Co-Ordinator' at / SCHOOL
N
s

My Details

Default Role

Click Here
to make your current role 'AQA Greenpower Award Co-Ordinator' at / SCHOOL your default role

My Roles

AQA Greenpower Award Co-Ordinator at / SCHOOL

My Non Organisational Addresses

No Addresses To Display

Sites for / SCHOOL

First Site (Main site)  
Address: . . .  
Phone: . . .  
Email: . . .

Contacts At / SCHOOL

Name	Role	Site	eMail	Telephone No.
[ . . . ]	AQA Greenpower Award Co-Ordinator	First Site	dt . . . . . ch.uk	0
NA . . . . .	AQA Greenpower Award Co-Ordinator	First Site	ns . . . . . uk	

Awarding Organisation Contacts for / SCHOOL

Name	Role	Site	eMail	Telephone No.
GREENPOWER EDUCATION	AQA Greenpower Internal Verifier	First Site	education@greenpower.co.uk	

If you are a Co-ordinator at more than one centre, you will need to ensure you are in the correct centre and switch if necessary.

Click the dropdown, find the centre you wish to administer and select **Switch**. When you switch role, no matter which screen you are in at the time, you will be taken back to the **Home** screen.

**Welcome to AQA Vocational Gateway**

**IMPORTANT MESSAGES**

**Applied Generals - Results will be released on 13th March 2017 for the January 2017 exams**  
 Entries can now be made via EDile-AQA, but the Applied General Business Unit 3 assignment documents and January past papers are still available on Gateway, under the Resources, Documents tab.

**Personal and Social Education (5800)**  
**Restricted release day for winter 2016 results**  
 Exams office staff and heads **only** can access Winter 2016 results today, Wednesday 22 February 2017. Results are confidential during restricted release and they must not be shared more widely.

Please contact your subject team, using the details below, should you need any support or guidance.  
 You can use this system for:

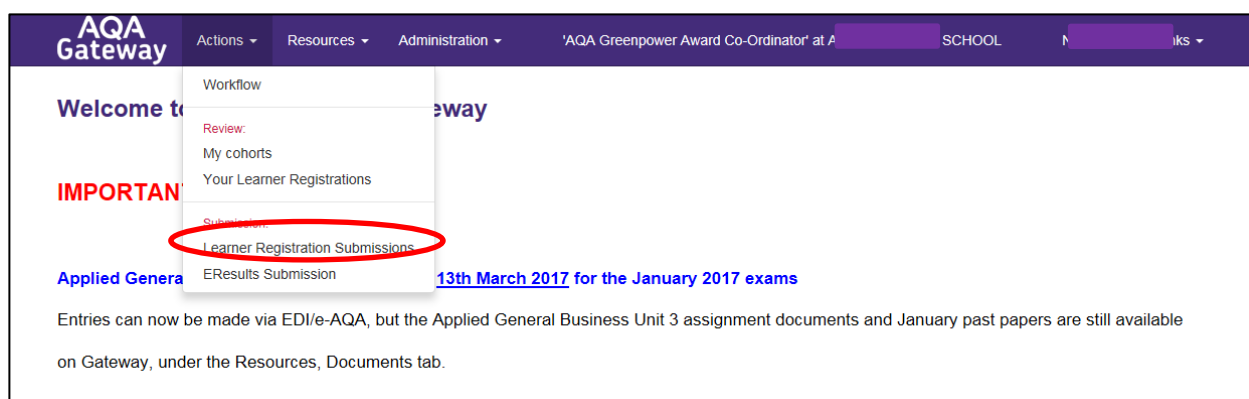
Unit Award Scheme (UAS)	AQA Education Windsor House	01423 534 235	unitawardscheme@aqa.org.uk
Personal and Social Education (PSE)	Cornwall Road	01423 534 225	psewebportal@aqa.org.uk
AQA Greenpower Award	Harrogate HQ1 2PW	01423 534 424	greenpoweraward@aqa.org.uk
Tech Levels (TVQ)	AQA Education Devas Street Manchester M15 6EX	0800 085 0391	tvq@aqa.org.uk

[Go to uploading a Claim](#)

