UNIT AWARD SCHEME
Gateway
User guide for coordinators
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Gateway

Introduction

These instructions cover all aspects of the Gateway system. It covers the main functions which enable you to log on to the system and submit your claims.

Should you have any difficulties with these instructions or the Gateway system please contact us at unitawardscheme@aqa.org.uk or 01423 534235
Gateway
Logging on

You will receive a link to Gateway and your username and password from the Unit Award Scheme via e-mail. 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 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.

Press enter or click Change Password.

Click Continue and you are directed to the Home (landing) page.
Here, you will find updates, messages and contact details for the subject areas that use AQA Gateway.

Most actions are performed from the purple ribbon at the top of the screen.

### Switching centres

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. To do this, select the dropdown, find the centre you wish to administer and select **Switch Role**.

Click on the role that is visible in the purple ribbon.

The Switch Role prompt box will appear on screen. Click on the drop down arrow to view and select other roles. Click on the relevant role and choose Switch.

The title/name of the centre in the purple ribbon is now changed.

When you switch role no matter which screen you are in at the time, you will be taken back to the Home screen.
Forgotten passwords

For security purposes Gateway access is configured to reset after 180 days. At this point you will need to use the ‘Forgotten your password?’ link to be able to create a new password. Tick to confirm you have read and agree to abide by the terms and conditions and click on Forgotten your password?.

You are directed to enter your username or registered e-mail address. Click Continue.

You will shortly receive an email containing a password reset link. Click on the link in the email to set your password and log on.

Changing your password

Click on your name on the right side of your screen and from the drop down menu select Change Password.

Enter your old password and ensure that your new password contains at least eight characters, consisting of at least one alphabetical character and one non-alphabetical character. Select Change Password and you are taken to the Home screen.
Gateway
Uploading a Claim Form

You can only make submissions using the current claim form in the UAS Administer page.

When you are ready to submit your claim, select Actions from the purple ribbon and choose Learner Registration Submission.

Select UAS - from the Provision Area drop down menu.

Select UAS Programme (2) - from the Programme of learning drop down menu.

Note: The qualification (if relevant) box will disappear when UAS Programme 2 is chosen.

Click on Continue.
For **Cohort Start Date** – Please enter today’s date

For **Cohort End date** - see the instructions on this page on Gateway. (There will be 2 dates to choose from, depending on the status of your centre)

For **Learner Registrations File to Submit** – Click Browse/Choose File to locate your completed **Excel** Claim form on your own drive.

You can add a ‘**Cohort description**’ that will help you identify the cohort and add your own ‘**Notes on this submission**’ or you can leave the field(s) blank.

Click on **Continue**
If you are happy to confirm your submission select **Submit**.

If you do not wish to submit the registrations or you've made an error, choose **Amend** (circled) to return to the Learner Registration Submission screen. The original file you selected will automatically have been removed and you can start again with your submission.

Browse to the correct version of your saved form and click **Continue**. You will return to the Learner Registration Submission Confirm screen and click **Submit**.

You will view an onscreen confirmation message as above. You will also receive an email confirming your submission.

If you don’t receive this email please check your spam or junk mail.

To upload your summary sheets, you can select the **View Cohort** button, or go to the purple ribbon, select Actions/My Cohorts and follow instructions for **Uploading Summary Sheets** below.
Gateway
Uploading a Summary Sheet

You will only be required to upload your summary sheets if you fall into either of the below categories:

- you are a Postal centre
- this is your first submission of the current academic year.

You will need to have previously saved your summary sheets to your drive before you can proceed with uploading. Please save your summary sheets with the following name: SS followed by the unit code that you are submitting. The filename should look similar to this example - SS79234

Uploading summary sheets will only be possible once your claim has been uploaded.

From the confirmation screen of your newly submitted claim, select View Cohort or go to the purple ribbon, select Actions/My Cohorts and click on the cohort ID whose summary sheets you are uploading. You will now view the following screen.

