

# User Guide

This user guide provides support and guidance for authorised users of the Energy & Utility Skills Register (EUSR) online registration system, QuartzWeb.

Note: There are instructional videos on our website that cover a number of specific activities.

To access QuartzWeb, please visit [quartzweb.eusr.co.uk](http://quartzweb.eusr.co.uk)

Your feedback on this user guide is welcomed and we would encourage you to let us know if there are other topics or activities you would like us to include. Email us at [eusr@euskills.co.uk](mailto:eusr@euskills.co.uk).

# User Guide: QuartzWeb - EUSR's registration system

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## First-time User

If you already had login access on EUSR's old system, you will already have an EUSR ID Number and this will be carried across into QuartzWeb. You will be prompted to create a new password when logging into QuartzWeb for the first time.

If you do not have a login, your Lead Administrator will be able to add you onto the system as an Administrator.

A Lead Administrator and an Administrator can allocate some other roles within their organisation.

Only EUSR Support can allocate the roles of Lead Administrator, Approved Trainer (for SHEA, NWH and SCO) and Approved Assessor (for BESC:AME).

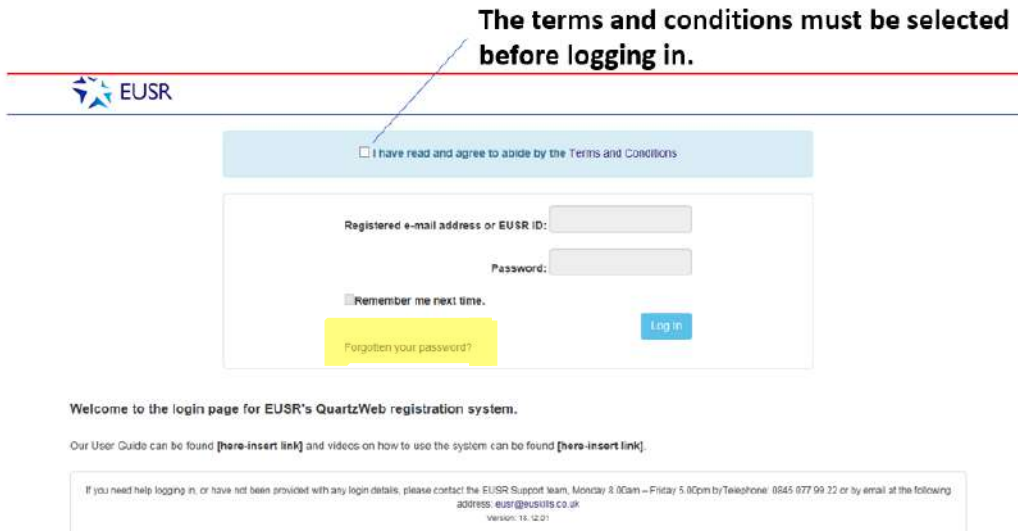
If you are a new centre and no-one in your organisation has access to QuartzWeb, the individual who signs agreements with us, the Nominated Contact or Head of Centre, must email EUSR Support with the name, job title and email address of the individual(s) who will be the Lead Administrator for your organisation. Once allocated by EUSR Support, the Lead Administrator will be able to add other authorised users onto the system in the relevant roles. Please see **Appendix 2** Different User Roles.

NOTE: Authorised users of QuartzWeb can have multiple roles assigned. Make sure you are logged in using the correct role as each role allows different functionality.

## Logging into QuartzWeb

Each time you login you will be required to confirm that you will comply with the Terms and Conditions of Use – attached as **APPENDIX 1** in this user guide.

**The terms and conditions must be selected before logging in.**



I have read and agree to abide by the Terms and Conditions

Registered e-mail address or EUSR ID:

Password:

Remember me next time.

[Forgotten your password?](#)

Welcome to the login page for EUSR's QuartzWeb registration system.

Our User Guide can be found [\[here-insert link\]](#) and videos on how to use the system can be found [\[here-insert link\]](#).

If you need help logging in, or have not been provided with any login details, please contact the EUSR Support team, Monday 8.00am – Friday 5.00pm by Telephone: 0845 077 99 22 or by email at the following address: [EUSR@EUSKILLS.CO.UK](mailto:EUSR@EUSKILLS.CO.UK)  
Version: 18.12.01

### Login Credentials

To login you will require an EUSR ID number or the email address registered against the ID number. The ID number is no longer than six digits long.

### Forgotten your Password?

If you have forgotten your Password, then select the 'Forgotten your password' link on the QuartzWeb welcome page and you will be taken to the reset password page. Enter your QuartzWeb username and click 'Submit'. An email containing a new password will be emailed to you. If you still have difficulty logging in, please contact EUSR Support.

## Switching Roles

If you have more than one role – because you need to perform different functions in QuartzWeb - you will need to switch from one role to another. If one of your roles is not listed once you have logged in, please contact EUSR Support.

Once logged in, click on the main tab which details the role you are currently logged in as. A 'Switch Role' dropdown menu will appear. Select the correct role and click on the 'Switch Role' button.

Click here to switch roles



Welcome to QuartzWeb, the EUSR registration system. See below for a summary of the sections and tools.

**BATCH ACTIONS**  
Select this tab to access:  
**Workflows** – notification from us of outstanding actions  
**Your Batches** – search and see the status of your current or previously registered Batches  
**Your Individual Registrations** – search for individuals you have registered in QuartzWeb  
**Batch Submission** – where you submit your Batches for registration  
**Results Submission** – where you submit assessment or test results

**RESOURCES**  
Select this tab to access:  
**Reports** – coming soon  
**Documents** – view and download scheme guidance  
**Contact Us** – open an email to send to EUSR Support

**CENTRE MANAGEMENT**  
Select this tab to access:  
**Administration** - summary of any batch administrative actions  
**Amend Sites** - manage delivery sites (depending on your role)  
**Contact manager** - manage contacts and authorisations

**SWITCH ROLE**  
If you have more than one role allocated to you, this is where you can switch between them and then use the different functionality available to each role. For information on the different roles, and the functions assigned to them, please refer to the User Guide.

If you need a different or additional role allocated to you:  
**Administrator** – if you need to be added as an Administrator, then your own Lead Administrator can do this.  
**Other roles** – can be added by an Administrator  
**Approved Trainer and Approved Assessor** - can only be added by EUSR

**MY DETAILS**  
**Personal details** – view roles allocated to you, and the default role used when you log in - addresses and sites we hold for your organisation.  
**Change Password** – Change your QuartzWeb password  
**Log out** – where you log out from QuartzWeb

Terms and Conditions – this opens up our Terms and Conditions for use of QuartzWeb

Need some help?

## Change in Status

When someone moves role, or leaves your organisation, you will need to amend or remove their access to QuartzWeb.

This is done in the Centre Management tab, selecting Contact Manager.

**Contact Manager** – manage contacts and authorised users associated with your centre (depending on permissions)

EUSR Batch Actions Resources **Centre Management** 'Centre Administrator' at Test Centre 1-RS Rebecca Edginton

### Manage Contacts (Authorised Users)

Review, amend, add and withdraw authorised users at your centre.

[+Add New Contact](#)

	ID	Foreame	Surname	Role	Job Title	Site	DDI Number	email	Until
Actions	433118	Rachel	Thomas	Centre Administrator		Main Site			
Actions	500004	Rachel	Thomas	Centre Administrator		Main Site			
Actions	343338	Rebecca	Edginton	Centre Administrator		Main Site			
Actions	500002	Richard	Spooner	Centre Administrator		Main Site			
Actions	500001	Support	Portico	Centre Administrator		Main Site			

Record a new role for this contact

## Main Menu

It's easy to navigate between the various functions within QuartzWeb. Select the main tab and there are additional dropdown menus.



**BATCH ACTIONS**  
Select this tab to access:  
**Workflows** – notification of outstanding actions  
**Your Batches** – search and see the status of your current or previously registered Batches  
**Your Individual Registrations** – search for individuals you have registered in QuartzWeb  
**Batch Submission** – where you submit your Batches for registration, or to Book a Course (SHEA, NWH and SCO only)  
**Results Submission** – where you submit assessment or test results

**RESOURCES**  
Select this tab to access:  
**Reports** – coming soon  
**Documents** – view and download scheme guidance and training materials  
**Contact Us** – open an email to send to EUSR Support.

**CENTRE MANAGEMENT**  
Select this tab to access:  
**Administration** - summary of any batch administration needed  
**Amend Sites** - manage delivery sites (depending on permissions)  
**Contact manager** - manage contacts and authorised users associated with your centre (depending on permissions)

The available options in each menu are shown below with more detail within this user guide.