# Gateway

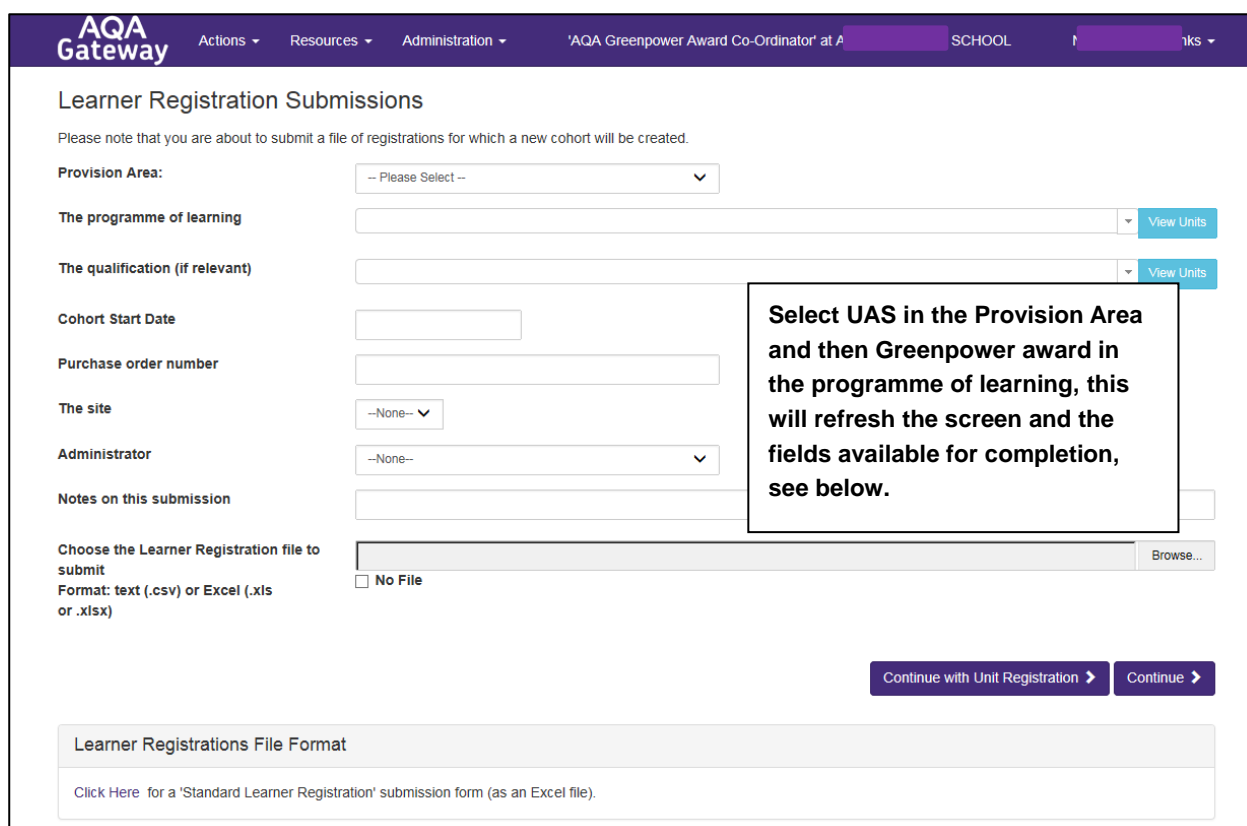
## Uploading a Claim Form and Teacher Checklists

You will only be able to make submissions using the Claim Form found on the AQA Greenpower award [webpage](#).



The screenshot shows the AQA Gateway homepage. The top navigation bar includes 'AQA Gateway', 'Actions', 'Resources', 'Administration', and a user profile section. The 'Actions' dropdown menu is open, showing options like 'Workflow', 'Review', 'My cohorts', 'Your Learner Registrations', 'Submissions', and 'Learner Registration Submissions'. The 'Learner Registration Submissions' option is circled in red. Below the menu, there is a 'Welcome to Gateway' message, an 'IMPORTANT' notice, and a link to 'Applied General Business Unit 3 assignment documents and January past papers'.

Select **Learner Registration Submissions** from the drop down menu on the Actions tab. You will be taken to the following screen.



The screenshot shows the 'Learner Registration Submissions' form. The form includes fields for 'Provision Area', 'The programme of learning', 'The qualification (if relevant)', 'Cohort Start Date', 'Purchase order number', 'The site', 'Administrator', and 'Notes on this submission'. A callout box with a black border and white text states: 'Select UAS in the Provision Area and then Greenpower award in the programme of learning, this will refresh the screen and the fields available for completion, see below.' Below the form, there is a 'Choose the Learner Registration file to submit' section with a 'Browse...' button and a 'No File' option. At the bottom, there are buttons for 'Continue with Unit Registration' and 'Continue', and a link to 'Click Here for a 'Standard Learner Registration' submission form (as an Excel file)'.



**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at A SCHOOL N ks

## Learner Registration Submissions

Please note that you are about to submit a file of registrations for which a new cohort will be created.

**Provision Area:** UAS

**The programme of learning** AQA Greenpower Award [33] [View Units](#)

**Cohort Start Date** 16/03/2017  
Please ensure for UAS submissions, end date is 11/08/2017  
Please ensure for Greenpower Award submissions, end date is 31/07/2017

**Cohort End Date** 31/07/2017

**Notes on this submission** free format text which we can see

**Choose the Learner Registration file to submit**  
Format: text (.csv) or Excel (.xls or .xlsx)

☐ No File [Browse...](#)

[Continue >](#)

**Learner Registrations File Format**

[Click Here](#) for a 'Standard Learner Registration' submission form (as an Excel file).

Enter:

Cohort start date - this should be the date on which you are uploading your claim.

Cohort end date – this should be the date as detailed on the screen directly above the box

Notes on submission – free format text box to add a note you wish us to see

Click the Browse button to locate the completed and saved excel claim spreadsheet which you wish to upload.

Click continue

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at A SCHOOL N ks

## Learner Registration Submission Confirm

Please confirm that you would like a new cohort, with the following information created. Your registration file will then be submitted against that cohort.

<b>Programme</b>	AQA Greenpower Award [33]
<b>Cohort Start Date</b>	16/03/2017
<b>Cohort End Date</b>	31/07/2017
<b>Notes:</b>	free format text which we can see
<b>File Name:</b>	4th test claim.xls

By submitting this registration file, you as the Authorised User confirm that all details are true, accurate and complete.

