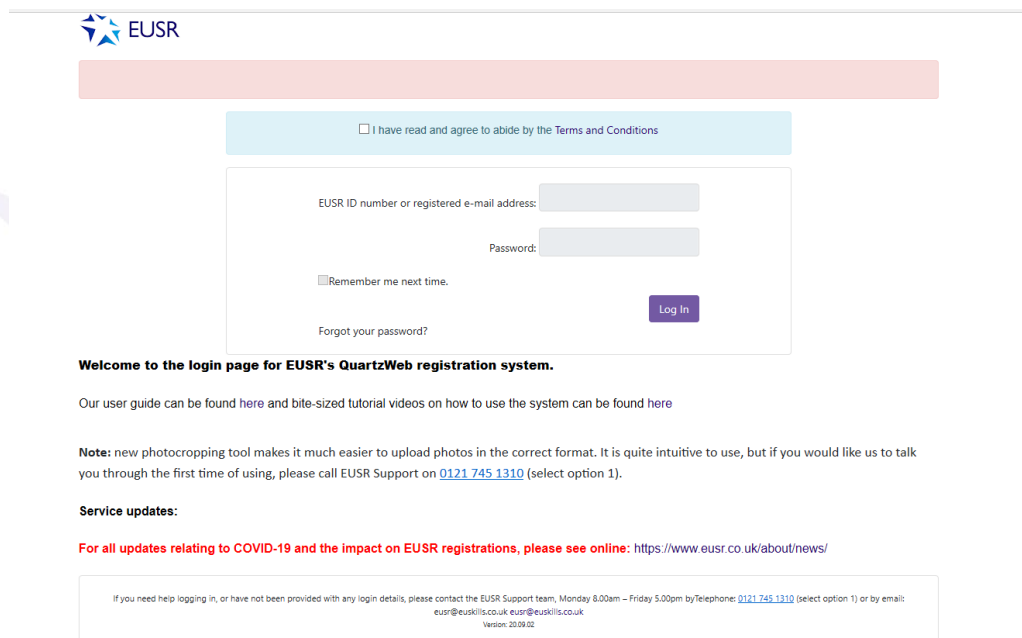# QuartzWeb User Guide

QuartzWeb is our online registration system. All applications for EUSR registration must be submitted through QuartzWeb.

This user guide provides you with guidance on making EUSR registration applications using QuartzWeb.

To access QuartzWeb, please visit https://quartzweb.eusr.co.uk/

QuartzWeb Log in screen

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.

EUSR Support: Monday to Friday 8am–5pm | eusr@euskills.co.uk | 0121 745 1310 (Option One)

User Guide: QuartzWeb – EUSR Registration System

Contents

Initial Setup

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

Only EUSR Support can allocate the roles of Lead Administrator, XAMS 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 the 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.

NOTE: Whether it is just one individual or twelve, all registration submissions are referred to as a '**Batch**'.

You must provide the following Mandatory Information for each individual within the Batch:

- First Name
- Last Name
- Date of Birth
- Employer name (mandatory for Smart Metering and advised for all other schemes)
- Mobile phone number

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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.

Login Credentials
To login you will require an EUSR ID number or the email address registered against the EUSR ID number. The EUSR 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. Passwords will only be reset over the telephone; we are unable to do this by email.