### Batch Actions

Select this tab to access:

**Workflows** – notification from us of outstanding actions

**Your Batches** – search and see the status of your current or previously registered Batches

**Your Individual Registrations** – search for individuals you have registered in QuartzWeb

**Batch Submission** – where you submit your Batches for registration, or to Book a Course (SHEA, NWH and SCO only)

**Results Submission** – where you submit assessment or test results

## Resources

Select this tab to access:

**Reports** – coming soon

**Documents** – view and download scheme guidance and training materials

**Contact Us** – opens an email to send to EUSR Support

## Centre Management

Select this tab to access:

**Administration** - summary of any batch administration needed

**Amend Sites** - manage delivery sites (depending on permissions)

**Contact manager** - manage contacts and authorised users associated with your centre (depending on permissions)

## Switch Role

If you have more than one role allocated to you, this is where you can switch between them and then use the different functionality available to each role.

For information on the different roles, and the functions assigned to them, please refer to Appendix 2 Different User Roles.

If you need a different or additional role allocated to you:

**Administrator** – if you need to be added as an Administrator, then your own Lead Administrator can do this

**Other roles** – can be added by an Administrator

**Approved Trainer and Approved Assessor** - can only be added by EUSR Support



## My Details

**Personal details** – view the roles you are allocated, the default role assigned to you when you log in and addresses and sites we hold for your organisation.

**Change Password** – change your password used to log in to QuartzWeb

**Log out** – where you log out from QuartzWeb

**Terms and Conditions** – this opens up the Terms & Conditions for Use of QuartzWeb

## Progress Key

Once an application is submitted you are able to identify and individuals progress.



## Scheme Listing

Registrations for the following schemes must be made in QuartzWeb:

Passport Schemes	Skills-based Schemes	Bespoke Programmes	Endorsed Training Programmes
All Safety, Health and Environmental Awareness (SHEA) schemes – Core, Cross-Country Pipelines, Gas, Power, Telecommunications, Water, Waste and Resource Management, SWITCH  National Water Hygiene  Safe Control of Operations (GB)  Basic Electrical Safety Competence for Access, Movement and Egress (BESC:AME)	Licence to Control (L2C)  Plant and Utility Scheme (PLUS)  Power Skills Scheme (Competency Accord)  Smart Metering  Utility Excavations	National Grid Electricity Contractors  National Grid Direct Labour Scheme  Cadent CAP ELR Scheme  Safe Control of Operations (NI)  Scottish Water Domestic Operation and Maintenance Strategy (DOMS)	All Endorsed Training Programmes

The following schemes remain paper-based:

- Leakage Detection & Control (Water)
- In-situ Lining
- Confined Spaces
- Confined Spaces (Water)
- Safe Control of Mains Connections (SCMC)
- Utility Network Construction Supervisor
- Network Construction Operations (NCO) (Gas)
- Network Construction Operations (NCO) (Water)

Registration forms, photographs and scheme evidence for these schemes to be submitted by post to:

EUSR Support, Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN

Registration Forms are available on the relevant scheme page on the EUSR website.

### **Replacement Cards**

These will continue to be paper-based and a Replacement Card Request Form must be completed and submitted. Full details available on our website:

[www.eusr.co.uk/support-faqs/cardholder-support/replacement-cards](http://www.eusr.co.uk/support-faqs/cardholder-support/replacement-cards)

## ERegistration Submission

Whether it is just one individual or twelve, all registration submissions are referred to as a 'Batch'. (**Note:** the first part of this process is also how you book a course for SHEA, NWH and SCO only).

Mandatory Information for each individual within the Batch:

**You must provide:**

- First Name
- Last Name
- Date of Birth
- Email address (personal or work)
- Employer name for Smart Metering

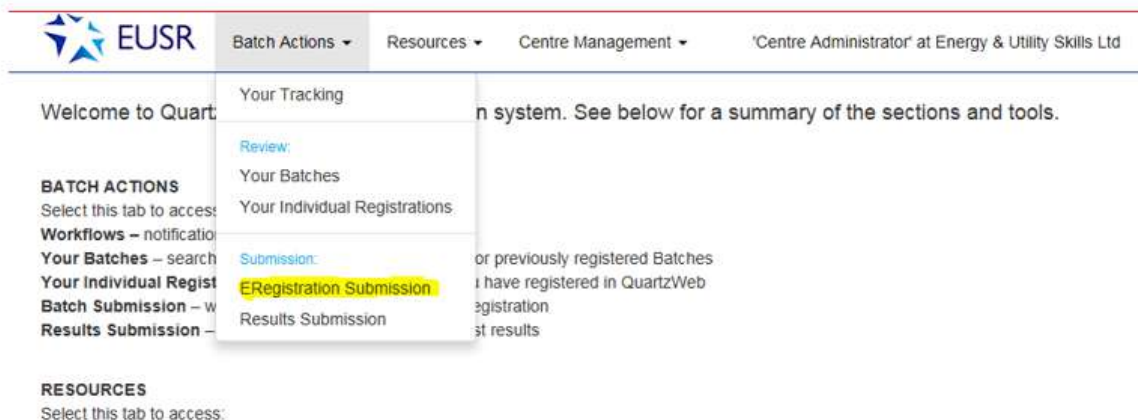
**NOTE:** Employer name is not currently mandatory for most schemes though it is highly recommended that this information is recorded against all individuals.

## Booking a Course

(SHEA, NWH, SCO AND Scottish Water DOMS only)

You are able to plan ahead and book a course – **but no more than 28 days in advance**. A course is created when you create a Batch registration. See section on ERegistration Submission.

## Creating a Batch



You will be asked to select the Programme / Course of learning from a drop down box.

**ERegistration Submission** Batch number will be created when booking

Please note that you are about to submit a file of registrations for which a new batch will be created. If you wish to add further registrations to a current batch then please use the options on the specific batch review page. Click here for a list of your batches

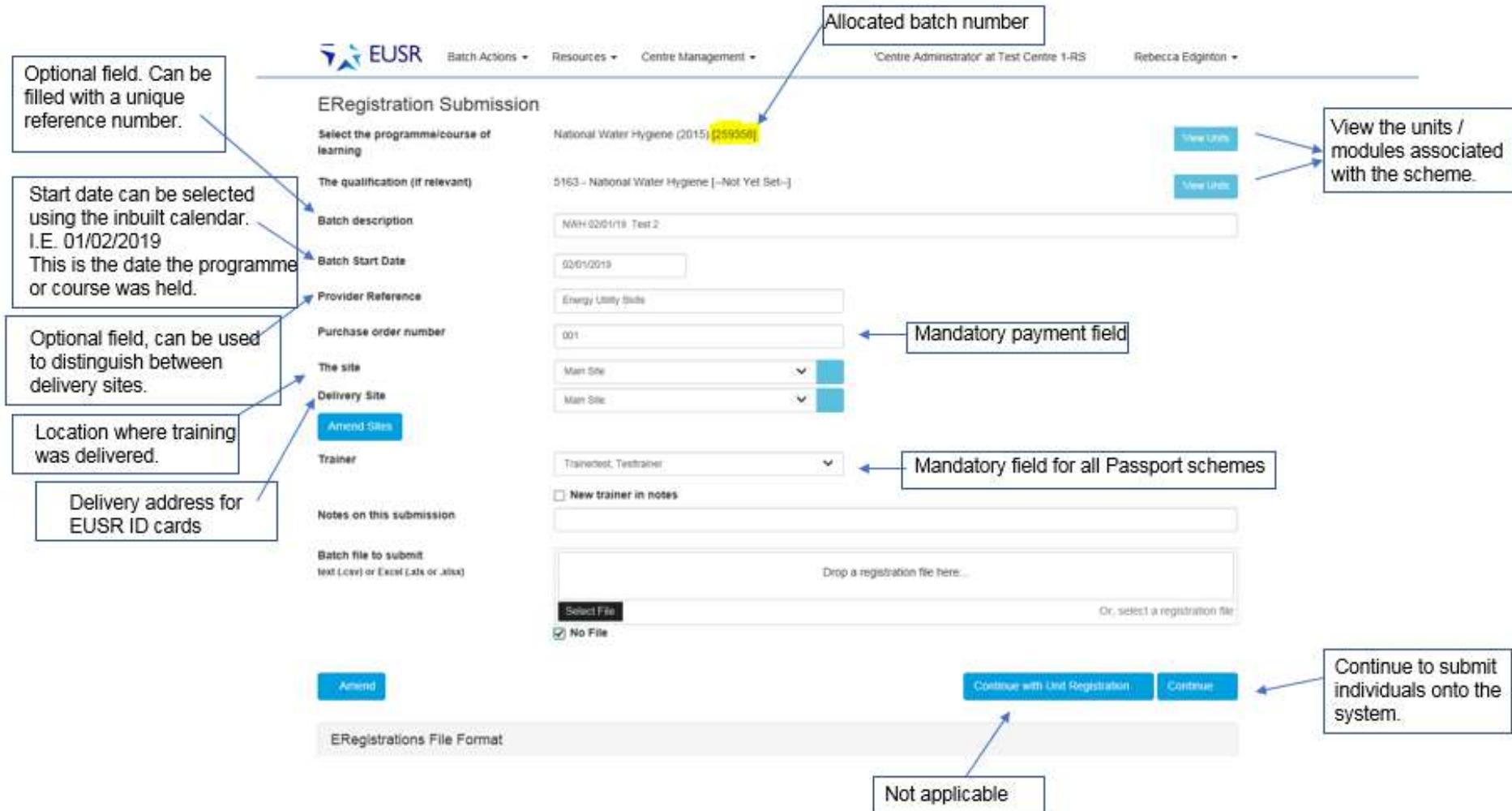
Select the programme/course of learning:

The qualification (if relevant):

The second drop down box is the Unit / Scheme you wish you deliver.

For example:

- Utility Excavations
- Unit 1 – Locate Utility Services



**Optional field. Can be filled with a unique reference number.** (points to Allocated batch number)

**Start date can be selected using the inbuilt calendar. I.E. 01/02/2019. This is the date the programme or course was held.** (points to Batch Start Date)

**Optional field, can be used to distinguish between delivery sites.** (points to Delivery Site)

**Location where training was delivered.** (points to Delivery Site)

**Delivery address for EUSR ID cards** (points to Delivery Site)

**View the units / modules associated with the scheme.** (points to View Units buttons)

**Mandatory payment field** (points to Purchase order number)

**Mandatory field for all Passport schemes** (points to Trainer dropdown)

**Continue to submit individuals onto the system.** (points to Continue buttons)

**Not applicable** (points to ERegistrations File Format)

## Purchase Order Number

This is a mandatory field. The Purchase Order number you provide will appear in invoicing documentation.

If you do not wish to pay by Purchase Order you have other options:

- BACS – if this is used please input, for example, 'Paid by BACS on 14/12/18'
- Credit/Debit Card - if this is used please input, for example, 'Paid by CARD on 14/12/18. **Note:** to pay by Card you will need to pay by telephone – EUSR Support – 0845 077 99 22

Please note that we will invoice the centre (or the approved provider or trainer) that has made the registration in QuartzWeb. **We will not invoice third parties.**

## Trainer


This is a mandatory field for SHEA, NWH, SCO, BESC:AME and Scottish Water DOMS. The names of your Approved Trainers (or Approved Assessors for BESC:AME) for these schemes will appear in the drop down box. Please select the appropriate Approved Trainer (or Assessor for BESC:AME) name.

If a Trainer (or Assessor) name is missing, please contact EUSR Support on email: [eusr@euskills.co.uk](mailto:eusr@euskills.co.uk) or telephone: 0845 077 99 22.

New Trainer in Notes – this is an optional field and free flow text can be added as a note on this Batch.

## Batch Submission Confirmation

You will be taken to a summary page – please take the opportunity to review the information to ensure it is correct. If you would like to amend the information, select the Blue ‘Amend’ button and this will take you back to the previous screen.



Batch Actions ▾ Resources ▾ Centre Management ▾

Centre Administrator: at Test Centre 1-RS

Rebecca Eoginton ▾

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### BatchSubmission Confirm

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

<b>Programme/Course</b>	National Water Hygiene (2016) [259358]
<b>Qualification:</b>	[5163] 5163 - National Water Hygiene [-Not Yet Set-]
<b>Batch Description:</b>	NWH 02/01/19 Test 2
<b>Batch Start Date</b>	02/01/2019
<b>Provider Reference:</b>	Energy Utility Skills
<b>Purchase Order No:</b>	001
<b>Site:</b>	Main Site
<b>Delivery Site:</b>	Main Site
<b>Trainer:</b>	Trainertest, Testtrainer
<b>Notes:</b>	
<b>File Name:</b>	No File Submitted

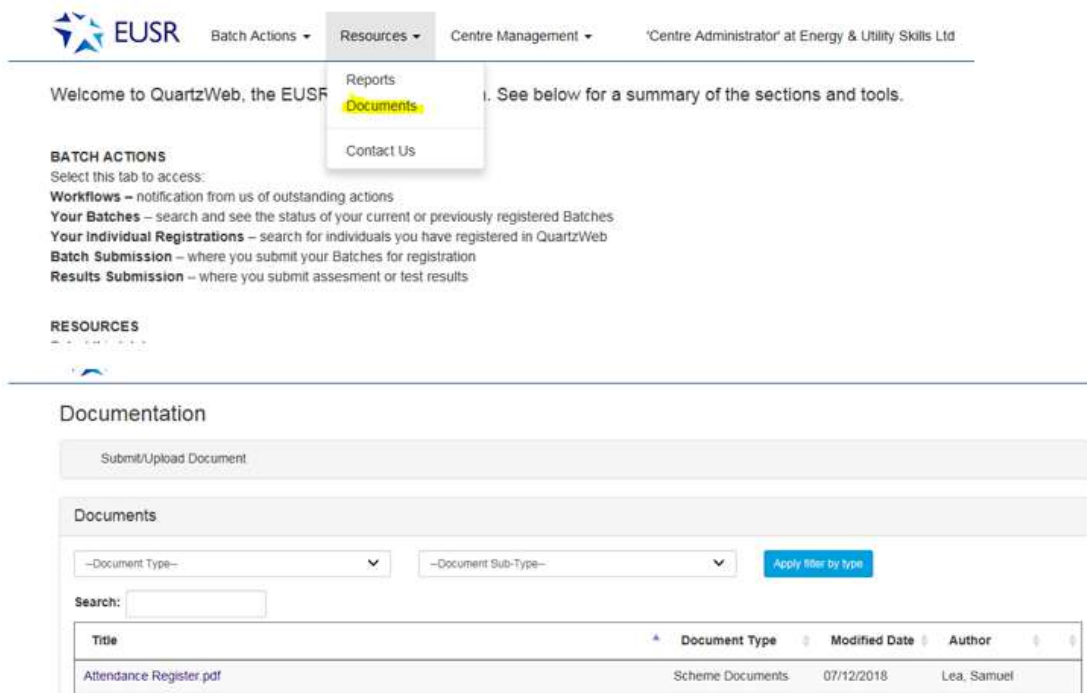
By submitting this registration file, you as the Authorised User confirm that all details are true, accurate and complete and that the information has been entered using the correct formatting. Any subsequent changes to the batch following its submission may incur further charges.

Amend
Submit

If the information is all correct, select Submit and an EUSR Batch number will be created. The batch can be amended at a later date by selecting ‘Batch Actions’ and ‘Your Batches’.



**For SHEA, NWH, SCO only** – once a Batch has been created, a test paper will be generated for download in the Resource tab. The test paper is available 48 hours before the course date.



The screenshot shows the QuartzWeb interface. At the top, there is a navigation bar with the EUSR logo and several menu items: 'Batch Actions', 'Resources', 'Centre Management', and 'Centre Administrator' at Energy & Utility Skills Ltd. The 'Resources' menu is open, showing options for 'Reports', 'Documents' (highlighted in yellow), and 'Contact Us'. Below the navigation bar, a welcome message reads: 'Welcome to QuartzWeb, the EUSR... See below for a summary of the sections and tools.' There are two main sections: 'BATCH ACTIONS' and 'RESOURCES'. The 'BATCH ACTIONS' section includes instructions on how to access various features like Workflows, Your Batches, Your Individual Registrations, Batch Submission, and Results Submission. The 'RESOURCES' section is currently active, displaying a 'Documentation' page. This page has a 'Submit/Upload Document' button and a 'Documents' table. The table has columns for 'Title', 'Document Type', 'Modified Date', and 'Author'. A search bar is located above the table. The table contains one entry: 'Attendance Register.pdf' with a 'Document Type' of 'Scheme Documents', a 'Modified Date' of '07/12/2018', and an 'Author' of 'Lea, Samuel'.