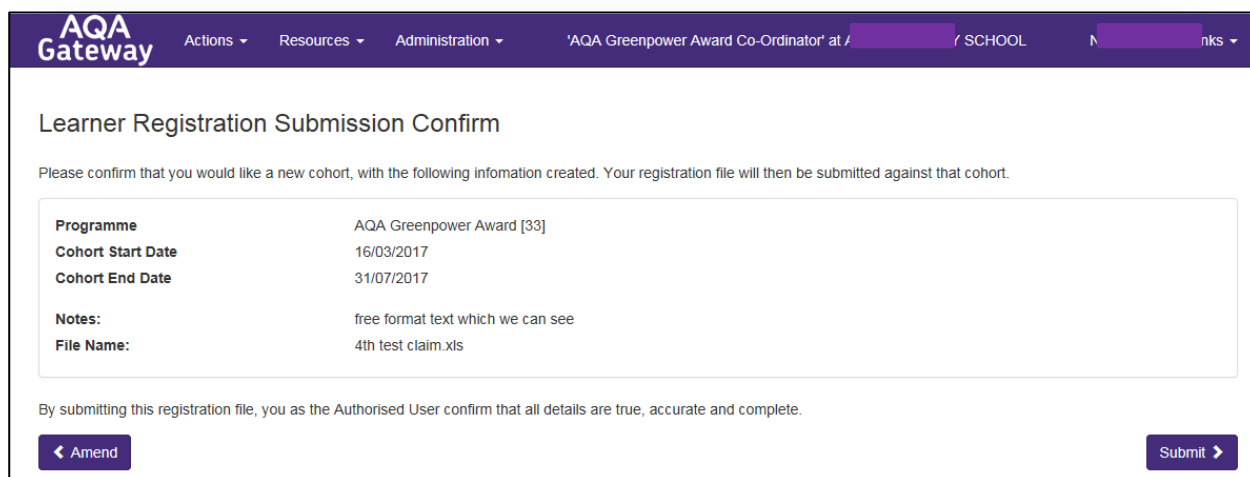
[Amend](#) [Submit >](#)

In the **Learner Registration Submission Confirm** screen, you can amend the file or submit.

If you realise there is an error on the Claim Form, or you have uploaded the wrong Claim Form, select **Amend** before submitting. Once submitted, there is no option to change a Claim Form or add learners and/or units.

By selecting **Amend**, you will return to the **Learner Registration Submission** screen and Gateway will have automatically removed the excel file you previously uploaded. Choose the replacement or amended Claim Form from your PC, as before then select **Continue**.

You will return to **Confirm Learner Registration Submission**



**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at / / SCHOOL N nks

### Learner Registration Submission Confirm

Please confirm that you would like a new cohort, with the following information created. Your registration file will then be submitted against that cohort.

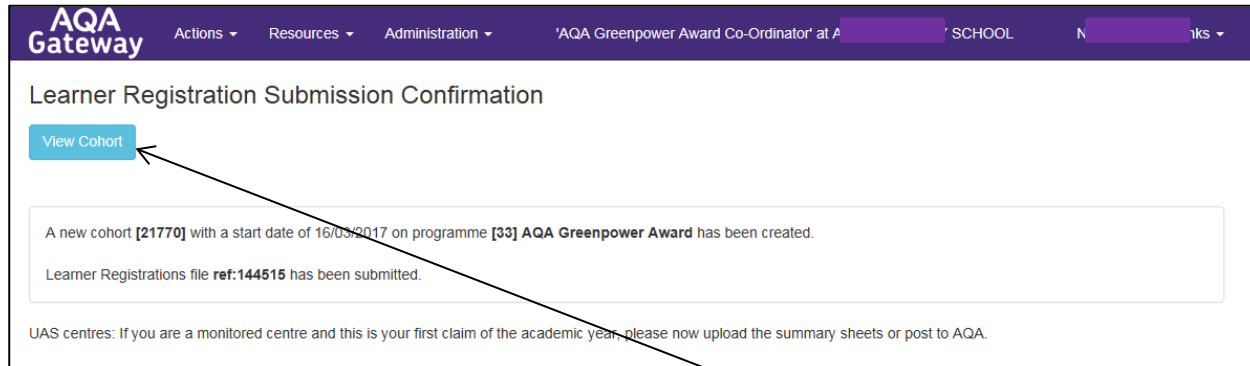
<b>Programme</b>	AQA Greenpower Award [33]
<b>Cohort Start Date</b>	16/03/2017
<b>Cohort End Date</b>	31/07/2017
<b>Notes:</b>	free format text which we can see
<b>File Name:</b>	4th test claim.xls

By submitting this registration file, you as the Authorised User confirm that all details are true, accurate and complete.

[← Amend](#) [Submit →](#)

Once you are happy with the file you have added Select **Submit**

You will see the onscreen confirmation message below.



**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at A / SCHOOL N nks

### Learner Registration Submission Confirmation

[View Cohort](#)

A new cohort [21770] with a start date of 16/03/2017 on programme [33] AQA Greenpower Award has been created.

Learner Registrations file ref: 144515 has been submitted.

UAS centres: If you are a monitored centre and this is your first claim of the academic year, please now upload the summary sheets or post to AQA.

You will also receive an email confirming your submission. If you don't receive an email, check your junk mail.

You will now need to upload the supporting teacher checklist(s) for the claim using the **View Cohort** button.

Select **View Cohort** and the following screen will be displayed

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at / SCHOOL N lks

Unit Registrations Cohort Documentation

### Cohort [21770]

<b>Provider</b>	[3470] [NCN:2 95] / SCHOOL	<b>Purchase Order No</b>	
<b>Centre Reference</b>	[33] AQA Greenpower Award	<b>Cohort End</b>	31/07/2017
<b>Cohort Start</b>	16/03/2017	<b>Number of Learners</b>	0
<b>Site</b>		<b>Quality Personnel</b>	AQA Greenpower Internal Verifier: GREENPOWER EDUCATION [ID:85744]
<b>Administrator</b>			

**Learner Registrations**

Learner registrations submitted but not yet processed

Click on the surname to review the learner's history for your currently selected centre

No learners.