Resetting Passwords
When resetting your password please follow the categories below
- Between 6 and 12 characters in length
- Include at least 1 digit
- Include at least 1 upper and 1 lowercase letter
- Include at least 1 punctuation character (BUT DO NOT USE the **£** the **$** or the **@** sign).
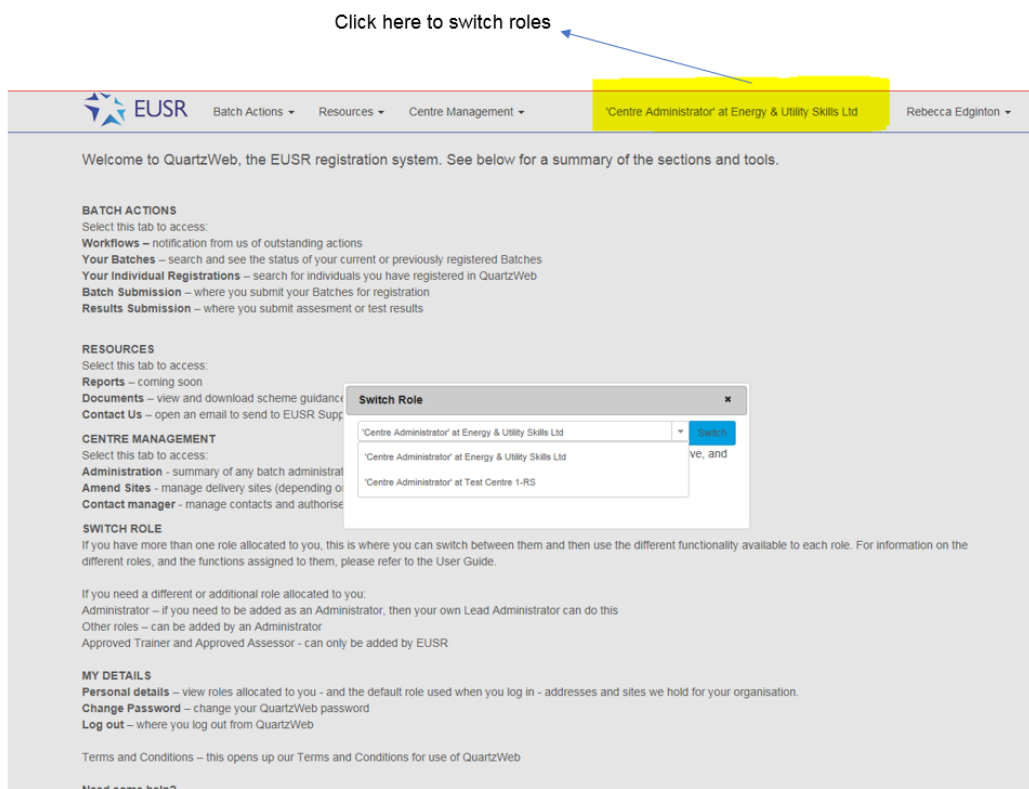
Switching Roles

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.

Managing Centre Roles and Permissions

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

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

Lead Administrators, XAMS Administrators and Administrators have access to this menu.

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

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

ManageContacts (Authorised Users)

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

+Add New Contact

	ID	Forename	Surname	Role
Actions ▾		Rebecca		Lead Administrator
Actions ▾		Rebecca		Trainer.
Actions ▾		Rebecca		XAMS Administrator
Actions ▾		Bhupindra		Administrator

Main Menus

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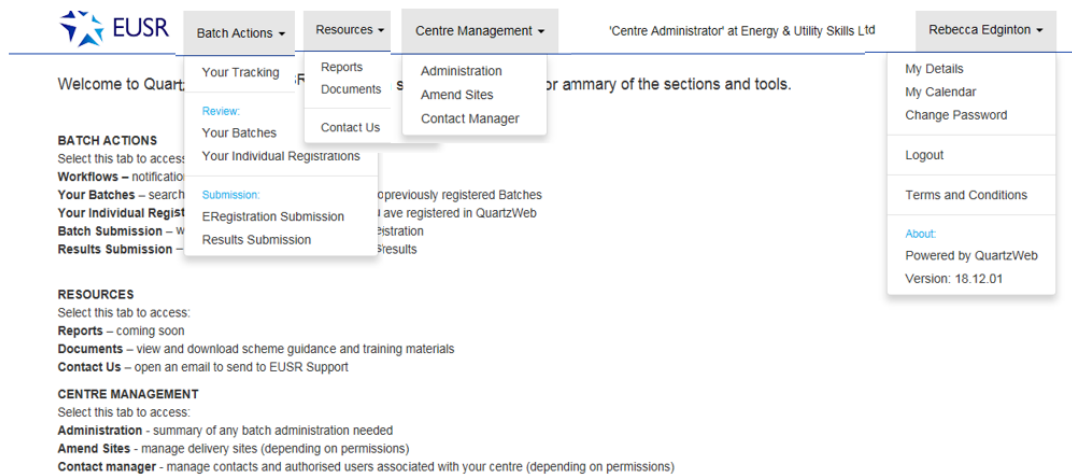
Batch Actions

Select this tab to access:

Your Batches - access your current or previously submitted batches

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

ERegistration Submission – book courses and submit batches for registrations

Results Submission – submit results for batches you have created

Resources

Select this tab to access:

Reports - view a report to check successful upload of photographs within a batch

Documents – view delivery support materials for Passport Schemes (including tests and model answers for Safe Control of Operations (SCO))

Contact Us – send an email to EUSR support

Centre Management

Select this tab to access:

Administration - actions needed for any batches

Amend Sites – view and manage site addresses (Lead Administrator, XAMS Administrator and Administrator)

Contact manager – view and manage authorised users for your centre (Lead Administrator, XAMS Administrator and Administrator)

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Switch Role

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

If you need addition roles:

Administrator – if you require an Administrator role, then your centre's Lead Administrator can do this

Approved Trainer and Approved Assessor roles – can only be added by EUSR Support

My Details

Personal details - view your roles, your addresses and site address for your organisation

Change Password – change your QuartzWeb password

Terms and Conditions - for QuartzWeb use

Scheme Listing

Registrations for all EUSR schemes must be made in QuartzWeb.