**BATCH ACTIONS**  
Select this tab to access:  
**Workflows** – notification from us of outstanding actions  
**Your Batches** – search and see the status of your current or previously registered Batches  
**Your Individual Registrations** – search for individuals you have registered in QuartzWeb  
**Batch Submission** – where you submit your Batches for registration  
**Results Submission** – where you submit assessment or test results

**RESOURCES**

**Documentation**

Submit/Upload Document

**Documents**

--Document Type--    --Document Sub-Type--    [Apply filter by type](#)

Search:

Title	Document Type	Modified Date	Author
Attendance Register.pdf	Scheme Documents	07/12/2018	Lea, Samuel

## Adding Individuals to a Batch

Individuals can be added in bulk using the Batch File, or on an individual by individual basis.

## Bulk Registration

To submit multi-registrations in the same Batch use the 'Batch File' – this is found by selecting the link at the foot of the first Batch Submission screen.

Upload spreadsheet here

Notes on this submission

Batch file to submit  
text (.csv) or Excel (.xls or .xlsx)

New trainer in notes

Drop a registration file here...

Select File

No File

Or, select a registration file

Amend

Continue with Unit Registration

Continue

**ERegistrations File Format**

Click Here for a 'Standard Batch' submission form (as an Excel file).  
Click Here for instructions on filling in the 'Standard Batch' submission form.  
Batch files can be accepted in a variety of formats. Click Here for full details of the file-formats available and associated coding conventions (in a Word document).

Once uploaded a preview file will be available to view.

Notes on this submission

Batch file to submit  
text (.csv) or Excel (.xls or .xlsx)

Drop a registration file here...

Select File

All Files Uploaded. Please select file(s) to upload.

This is a 'preview' of the file you have uploaded. The top (yellow) line displays the column headings **we are expecting** - below that is displayed JUST the first 20 lines of the file.  
NB. If the file does not appear to match the yellow column-headings, you can proceed to submit the file but it may be subject to processing delays. Alternatively, edit the file now, BUT DON'T FORGET then to re-drag-and-drop it, or re-select it - and check again the 'yellow' column headings against your file's actual content.

EUSR ID	Surname	Forename	DoB	Email Address
	Rossi	Janice	16/03/1969	<a href="mailto:janice@qt.com">janice@qt.com</a>
	Hill	Henry	29/12/1978	<a href="mailto:henry@qt.com">henry@qt.com</a>
	Carbone	Frank	18/02/1964	<a href="mailto:frank@take.com">frank@take.com</a>

No File

Amend

Continue with Unit Registration

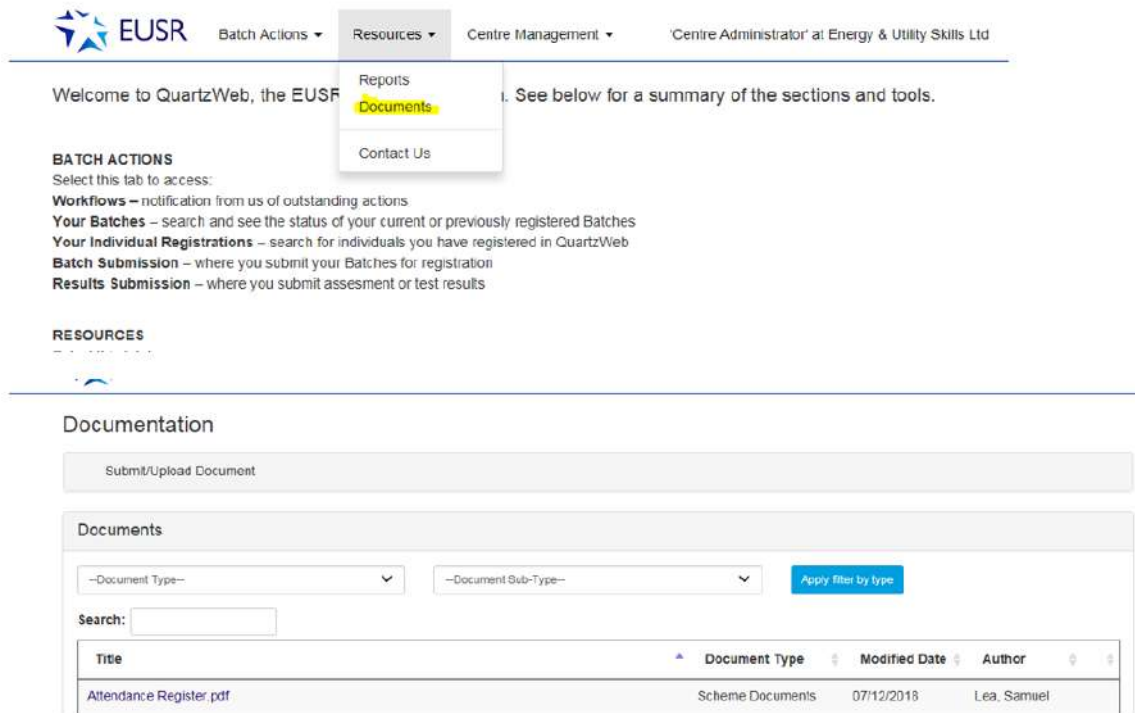
Continue

**ERegistrations File Format**

Once uploaded and correct. Click continue to confirm.

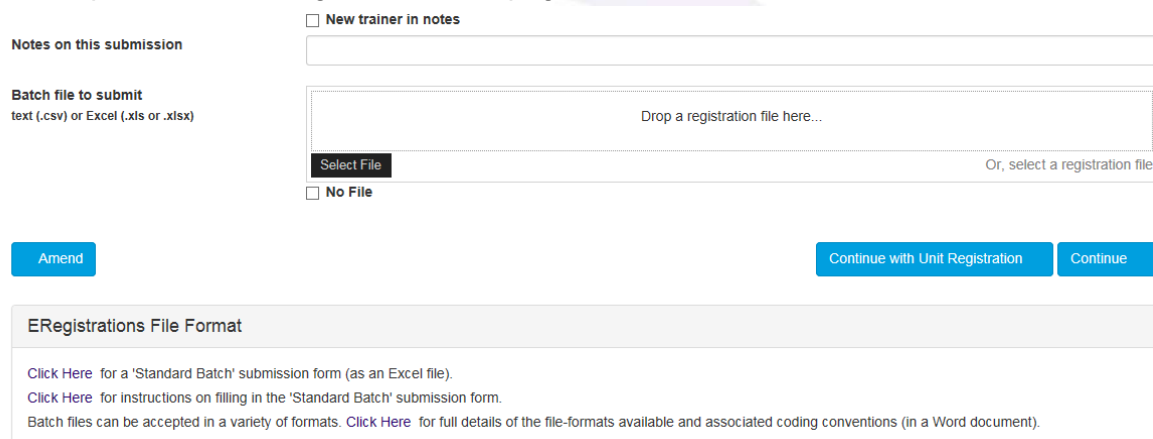
A blank template for the bulk upload can be found under the 'Documents' tab or can be located at the bottom of the ERegistration Submission page.

### 1. Locate spreadsheet through document.



The screenshot shows the QuartzWeb interface. At the top, there is a navigation bar with 'Resources' expanded to show 'Documents' highlighted. Below this, the 'Documentation' section is visible, containing a 'Submit/Upload Document' button and a 'Documents' table. The table has columns for Title, Document Type, Modified Date, and Author. One document is listed: 'Attendance Register.pdf' with Document Type 'Scheme Documents', Modified Date '07/12/2018', and Author 'Lea, Samuel'.