Cohort Unit Registrations

Select **Cohort Documentation**

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at / SCHOOL N lks

### Cohort Documentation

For cohort [21770]

[Back to Cohort](#)

**Submit Document**

Pick a document type and sub-type from the drop-down lists and then click "Browse..." to select a document to upload.

--Document Type-- --Document Sub-type--

Browse... Submit

**View Document**

Choose a document to view:

No Documents To Be Displayed

From the above screen click the drop down in **Document Type** and select Greenpower Teacher Checklist from the list.

Select **Browse...** and then search for your saved teacher checklist(s) in your PC drive. These should be named as the follows: GP Checklist%\*\*\*\*\*XXXX

NB.

% = page number (1,2,3 etc)

\*\*\*\*\* = centre number

XXXX = cohort number

Select **Submit** the following screen will be displayed

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at ARTHUR LEEK SCHOOL nks

## Cohort Documentation

For cohort [21770]

[Back to Cohort](#)

### Submit Document

Pick a document type and sub-type from the drop-down lists and then click "Browse..." to select a document to upload.

--Document Type-- --Document Sub-type--

Browse... Submit

✓ File 'GP Checklist 1 99999 19.11.15.pdf' submitted

### View Document

Choose a document to view:

Title	Description	Modified Date	Author
<a href="#">GP Checklist 1 99999 19.11.15.pdf</a>	Greenpower Teacher checklist	16/03/2017	Sarah Smith, Teacher

To view the uploaded teacher checklist(s) click on the hyper link

The document will be displayed in the program in which it was created, i.e. adobe will open to display the checklist as it is a pdf.

In association with **AQA** **Greenpower** INSPIRING ENGINEERS

Sheet No **1** of **1**

### AQA/Greenpower Award: 73491 - Design Unit For Goblins - Teacher checklist

Name of centre **First Greenpower Centre** Centre No. **1 1 1 1 1**

\*Dates must be used to record the achievement of each outcome in the columns below

Student Details		Outcomes *									
Number	Name	Correctly labelled at least five parts of a kitcar	Made at least one suggestion for an improvement that could be made to one element of the kit	Contributed to the development of a simple CAD (Siemens solid edge) design	Contributed to the production of a simple prototype of one proposed design	Engaged in working with CAD (Siemens Solid Edge) system	Experienced working as part of a team				
	SUPER GIRL	01/09	10/09	15/09	25/09	30/09	30/09				
	GREEN LANTERN	01/09	15/09	15/09	25/09	30/09	30/09				
	SPIDER MAN	05/09	15/09	20/09	25/09	30/09	30/09				

Award coordinator signature \_\_\_\_\_ Greenpower Coordinator \_\_\_\_\_ Name \_\_\_\_\_ Date **30/09/15**

**IBT Education** The Institution of Engineering and Technology **SIEMENS** **SILVERLINE**

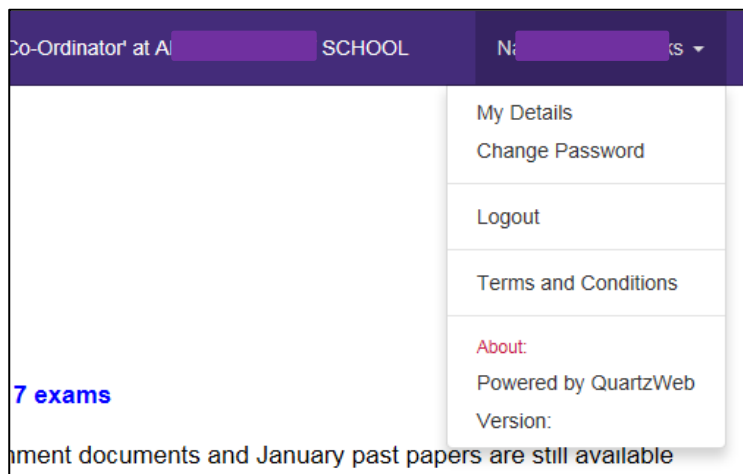
AQA Education (AQA) is a registered charity (number 1073334) and a company limited by guarantee registered in England and Wales (number 3644723). Our registered address is AQA, Devas Street, Manchester M15 6EX.

This document will now be visible to both Greenpower Internal Verifier and to AQA for verification purposes. Your claim upload is now complete.

[Go back to contents page](#)

# Gateway

## Screen Walkthrough



## My Details

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at ARTHUR TERRY SCHOOL Nadene

### My Details

Default Role

[Click Here](#) to make your current role 'AQA Greenpower Award Co-Ordinator' at ARTHUR TERRY SCHOOL your default role

**My Roles**

AQA Greenpower Award Co-Ordinator at ARTHUR TERRY SCHOOL

**My Non Organisational Addresses**

No Addresses To Display

**Sites for ARTHUR TERRY SCHOOL**

**First Site (Main site)**

Address: , , ,  
Phone:  
Email:

**Contacts At ARTHUR TERRY SCHOOL**

Name	Role	Site	eMail	Telephone No.
Dean Batty	AQA Greenpower Award Co-Ordinator	First Site	dbatty@arthurterry.bham.sch.uk	0121 3232221
Nadene	AQA Greenpower Award Co-Ordinator	First Site	nstone@	

**Awarding Organisation Contacts for ARTHUR TERRY SCHOOL**

Name	Role	Site	eMail	Telephone No.
GREENPOWER EDUCATION	AQA Greenpower Internal Verifier	First Site	education@greenpower.co.uk	

**My Roles**, if you are Co-ordinator for more than one centre, the centres will be listed here.

No site information will be held for your centre as all certificates etc will be issued via Greenpower