A new row of options has appeared below the purple ribbon and you should select Cohort Documentation.
The Cohort Documentation screen appears and you need to submit your summary sheet.

From the drop down options in Document Type select **UAS Summary Sheet** (you don’t need to select a Sub-type).

Click on **Choose File/Browse** and find the correct version of your saved summary sheet. If you have chosen the correct file, click Submit. You will see an onscreen message and your document is now visible in the View Document area at the bottom of your screen.

**Please note; Gateway will only allow you to upload one document at a time.** To upload further sheets, select **Choose File/Browse** and repeat the process.
Gateway
Previous Learner Achievements

To view units achieved by learners in any academic year, you can run a report from Gateway.

Click on Resources and select Reports

You will be taken to the following screen. Select Learner registrations.

To view the report, add the dates eg 01/09/2015 and 12/08/2016 and your centre number in the Old_Code box and click on View Report.

Units achieved by learners will appear under Learner achievements

To export to Excel, select the disk icon and select Excel
Gateway
Unit Accreditation – Submitting a new unit for accreditation

To submit a unit for accreditation, log into Gateway and select Administration and then Unit accreditation.

You will be taken to the following screen.

Ensure that you have Submit New Unit selected from the dropdown menu before you start completing the template. The left hand side of the template is for Outcomes and the right is for Evidence needed.
Start by adding the unit title – The **Unit Title** must be entered in **UPPERCASE**.

Then add the **Unit Level** (select from the dropdown menu).

Now you can add the **Outcomes** and **Evidence needed**.

Select the correct title for each stem eg **demonstrated the ability to**

Ensure outcomes are **numbered** using the correct format.

The number must be followed with a full stop and a space before the outcome starts,

eg **1. outcome** (the outcomes must be completed **ALL** in lowercase). The **last** outcome must end with a full stop.

When adding **Evidence needed**, the evidence needs to be in line with the appropriate outcome.

Evidence does not have to be entirely in lowercase and should begin with a capital letter.
When you are satisfied that the template is correct and complete, select Submit.

The following message will appear. Click OK.

You will see a confirmation message. Your new unit has now been submitted to the UAS team.

Accreditation for new units can take up to eight weeks. We will contact you if we have any queries about your new unit. You will be notified once the unit has been approved.
Gateway
Submitting a minor amendment to a unit for accreditation

To submit a unit for amendment, log into Gateway and select Administration and then Unit accreditation.

You will be taken to the unit Accreditation, ensure that you have Submit Unit Update selected from the dropdown menu, before you start completing the template.

Enter the code of the unit you wish to amend and click on Search. The unit will appear in the template as below
Before making and submitting any amendments, please ensure there is a space between the outcome number and the start of the outcome. Also remove any numbers on the Evidence needed column.

Make the amendments to the unit, ensuring that the outcome numbers are in sequence. Once you have completed your amendments, click Submit.

The following dialogue box will appear. Click OK

You will see a confirmation message. Your new unit has now been submitted to the UAS team.

Accreditation for minor amendments to units can take up to four weeks. We will contact you if we have any queries. You will be notified once the unit has been approved.
Gateway
Screen Walkthrough

My Details

To view My Details, click on the dropdown arrow next to your name. Select My Details.

You will be taken to the following screen

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

Sites for will display the centre’s contact details (for the current selected centre). If these are incorrect or change, you will need to inform the Unit Award Scheme team.

Contacts at AQA will display your details.

Awarding organisation Contacts for AQA will display your Assessor details
Workflow

To view the Workflow screen, click on Actions and select Workflow.

You will be taken to the following screen.

Your status is displayed here and will be one of the following:

1st Postal – for new centres whose first submission needs to be verified by a UAS Assessor.

2nd Postal – for new centres whose next submission, needs to be verified by a UAS Assessor or for centres returning to the scheme after a long period of absence.

3rd Postal – only for centres where at 2nd postal there are still some concerns as to the consistency of assessment or there are still some administrative issues to be resolved.