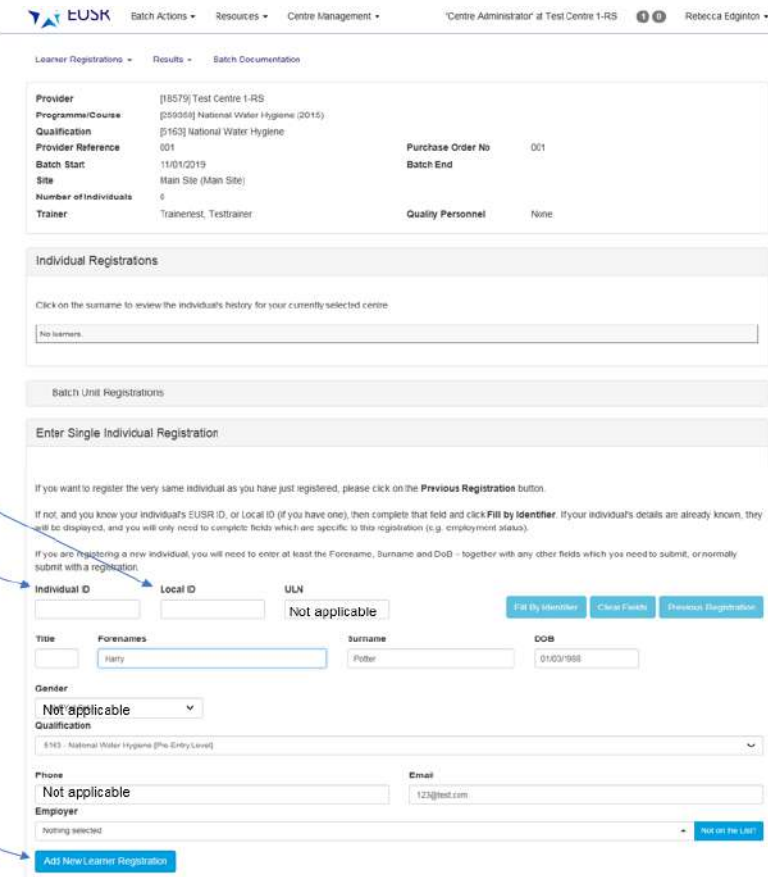
### 2. Locate spreadsheet through submission page.



The screenshot shows the submission page. It includes a 'Notes on this submission' section with a checkbox for 'New trainer in notes' and a text input field. Below that is the 'Batch file to submit' section, which has a file upload area with a 'Drop a registration file here...' prompt, a 'Select File' button, and a 'No File' checkbox. At the bottom, there is an 'ERegistrations File Format' section with links for 'Standard Batch' submission forms and instructions on file formats.

## Adding individually

Individuals will appear in the 'Individual Registrations' section.



The screenshot shows the EUSR system interface. At the top, there are navigation menus for 'Batch Actions', 'Resources', and 'Centre Management'. The user is logged in as 'Centre Administrator' at 'Test Centre 1-RS'. Below the navigation, there are tabs for 'Learner Registrations', 'Results', and 'Batch Documentation'. The main content area displays details for a specific batch, including Provider, Programme/Course, Qualification, and Batch Start/End dates. Below this, there is a section for 'Individual Registrations' with a search bar. The 'Enter Single Individual Registration' form is the primary focus. It contains fields for 'Individual ID', 'Local ID', and 'ULN'. A dropdown menu for 'Fill By Identifier' is set to 'Not applicable'. Other fields include 'Forenames' (Harry), 'Surname' (Potter), 'DOB' (01/03/1998), 'Gender' (Not applicable), 'Qualification' (5143 - National Water Hygiene [Pre-Entry Level]), 'Phone' (Not applicable), and 'Email' (123@test.com). A blue button at the bottom of the form is labeled 'Add New Learner Registration'. Annotations with arrows point to the 'Previous Registration' button, the 'Individual ID' field, and the 'Add New Learner Registration' button.

If the EUSR ID number is known, please fill in the 'Individual ID' and select 'Fill By Identifier' - this will complete all other fields on screen.

You will need to confirm or amend the registration.

### Confirm Individual Registration

Please confirm you want to add New Individual **Harry Potter** (DOB 01/03/1988) to batch (263364) NWH 02/01/19 Test 4

Cancel

Confirm



Batch Actions ▾ Resources ▾ Centre Management ▾

'Centre Administrator' at Test Centre 1-RS

1 0

Rebecca Edginton ▾

Learner Registrations ▾ Results ▾ Batch Documentation

<b>Provider</b>	[18579] Test Centre 1-RS		
<b>Programme/Course</b>	[259358] National Water Hygiene (2015)		
<b>Qualification</b>	[5163] National Water Hygiene		
<b>Provider Reference</b>	001	<b>Purchase Order No</b>	001
<b>Batch Start</b>	11/01/2019	<b>Batch End</b>	
<b>Site</b>	Main Site (Main Site)		
<b>Number of Individuals</b>	3		
<b>Trainer</b>	Trainertest, Testtrainer	<b>Quality Personnel</b>	None

#### Individual Registrations

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

Actions	All	Individual ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions ▾	<input type="checkbox"/>	500131		—	Harry	Potter (more...)	01/03/1988	Not Specified	Metrics	National Water Hygiene	15/01/2019
Actions ▾	<input type="checkbox"/>	500132		—	Ronald	Weasley (more...)	04/09/1990	Not Specified	Metrics	National Water Hygiene	15/01/2019
Actions ▾	<input type="checkbox"/>	500133		—	Hermione	Granger (more...)	28/05/1988	Not Specified	Metrics	National Water Hygiene	15/01/2019

Once uploaded all individuals will appear on the batch. Individuals can be reviewed by clicking against their names.

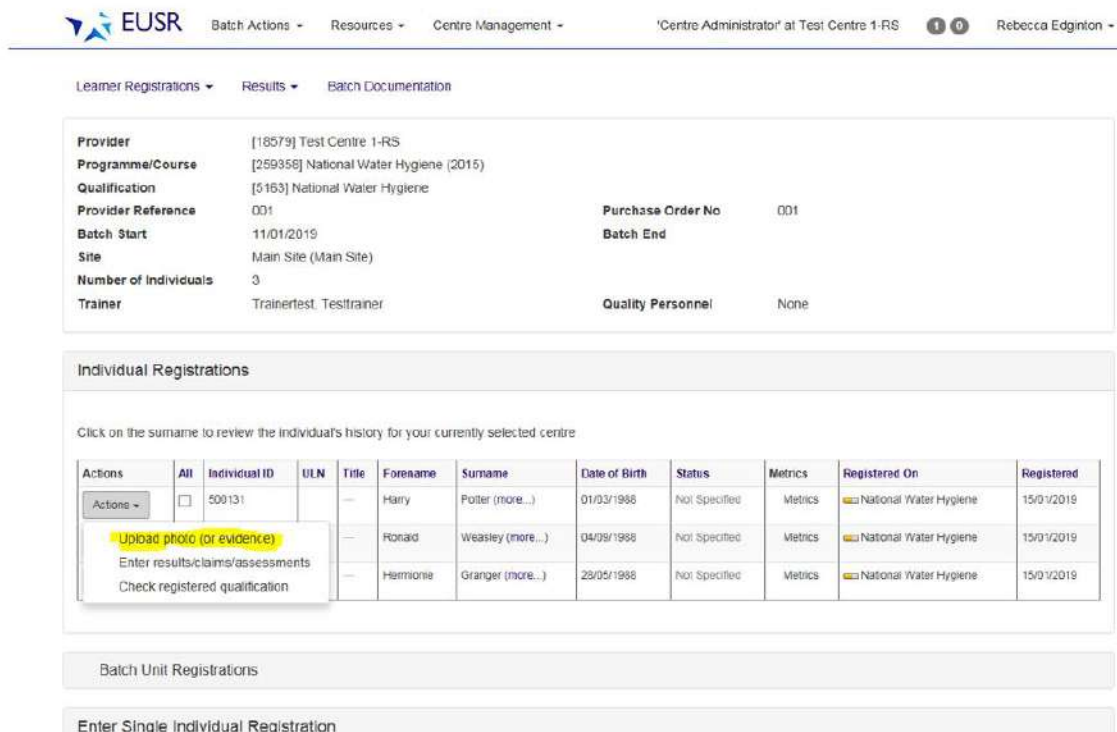
## Uploading photographs and scheme evidence

Before a registration is 'live' on EUSR, a photograph, and scheme evidence is a requirement of the scheme, this must be uploaded against the individual. Please ensure that the photographs you upload comply with our Photograph Guidelines [www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines](http://www.eusr.co.uk/support-faqs/provider-and-trainer-support/photograph-guidelines)



'example photo'

In the Left hand side of the 'Individual Registrations' select 'Actions' and then 'Upload Photo and/or evidence'.