This section will display the Co-ordinator contact details

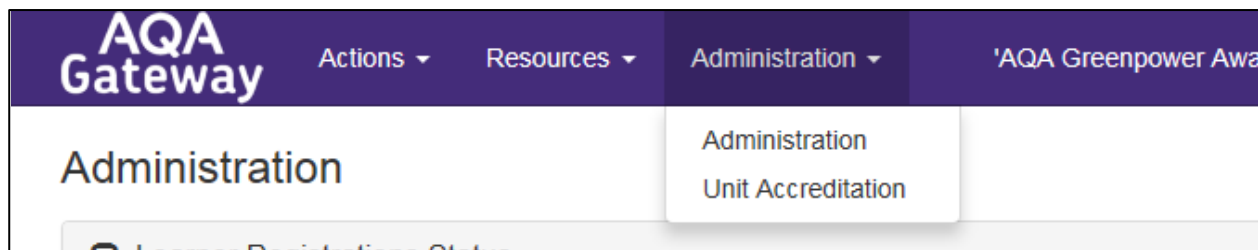
This section will display the Internal Verifier contact details

[Go back to contents page](#)

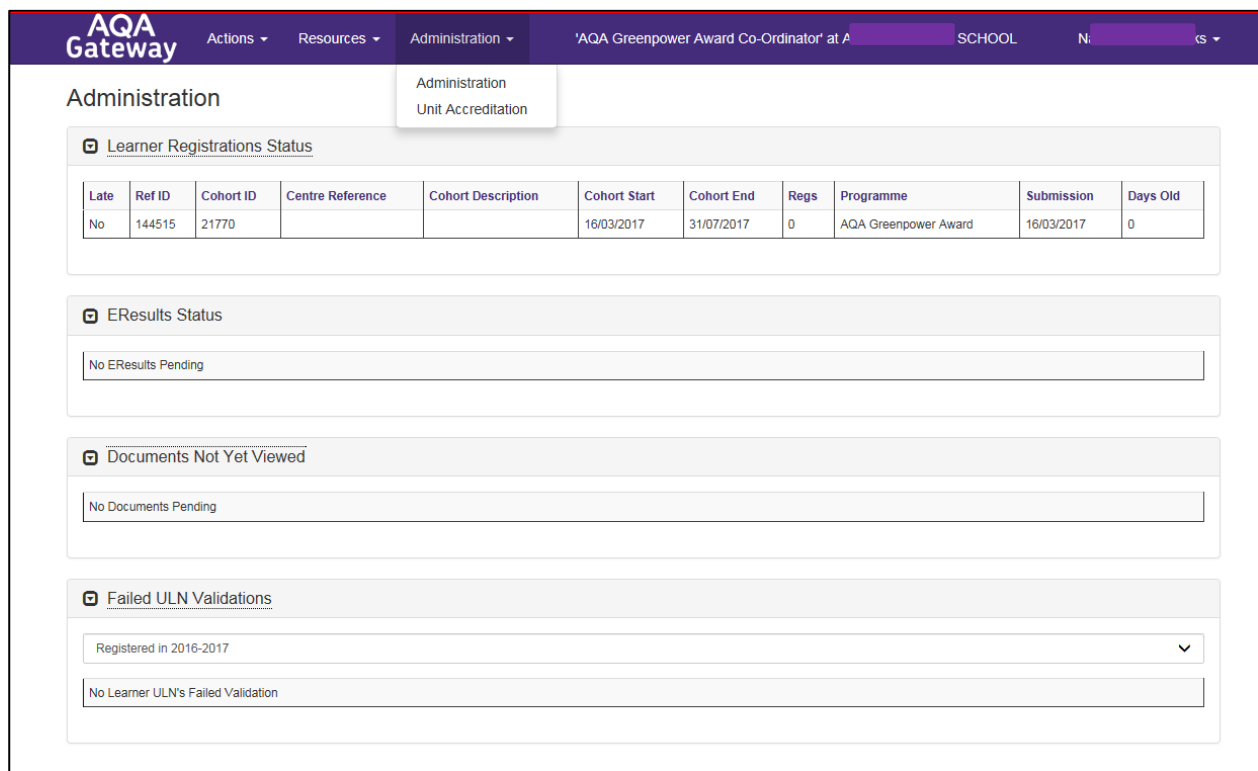
Resources

You do not need to access any of the options on this menu.

Administration



Select Administration from the drop down menu and the following screen is displayed:



When viewing the **Administration** screen, there are two sections you will find particularly useful. These are **Learner Registration Status** and **EResults Status**.

**Learner Registration Status** shows what registrations you have made and at what stage they are in the process up to acknowledgment.

**EResults Status** shows your cohorts once the registrations have been acknowledged by AQA.



Status	Ref ID	Cohort ID	Centre Reference	Cohort Description	Cohort Start	Cohort End	Regs	Being Awarded	Programme	Submission	Verified	Tot Days	Days	Option
Awaiting QA verification		21770			16/03/2017	31/07/2017	4	4	AQA Greenpower Award	17/03/2017		5		<a href="#">View</a>