Monitored – for centres that are now able to submit their claims directly to AQA without Assessor verification during the academic year.

Awaiting Monitored 1st Postal – all centres, previously at monitored status, will be set to this status at the start of each academic year, ie Sept. This is because the first assessment of each academic year must be submitted for verification by a UAS Assessor.

If you have any queries regarding the status of your centre please contact the UAS team.
Documentation

This page allows you to upload documents from your computer to Gateway and to view your Assessor reports.

Click on Resources and select Documents

You will be taken to the following screen

Submit Document

The document types currently available for upload are:

Co-ordinator Amendment Form
UAS Summary Sheet (these are uploaded at the same time as your claim. See Uploading Summary Sheets)

The Co-ordinator Amendment Forms and Summary Sheets can be found in Administer on our website.

To upload a Co-ordinator amendment form, select Co-ordinator Amendment Form from the Type dropdown menu. Use Browse to find the form on your PC and click on Submit.
You will now be able to view your uploaded Co-ordinator Amendment Form by clicking on the hyperlink which will be at the bottom of the screen.
Administration

Click on Administration, select the sub Administration menu. You will be taken to the following screen.

When viewing the Administration screen, there are two screens you will find useful. These are EResults Status and Documents Not Yet Viewed.

The EResults Status shows your cohorts at various stages of their submission:

Awaiting QA verification – Your submission is being assessed, once verified this will change to Awaiting Processing

Awaiting Processing – Your submission has been assessed or, you are a monitored centre. The Verified column shows the date it was verified by your Assessor.

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

The cohort will be removed from the EResults Status list once it has been verified by the Assessor, if applicable and processed and awarded.

The Documents not yet viewed shows any Co-ordinator Amendment Forms you have uploaded for the attention of UAS which have not yet been actioned. These will disappear once processed by UAS.
Review: Your Cohorts

Click on Actions and then select Your Cohorts.

The Review Cohorts screen allows you to search for ALL of the cohorts you have submitted, including those that have been awarded for the current academic year. Search by Academic year. Remove the Current tick for previous years.

To view a cohort, click on the Cohort ID
Review Learners

Click on Actions and then Your Learner Registrations

This screen allows you to review Learner’s registrations at your centre. You can search for a specific learner and view their unit history.

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.

To review the units achieved by the learner, click on their Surname.
You will view the following screen, **Learner History**.

**Registrations** – This lists every cohort the learner had 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 UAS. Units awarded will show **Achieved**, units not awarded will show **Not Achieved**.
Logging Out

To log out of Gateway, use the dropdown by your name 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 the UAS team.

E: unitawardscheme@aqa.org.uk
T: 01423 534235
Gateway
Frequently Asked Questions

If you have any questions that have not been answered in this section, or you are still experiencing problems, please contact the UAS team on T: 01423 534235 or e-mail unitawardscheme@aqa.org.uk

Technical help

Q. Do I need a specific operating system to use Gateway?
A. No, you can access Gateway from any operating system.

Q. Who do I contact if I have ICT/Technical problems with Gateway?
A. The UAS team 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 unitawardscheme@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 unitawardscheme@aqa.org.uk
If you have only forgotten you 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 unitawardscheme@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.
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 unitawardcsheme@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 unitawardcsheme@aqa.org.uk and we will suspend your access.

Claim Forms

Q. Can I still use and email the old Assessment Form to UAS?
A. No, from 1st September 2015 all claims must now be submitted via Gateway. This will improve the speed of processing, remove any manual errors and create a more streamlined system.

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 the Administer page of our website. If you are receiving an error message please take a screen shot and contact the UAS team.

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 assessor, if applicable, or will be with the UAS team 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. A Learner cannot claim for more than 38 Units on one Claim.

Q. Should I save local copies of Claim Forms?
A. You may do so 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 the you will need to provide the relevant details to UAS at unitawardsheme@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.