**EUSR** Batch Actions - Resources - Centre Management - 'Centre Administrator' at Test Centre 1-RS 1 0 Rebecca Edginton -

Leamer Registrations - Results - Batch Documentation

**Provider** [18579] Test Centre 1-RS  
**Programme/Course** [259355] National Water Hygiene (2015)  
**Qualification** [5163] National Water Hygiene  
**Provider Reference** 001 **Purchase Order No** 001  
**Batch Start** 11/01/2019 **Batch End**  
**Site** Main Site (Main Site)  
**Number of Individuals** 3 **Quality Personnel** None  
**Trainer** Trainertest, Testtrainer

**Individual Registrations**

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

Actions	All	Individual ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions -	<input type="checkbox"/>	509131		—	Harry	Potter (more...)	01/03/1988	Not Specified	Metrics	National Water Hygiene	15/03/2019
<b>Upload photo (or evidence)</b>				—	Ronald	Weasley (more...)	04/09/1988	Not Specified	Metrics	National Water Hygiene	15/03/2019
Enter results/claims/assessments				—	Hermione	Granger (more...)	29/05/1988	Not Specified	Metrics	National Water Hygiene	15/03/2019
Check registered qualification											

Batch Unit Registrations

Enter Single Individual Registration

Select the type of document you wish to upload and click 'Submit'

**Submit Document**

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

Assessment document  --Document Sub-type--

Document:

**View Document**

Choose a document to view:

No Documents To Be Displayed

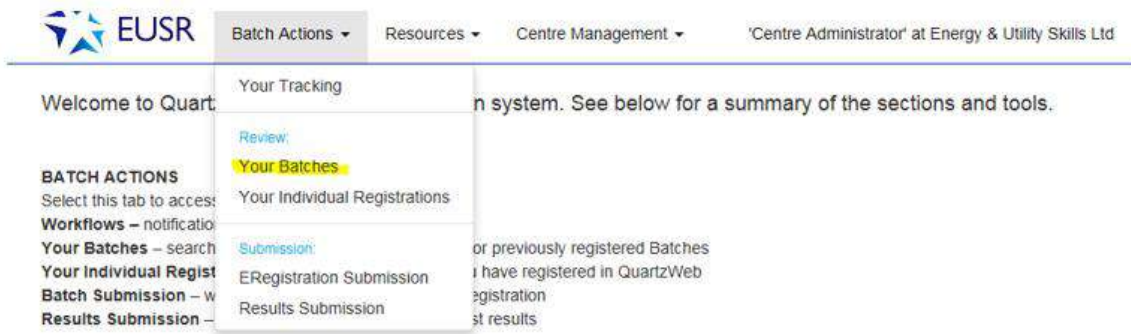
Photos can be uploaded in Jpeg or PNG format.

If an individual has an existing ID number and photo, another photo will not need to be uploaded.

Evidence varies depending on the scheme. Please see scheme rules for evidence requirements.

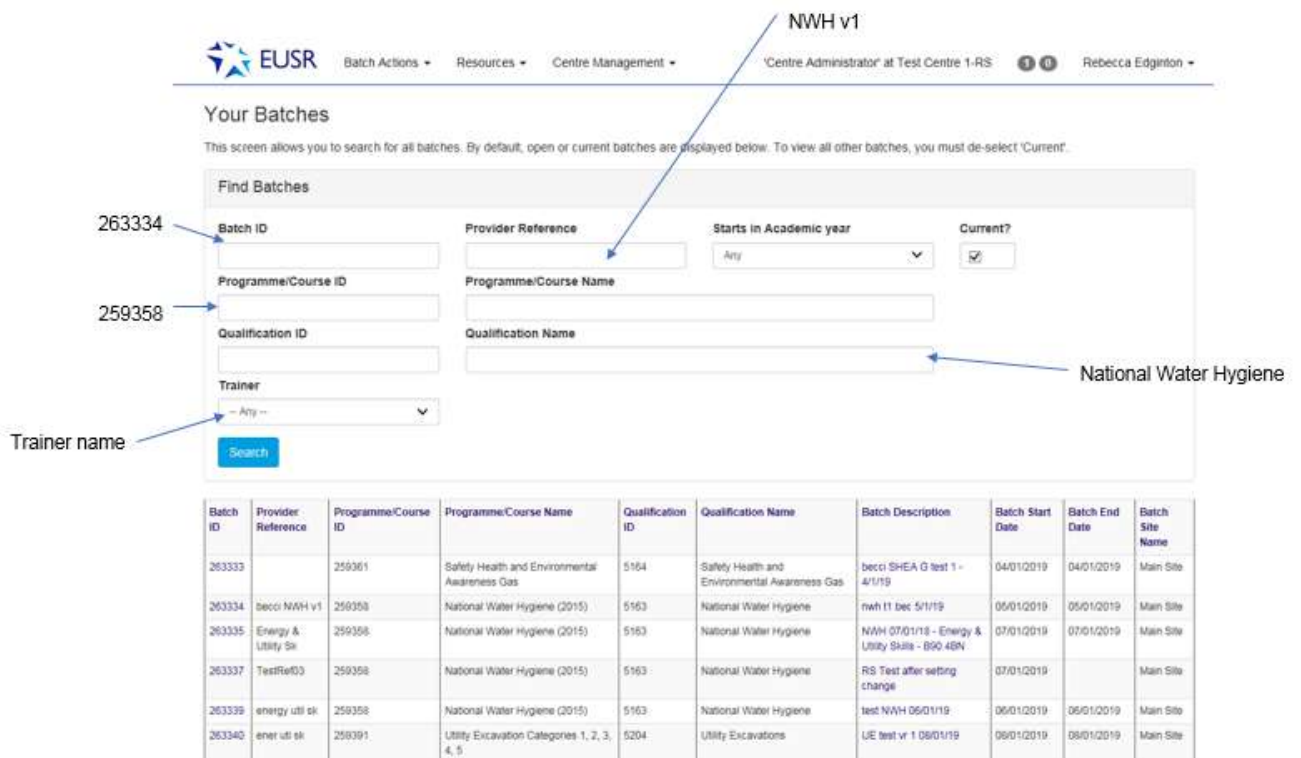
## Viewing your Batches

You can view your incomplete Batches (ie those that have not yet been submitted) and all previously submitted Batches by selecting the main tab, 'Batch Actions' and then under 'Review' selecting 'Your Batches'.



The screenshot shows the EUSR navigation menu. The 'Batch Actions' dropdown is open, and 'Your Batches' is highlighted in yellow. Other options in the dropdown include 'Your Tracking', 'Review', 'Your Individual Registrations', 'Submission', 'ERegistration Submission', and 'Results Submission'. The user is logged in as 'Centre Administrator' at Energy & Utility Skills Ltd.

Batches can be searched for by completing the 'Find' fields.



The screenshot shows the 'Your Batches' search interface. The 'Find Batches' section has several search fields: 'Batch ID', 'Provider Reference', 'Starts in Academic year', 'Current?', 'Programme/Course ID', 'Programme/Course Name', 'Qualification ID', 'Qualification Name', and 'Trainer'. Annotations point to specific fields: '263334' points to the Batch ID field, '259358' points to the Programme/Course ID field, 'NWH v1' points to the Provider Reference field, and 'National Water Hygiene' points to the Qualification Name field. A 'Trainer name' annotation points to the Trainer dropdown menu. A 'Search' button is located below the fields.

Batch ID	Provider Reference	Programme/Course ID	Programme/Course Name	Qualification ID	Qualification Name	Batch Description	Batch Start Date	Batch End Date	Batch Site Name
263333		259361	Safety Health and Environmental Awareness Gas	5164	Safety Health and Environmental Awareness Gas	beco SHEA G test 1 - 4/1/19	04/01/2019	04/01/2019	Main Site
263334	beco NWH v1	259358	National Water Hygiene (2015)	5163	National Water Hygiene	nwh 11 dec 5/1/19	05/01/2019	05/01/2019	Main Site
263335	Energy & Utility Skills	259358	National Water Hygiene (2015)	5163	National Water Hygiene	NWH 07/01/19 - Energy & Utility Skills - B90 4BN	07/01/2019	07/01/2019	Main Site
263337	TestRef03	259358	National Water Hygiene (2015)	5163	National Water Hygiene	RS Test after setting change	07/01/2019		Main Site
263339	energy util sk	259358	National Water Hygiene (2015)	5163	National Water Hygiene	test NWH 06/01/19	06/01/2019	06/01/2019	Main Site
263340	ener util sk	259391	Utility Excavation Categories 1, 2, 3, 4, 5	5204	Utility Excavations	UE test v1 08/01/19	09/01/2019	08/01/2019	Main Site