**Statuses:**

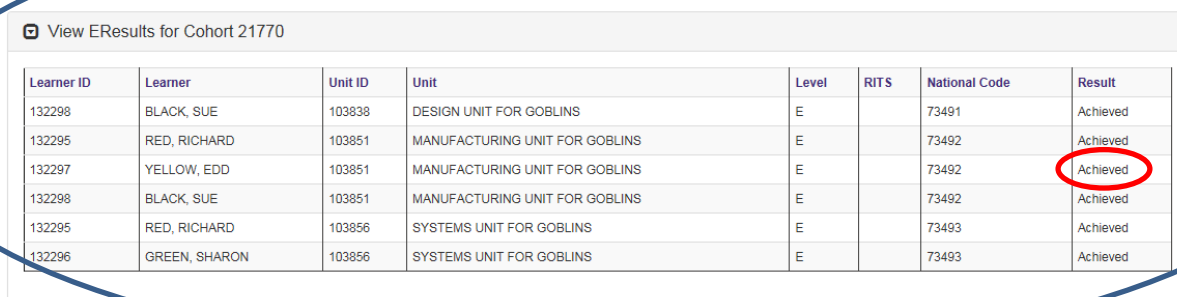
**Awaiting QA verification** – Your submission is with your Internal Verifier (Greenpower), once verified this will change to **Awaiting Processing**

**Awaiting Processing** – Your submission is with AQA, the **Verified** column shows/will show the date it was verified by your Internal Verifier

**Returned Awaiting Resubmission** – There may be a problem with your submission. We will contact you if you need to take further action.

Click the **View** link in the **Option** column to be see the detail of the learners in the claim.

**View EResults**



Learner ID	Learner	Unit ID	Unit	Level	RITS	National Code	Result
132298	BLACK, SUE	103838	DESIGN UNIT FOR GOBLINS	E		73491	Achieved
132295	RED, RICHARD	103851	MANUFACTURING UNIT FOR GOBLINS	E		73492	Achieved
132297	YELLOW, EDD	103851	MANUFACTURING UNIT FOR GOBLINS	E		73492	Achieved
132298	BLACK, SUE	103851	MANUFACTURING UNIT FOR GOBLINS	E		73492	Achieved
132295	RED, RICHARD	103856	SYSTEMS UNIT FOR GOBLINS	E		73493	Achieved
132296	GREEN, SHARON	103856	SYSTEMS UNIT FOR GOBLINS	E		73493	Achieved

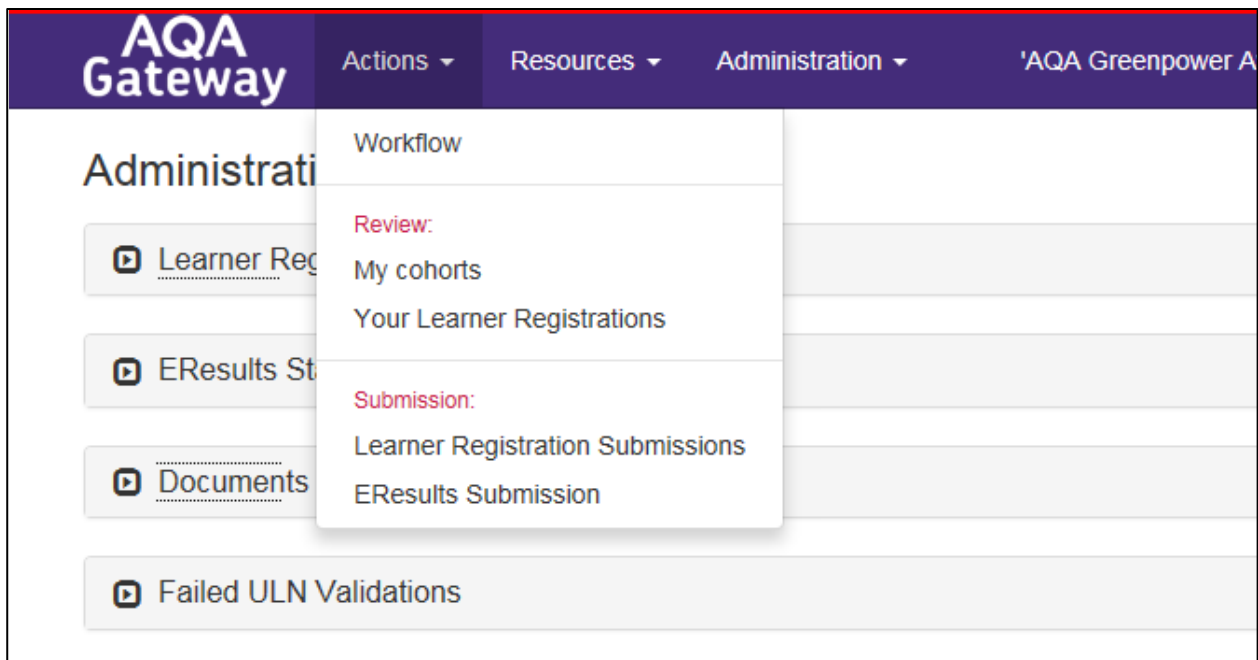
Please note, the learners and units displayed here are those that you **submitted** for this cohort but **have not** yet been **processed** or **awarded** regardless of the status. The Achieved status shown in the **Result** column is **not** the final outcome for your cohort.

The cohort will be removed from the **EResults Status** list once it has been verified by the Internal Verifier, processed and awarded by AQA.

**Documents not yet viewed** shows any forms you have uploaded for the attention of AQA which have not yet been actioned. These will disappear once processed by AQA.

**Failed ULN validations**, you can ignore this section.

## Actions



**My cohorts** - allows you to view or search for ALL of the cohorts you have submitted, including those that have been awarded for the current academic year.

The screenshot shows the 'My cohorts' page in the AQA Gateway. The page title is 'My cohorts'. Below the title, there is a description: 'This screen allows you to search for cohorts, but opens by default showing **current** cohorts, ie ones where today's date lies between their start and end dates or has recently ended and certificates have not yet been generated.'

The 'Find Cohorts' section contains the following search criteria:

- Cohort ID:
- Centre Reference:
- Starts in Academic year:
- Current?: ☒
- Programme ID:
- Programme Name:
- Qualification ID:
- Qualification Name:
- Administrator:

A 'Search' button is located below the search criteria.

The table below lists the cohorts:

Cohort ID	Centre Reference	Programme ID	Programme Name	Qualification ID	Qualification Name	Cohort Description	Cohort Start Date	Cohort End Date	Cohort Site Name
12673		33	AQA Greenpower Award				13/05/2016		
12793		33	AQA Greenpower Award				24/05/2016		First Site
19735		33	AQA Greenpower Award				23/01/2017	31/07/2017	First Site
21770		33	AQA Greenpower Award				16/03/2017	31/07/2017	First Site

To view a cohort, click on its ID.

For cohorts not automatically listed (ie from a previous academic year), you can use the search function **Find Cohorts**.



**Find Cohorts**

Cohort ID	Centre Reference	Starts in Academic year	Current?
<input type="text"/>	<input type="text"/>	Any	<input checked="" type="checkbox"/>

Programme ID	Programme Name
<input type="text"/>	<input type="text"/>

Qualification ID	Qualification Name
<input type="text"/>	<input type="text"/>

Administrator:  **Search**

From the dropdown, select the academic year you wish to view and remove the tick from **Current**. Click on **Search**. You will only be able to search back to 2015/16.

No Results will appear if there is no data.

**Learner registrations** - allows you to review Learner's registrations at your centre. You can search for a specific learner and view their unit history.

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at A SCHOOL Navigation

### Your Learner Registrations

Search Learner Registrations

Forename	Surname
<input type="text"/>	<input type="text"/>

Learner ID	ULN	DOB	Tutor
<input type="text"/>	<input type="text"/>	<input type="text"/>	<Any>

**Search**

The search results returned will only reflect the learner at your centre, registered on your cohorts.

You can search by:

**Forename**

**Surname**

**Date of Birth (DOB)**

**Please note that the search results will only show the learners at your centre.**

The screen below is an example of what your search will return.

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at SCHOOL

### Your Learner Registrations

Search Learner Registrations

Forename Surname

Learner ID ULN DOB Tutor

Search

The search results returned will only reflect the learner at your centre, registered on your cohorts.

Learner ID	ULN	Forename	Surname	DOB	PostCode	Cohort ID	Cohort Description	Registered On
132297		EDD	YELLOW (more...)	01/01/1998		21770 (more...)		

To review the units achieved by the learner, click on their **Surname**.

You will view the following screen, **Learner History**.

**AQA Gateway** Actions Resources Administration 'AQA Greenpower Award Co-Ordinator' at AF SCHOOL Nad

### Learner History

EDD YELLOW [132297] at A SCHOOL

Back to Cohort

Gender: Male Ethnicity:

DoB: 01/01/1998 Email:

ULN: Phone:

ULN Status: Not Verified Address:

Notes:

- The history shown only includes achievements gained at your centre. Other achievements either with this awarding body, or other awarding bodies are not shown.
- Achievements may not be displayed here for a period of time following their achievement-date.

#### Registrations

Cohort ID	Programme	Cohort Start	Cohort End	Medrice	No. of Awards	Registered On
21770 (more...)	AQA Greenpower Award	16/03/2017	31/07/2017	Employment Status: -[Not Yet Set]- Adjustment: -[Not Yet Set]- SCN:		

#### Unit Registrations

Unit ID	Unit Name	Unit Level	Credits	RITs	National Code	Cohort ID	Administrator Name
103851	MANUFACTURING UNIT FOR GOBLINS	E	3		73492	21770 (more...)	

#### Unit Awards

This person has no units awarded.

#### Qualifications Awarded

No qualifications achieved.

#### Submit Document

Pick a document type and sub-type from the drop-down lists and then click 'Browse...' to select a document to upload.

Document Type: Document Sub-type:

Document: Browse Submit

#### View Document

Choose a document to view:

No Documents To Be Displayed

Units claimed by the centre

Units the Learner is registered for including those not yet awarded by AQA

Status of processed units

---

**Registrations** – This lists every cohort the learner has claimed units in.

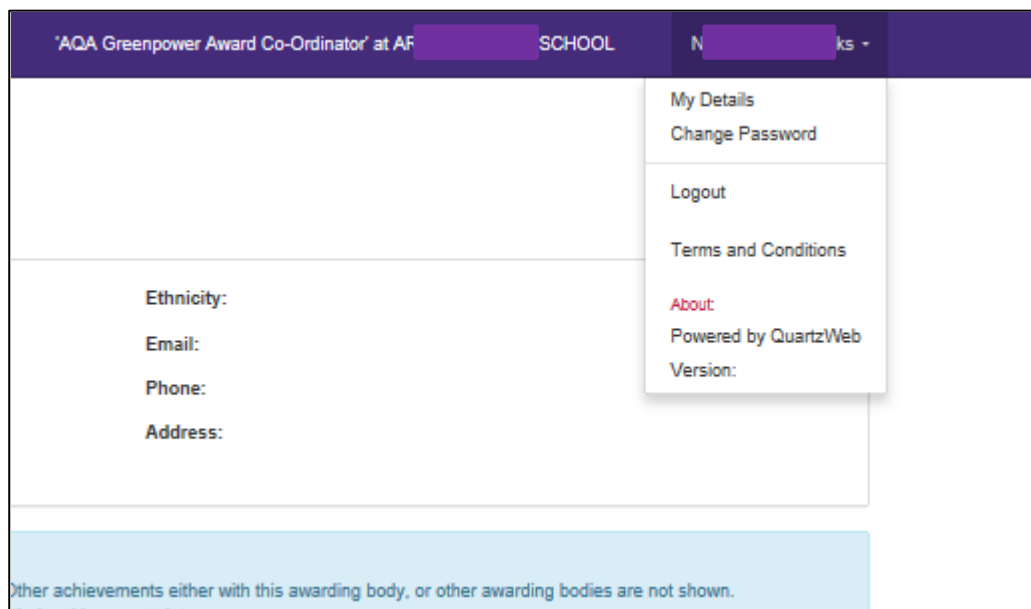
**Unit Registrations** – A breakdown of the units registered against the learner (and the corresponding cohort).