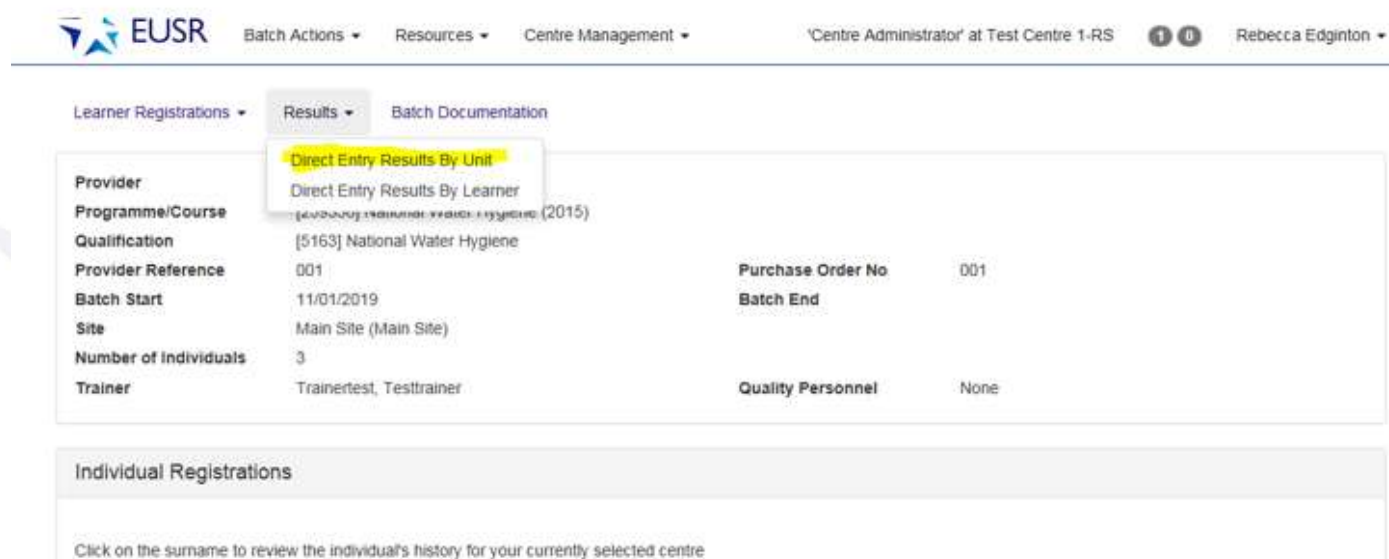


## Adding a Test or Assessment Result

(For SHEA, NWH, SCO and Scottish Water DOMS only)

For these schemes you will need to record whether an individual has passed their assessment (or test) before their registration can go 'live'. Pass or Fail can be recorded by either selecting 'By Unit' or 'Learner'.

### By Unit



The screenshot shows the EUSR QuartzWeb interface. At the top, there is a navigation bar with the EUSR logo and several menu items: 'Batch Actions', 'Resources', 'Centre Management', and a user profile for 'Rebecca Edginton'. Below the navigation bar, there are three tabs: 'Learner Registrations', 'Results', and 'Batch Documentation'. The 'Results' tab is active, and a dropdown menu is open, showing 'Direct Entry Results By Unit' highlighted in yellow. Below the dropdown, there is a table of batch details:

<b>Provider</b>	Direct Entry Results By Learner		
<b>Programme/Course</b>	[5163] National Water Hygiene (2015)		
<b>Qualification</b>	[5163] National Water Hygiene		
<b>Provider Reference</b>	001	<b>Purchase Order No</b>	001
<b>Batch Start</b>	11/01/2019	<b>Batch End</b>	
<b>Site</b>	Main Site (Main Site)		
<b>Number of Individuals</b>	3		
<b>Trainer</b>	Trainertest, Testtrainer	<b>Quality Personnel</b>	None

Below the table, there is a section titled 'Individual Registrations' with a note: 'Click on the surname to review the individual's history for your currently selected centre'.

### Direct Entry Results By Unit Submission

Batch [263364] NWH 02/01/19 Test 4

[Back to Batch](#)

4576 National Water Hygiene 2015 Test 5 () (C=0,L=SP)

[Add/Amend Basket](#) 0 results for this batch in this basket

Learner ID	Learner name	Result	
500133	Hermione Granger	- Please Select -	<a href="#">Set APS</a>
500131	Harry Potter	Fail	<a href="#">Set APS</a> ← Not applicable
500132	Ronald Weasley	Pass	<a href="#">Set APS</a>

Passport scheme Submission (i.e. National Water Hygiene)

Select result

### Direct Entry Results By Unit Submission

Batch [263366] Smart test vr 2

[Back to Batch](#)

5058 Smart Metering (Electricity) Single Phase () (C=0,L=SP)


[Add/Amend Basket](#) 0 results for this batch in this basket

Learner ID	Learner name	Result (Set Achieved)	
500133	Hermione Granger	Achieved	<a href="#">Set APS</a>
500131	Harry Potter	- Please Select -	<a href="#">Set APS</a> ← Not applicable
500132	Ronald Weasley	Not Achieved	<a href="#">Set APS</a>

Skills based scheme Submission (i.e. Utility Excavations)

Select result

## By Learner

 Batch Actions ▾ Resources ▾ Centre Management ▾ 'Centre Administrator' at Test Centre 1-RS Rebecca Edginton ▾

Learner Registrations ▾ **Results ▾** Batch Documentation

Direct Entry Results By Unit

**Direct Entry Results By Learner**

Provider: [5206] Smart Metering (Electricity, All Gas and Multi-rate)

Qualification: [5206] Smart Metering

Provider Reference: 001 Purchase Order No: 001

Batch Start: 14/01/2019 Batch End:

Site: Main Site (Main Site)

Number of Individuals: 3

Trainer: Trainertest, Testtrainer Quality Personnel: None

Individual Registrations

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

For these schemes you will need to record whether an individual has passed their assessment (or test) before their registration can go 'live'. Achieved or Not Achieved can be recorded by either selecting 'By Unit' or 'Learner'.

Direct Entry Results By Individual Submission  
Batch [263366] Smart test vr 2

[Back to Batch](#)

**Hermionie Granger (500133)**

Smart Metering - All Electricity, All Gas and Multi-rate  
Test Centre 1-RS

Hermionie Granger (500133) ▼

**Save once completed** [Save](#) 0 results for this batch in this basket

Unit	Result	
5058: Smart Metering (Electricity) Single Phase () [C=0,L=SP]	Achieved	<a href="#">Set APL</a>
5059: Smart Metering (Electricity) Multi-rate () [C=0,L=SP]	Not Achieved	<a href="#">Set APL</a>
5060: Smart Metering (Electricity) Single Phase off Multi-phase () [C=0,L=SP]	Achieved	<a href="#">Set APL</a>
5061: Smart Metering (Electricity) Multi-phase () [C=0,L=SP]	Not Achieved	<a href="#">Set APL</a>
5062: Smart Metering (Gas) Low Pressure () [C=0,L=SP]	Not Achieved	<a href="#">Set APL</a>
5063: Smart Metering (Gas) Medium Pressure () [C=0,L=SP]	Not Achieved	<a href="#">Set APL</a>

Annotations: "Save once completed" points to the Save button. "Select individual" points to the dropdown menu. "Select category and result" points to the result dropdown and Set APL buttons.

Once all individuals are uploaded to the 'Results' tab, they will be uploaded to the basket. Select 'Basket', and then select the batch you wish to submit.

EUSR Batch Actions Resources Centre Management 'Centre Administrator' at Test Centre 1-RS 1 0 Rebecca Edginton

**Direct Entry Results By Unit Submission**  
Batch [263364] NWH 02/01/19 Test 4

[Back to Batch](#)

4576: National Water Hygiene 2015 Test 5 () [C=0,L=SP]

[Add/Amend Basket](#) 3 results for this batch in this basket

Learner ID	Learner name	Result
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Annotation: "QuartzWeb basket" points to the top right navigation area.

Select the batch and individuals you want to submit. Amend or remove any individuals who are not required and submit.

### Direct Entry Basket

[263364] NWH 02/01/19 Test 4 ▼ [Submit](#)

Learner ID	Learner	Unit ID	Unit	Level	RIT 5	National Code	Batch	Result	Option
500133	Granger, Hermionie	AAE576	National Water Hygiene 2015 Test 5	SP			[263364] NWH 02/01/19 Test 4	Pass -Not Yet Set-	<a href="#">Amend</a> <a href="#">Remove</a>
500131	Potter, Harry	AAE576	National Water Hygiene 2015 Test 5	SP			[263364] NWH 02/01/19 Test 4	Pass -Not Yet Set-	<a href="#">Amend</a> <a href="#">Remove</a>
500132	Weasley, Ronald	AAE576	National Water Hygiene 2015 Test 5	SP			[263364] NWH 02/01/19 Test 4	Pass -Not Yet Set-	<a href="#">Amend</a> <a href="#">Remove</a>

## Confirm or amend Results Submission

### Confirm Direct Entry Results Submission

Please confirm that you want to submit a total of 3 awards for 3 individuals on batch [263364] NWH 02/01/19 Test 4

Amend

Once a batch is submitted a confirmation page will appear.