**Unit Awards** – Here you will see the units for the learner which have been processed through to award by AQA and for which certificates have been produced. Units awarded will show **Achieved**, units not awarded will show **Not Achieved**.

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## Logging Out

To log out of Gateway, use the link at the top right hand side of the page.



If you come across any issues that cannot be answered in our Frequently Asked Questions overleaf, please contact AQA.

E: [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)

T: 01423 534424

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# Gateway

## Frequently Asked Questions

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If you have any questions that have not been answered in this section, or you are still experiencing problems, please contact AQA on T: 01423 534424 or e-mail [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)

### Technical help

**Q. Do I need a specific operating system to use Gateway?**

A. No, you should be able to access Gateway from any operating system.

**Q. Who do I contact if I have ICT/Technical problems with Gateway?**

A. AQA will be happy to help.

**Q. The links you sent me do not work.**

A. Please make sure you have used/copied the link correctly. Please make sure your pop up blocker is turned off. Try another PC and/or internet browser (Internet Explorer, Chrome etc). If you are still experiencing difficulties contact us for further help and guidance.

**Q. Gateway keeps logging me out.**

A. Inactivity on the screen will cause Gateway to log out.

### Logging on and user accounts

**Q. I have not received any login details**

A. Please contact us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)

**Q. I can't type anything on the login screen.**

A. Have you clicked in the terms and conditions box? The screen will only be active when you have done this. If you have ticked the box please contact us for further help.

**Q. I have forgotten my username and or password**

A. If you do not know your username please email us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)  
If you have only forgotten your password click on the forgotten password link and/or see this section in the user guide.

**Q. My username is not recognised**

A. Please contact us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)

**Q. How do I change my password?**

A. On the My Details screen there is a link to change your password click this and then follow instructions on screen or in user guide.

**Q. Can other members of staff use my account?**

A. No, it is important that your login remains secure. If you wish other staff to have access to Gateway then you need to complete a Co-ordinator amendment form to add them as additional Co-ordinators.

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- Q. **If we have more than one Co-ordinator, will each have their own account?**  
A. Yes.
- Q. **What happens if a new Co-ordinator joins our centre?**  
A. When you submit a Co-ordinator amendment form to add additional Co-ordinators, user access will be given automatically when the form is processed.
- Q. **On the My Details screen, my displayed details are incorrect.**  
A. Please contact us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)
- Q. **What happens if I move to a different centre?**  
A. You will need to register as a Co-ordinator at the new centre, if they already use the scheme. Your login details will remain the same but you will only be able to see the new centres learners and cohorts.
- Q. **I am no longer to be Co-ordinator, how do I deactivate my account?**  
A. Please contact us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk) and we will suspend your access.

## Claim Forms

- Q. **How should I list my Learners on a Claim Form?**  
A. We suggest that you list your learners in alphabetical order by surname. This will make it quick and easy to check certificates when they are sent to you.
- Q. **I do not have a date of birth for a Learner.**  
A. It is important to obtain a date of birth for your learners. However, if this is not obtainable, please use 01/01/1900.

## Uploading a Claim

- Q. **My Claim Form won't upload**  
A. Please check that you are using the latest version of the claim form, available on our webpage. If you are receiving an error message please take a screen shot and contact us at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)
- Q. **Where has my submitted Claim Form gone?**  
A. Your claim form has been processed through the system and will be awaiting verification by your Internal Verifier (Greenpower) or will be with AQA for production of certificates.
- Q. **Can I upload a Claim Form at any time?**  
A. Yes.
- Q. **Can I upload a Claim Form with just one Learner?**  
A. Yes.
- Q. **Is there a maximum number of Learners and Units I can submit on one Claim?**  
A. No.

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**Q. Should I save local copies of Claim Forms?**

A. You need to save the form before you can upload it to Gateway. After that you may continue to hold the saved file if you wish but the claim will be held in the system and visible in the review classes screen, see user guide for viewing instructions.

**Q. I need to amend a Submission.**

A. If you have not yet confirmed your submission you can still withdraw and amend it, see user guide for instructions. If your claim has been confirmed and is awaiting verification or processing then it is not possible for you to amend it. If you wish to add additional learners and/or units you will need to create another claim form just containing these additional items and upload as a separate claim in the normal way. If there are errors on the claim you have submitted, ie learners or units which need to be removed then you will need to provide the relevant details to AQA at [greenpoweraward@aqa.org.uk](mailto:greenpoweraward@aqa.org.uk)

**Q. Can I upload more than one Claim at a time?**

A. You can only add one file at a time but you can add extra files by repeating the process. You should only need to do this if you have made an error on the first claim and you have additional learners or units to add.

**Q. I have missed a Learner on my Claim.**

A. If you wish to add additional learners and/or units you will need to create another claim form just containing these additional items and upload as a separate claim in the normal way.

**Q. Can I delegate submissions to anyone else in my centre?**

A. You must not share your logon details with anyone. If you wish another member of staff to be able to upload submissions they should be registered as an additional Co-ordinator and will receive their own personal logon.

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