The batch will now be sent across to EUSR to verify.

### Results Submission

A set of direct entry results has been submitted

Please click the EUSR tab in the top left-hand corner to return to the home screen.



## Registration Deadlines

All Batches must be submitted for Registration no later than 28 days after training delivery or assessment.

## Downloading Scheme or Programme Materials

Scheme or Programme Materials can be accessed in the 'Resources' tab for all schemes or programmes you are approved to deliver. Some schemes or programmes will not have any associated materials.

### Question Papers and Answer Sheets (SHEA, NWH and SCO only)

You will always need to book a course for SHEA, NWH and SCO so that you can download question papers. Question Papers are allocated 48 hours prior to the course date. Question Papers can be downloaded on demand ie you do not have to download them in advance of you requiring them – subject to your QuartzWeb accessibility.

Approved Trainers (for SHEA, NWH and SCO only), Lead Administrator and Administrators can download scheme materials. CBL Administrators can download some scheme materials.



## Appendix 1 – QuartzWeb Terms and Conditions

### Terms and Conditions for Use of QuartzWeb

These terms and conditions (T&Cs) relate to the use of QuartzWeb, Energy & Utility Skills' online registration system by staff within our approved centres - including approved providers and our approved trainers and assessors (approved users).

Authorized users must confirm their acceptance of these T&Cs each time they log into QuartzWeb. If users do not agree with these T&Cs, they cannot use QuartzWeb.

1. **Use of QuartzWeb**
  - 1.1. Energy & Utility Skills will make QuartzWeb available for administration related to, and associated with, the registration of individuals on EUSR.
  - 1.2. Authorized users will be assigned a user name and password which will give them access to QuartzWeb.
2. **Approved providers must:**
  - 2.1. Ensure that their authorised users are those with responsibility for administration related to EUSR registration.
  - 2.2. Inform Energy & Utility Skills if an authorised user ceases to be employed or moves job role.
3. **Authorized users must:**
  - 3.1. Ensure their username and password details are kept secure at all times.
  - 3.2. Never disclose their login details to any other individual or third party.
  - 3.3. Never knowingly allow any other individual or third party to use their login details to gain access to QuartzWeb.
  - 3.4. Always log off QuartzWeb immediately at the end of every session.
  - 3.5. Not leave any IT equipment unattended when logged into QuartzWeb.
  - 3.6. Notify Energy & Utility Skills immediately if their login details are lost, disclosed or used by another individual or third party.
  - 3.7. Ensure that all administration relating to EUSR registration is accurate and in line with the User Guide.
4. **Energy & Utility Skills will:**
  - 4.1. Make a User Guide available to authorised users to support use of QuartzWeb.
  - 4.2. Make QuartzWeb available 24 hours a day.
  - 4.3. Mitigate time periods where QuartzWeb is not available due to routine maintenance.
  - 4.4. Make an alternative process available for the administration of EUSR registration in the event of a prolonged loss of use of QuartzWeb.
5. **Liability:**
  - 5.1. Energy & Utility Skills will not be liable for any loss or damage resulting from data that has not been entered or processed in accordance with the User Guide or has been entered incorrectly.
6. **Termination of access**
  - 6.1. Access to QuartzWeb will be terminated by Energy & Utility Skills in the following circumstances:
    - 6.1.1. Authorized user ceases to be employed or moves job role.
    - 6.1.2. Authorized user has not accessed QuartzWeb for a period of 12 months.
    - 6.1.3. Approved centre ceases to be approved by Energy & Utility Skills.
    - 6.1.4. There is malpractice or maladministration in respect of QuartzWeb.
  - 6.2. Approved centres may terminate the access to QuartzWeb for an authorised user at any time by contacting Energy & Utility Skills.
7. **Payment terms:**
  - 7.1. Energy & Utility Skills' payment terms and conditions apply to all transactions undertaken using QuartzWeb that are carried out by authorised users on behalf of approved centres.
8. **Data Protection:**
  - 8.1. In accessing QuartzWeb, authorised users must comply at all times with the General Data Protection Regulations 2018 (and as may be amended from time to time).
  - 8.2. Authorized users must ensure that individuals are informed their personal data will be shared with Energy & Utility Skills and uploaded onto EUSR. A copy of our privacy notice is available on <https://www.eusr.co.uk/privacy>
9. **Contact:**

Authorized users and approved centres can contact Energy & Utility Skills in relation to QuartzWeb by:

Email: [eusr@euskills.co.uk](mailto:eusr@euskills.co.uk)  
Phone: 0845 077 99 22  
Mail: Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN
10. **General:**

Energy & Utility Skills reserves the right to amend the T&Cs and will notify approved centres and authorised users if this happens.

## Appendix 2 - Different User Roles

There are different roles that can be allocated to authorised users:

Role	QuartzWeb functions
<p><b>Head of Centre or Nominated Contact</b> This is the individual who signs agreements with us, usually a Director or senior manager.</p>	<ul style="list-style-type: none"> <li>• No QuartzWeb access</li> <li>• You notify us the name of the Lead Administrator(s) for your organisation – via email to EUSR Support</li> <li>• You notify us of any change in main address or payment details – via email to EUSR Support</li> </ul>
<p><b>Lead Administrator</b>  Allocated on QuartzWeb by EUSR Support</p>	<p>You will be able to:</p> <ul style="list-style-type: none"> <li>• Add or delete Administrators and other roles</li> <li>• Amend or delete an individual from a role</li> <li>• Allocate 'Nominated Officer' role – for Power Skills scheme only</li> <li>• All functionality associated with Administrator role</li> </ul>
<p><b>Administrator</b>  Allocated on QuartzWeb by a Lead Administrator  This role can also be allocated by an Approved Trainer (for SHEA, NWH or SCO) or an Approved Assessor for BESC:AME) if they do not undertake their own administration</p>	<p>You will be able to:</p> <ul style="list-style-type: none"> <li>• Add, view, amend and withdraw information</li> <li>• Administrative functions available include: <ul style="list-style-type: none"> <li>• Add other staff members into other roles</li> <li>• Upload registrations or batches, photographs and scheme evidence</li> <li>• Attach new modules or schemes to existing registrations</li> <li>• Check individual registration information and history for your whole organisation</li> <li>• Record assessment or test results</li> <li>• Book a course (SHEA, NWH and SCO only)</li> <li>• Download training materials (for SHEA, NWH and SCO only)</li> <li>• Send out authorisation links for CBL courses</li> <li>• Add a return delivery address for EUSR ID Cards – if not the main address</li> <li>• Track batch progress in work-flows</li> </ul> </li> </ul>

Role	QuartzWeb functions
<p><b>Approved Trainer</b> (SHEA, NWH and SCO only)</p> <p>Allocated on QuartzWeb by EUSR Support</p>	<p>You will only be able to see information for Batches where your name has been detailed as the Approved Trainer. You can:</p> <ul style="list-style-type: none"> <li>• Check individual registration information and history for your organisation where you are the detailed Trainer</li> <li>• Download training support materials where available e.g. Power Point slides, Programme Leaders Guide, Question Papers, Answer Sheets, attendance register for own use, H &amp; S leaflets</li> <li>• Allocate an Administrator to perform activities on your behalf (via Centre Management tab)</li> </ul>
<p><b>Approved Assessor</b> (BESC:AME only)</p> <p>Allocated by EUSR Support</p>	<p>You will only be able to see information for Batches where your name has been detailed as the Approved Assessor You can:</p> <ul style="list-style-type: none"> <li>• Check individual registration information and history for your organisation where you are the detailed Assessor</li> <li>• Allocate an Administrator to perform activities on your behalf (via Centre Management tab)</li> </ul>
<p><b>CBL Administrator</b></p> <p>Only for those centres delivering a scheme or programme with CBL</p> <p>Allocated by Administrator</p>	<p>This role has very limited functionality. In this role you will be able to:</p> <ul style="list-style-type: none"> <li>• Issue authorisation links to individuals taking the CBL assessment</li> <li>• Download materials such as evaluation forms, HSE leaflets, attendance register (for own use), registration forms (for own use)</li> </ul>