Replacement cards are available through QuartzWeb for cards that have been damaged or misplaced.

You can order:

EUSR (Utility Card) – to replace your existing Utilities card
NWH (National Water Hygiene Card) – to replace your existing National Water Hygiene card
CSCS (CSCS Card) – to replace your CSCS card, for CSCS Partner Card schemes (SHEA, NCO Gas, NCO Water, Utilities Network Construction Supervisor)
DOMS (Scottish Water DOMS Card) – to replace your existing Scottish Water Doms card
SWITCH (SHEA Switch Card) – to replace your existing SHEA Switch card

The following scheme remains paper-based:
-   Utility Network Construction Supervisor

Registration Forms, Photographs and Scheme Evidence for this scheme are to be submitted by email to:eusr@euskills.co.uk

Registration Forms are available on the relevant scheme page on the EUSR website. They can also be located on the online shop. www.euskills.co.uk/shop

Booking a Course

For all SHEA, National Water Hygiene (NWH) and Safe Control of Operations (SCO) schemes you will need to book the courses via QuartzWeb prior to running any training sessions, to gain access to the test and question papers. 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.

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, National Water Hygiene and SCO only).
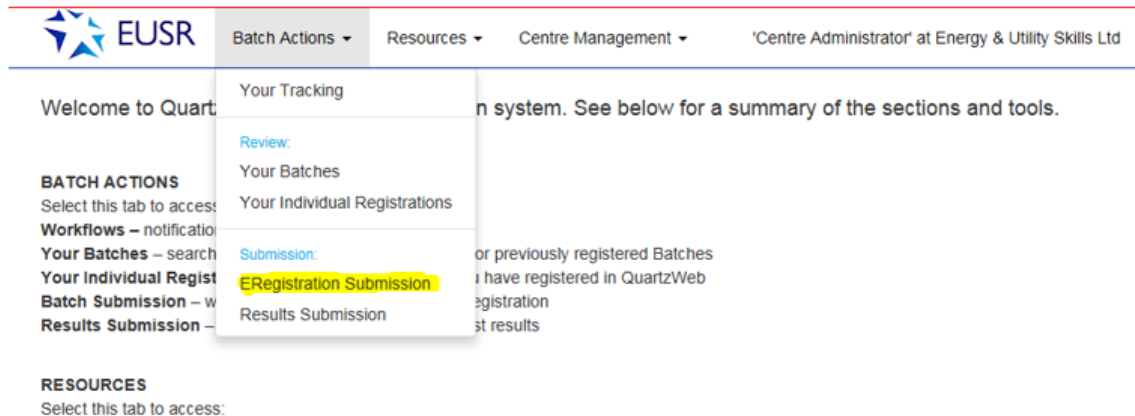
You must provide the Mandatory Information for each individual within the Batch:

- First Name
- Last Name
- Date of Birth
- Employer name (mandatory for Smart Metering and advised for all other schemes)
- Mobile phone number

Creating a Batch

To create a batch, select 'Batch Actions' and 'ERegistration Submission'.

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

You will only be able to select the courses that you are approved to deliver. If you are missing any programmes, please contact EUSR Support.

All programmes are booked through this route, including; SHEA, National Water Hygiene, SCO, Utility Excavations, Smart Metering, Scottish Water DOMS, Endorsed Training Programmes and Replacement Cards.

The second drop down box will automatically complete with the scheme information you are delivering.

To continue booking a course select '**Continue**'.

The next screen will hold the booking information. This must be completed to make the course booking. Any sections that are not completed will be highlighted red.

EUSR ENERGY & UTILITY SKILLS REGISTER

Select the card type required i.e. virtual only, virtual and plastic, or mixed

Optional field. Can be filled with a unique reference number

Start date can be selected using the inbuilt calendar i.e. 01/02/2022. This is the registration start date or the date the course was held.

Optional field, can be used to distinguish between delivery sites

The company location

Delivery address for EUSR ID cards when plastic cards are required

Select File if submitting registrations via spreadsheet

Tick No File if submitting registrations individually

View the units/ modules associated with the scheme

Mandatory payment field

Mandatory field for all Passport Schemes

Continue to submit individuals for processing

Not applicable

ERegistration Submission

Select the programme/course of learning — National Water Hygiene (2019) [259431] — View Info

The qualification (if relevant) — 5216 - National Water Hygiene (2019) [Pre-Entry Level] — View Info

Smart Cards Required — --Please Select--

Virtual Cards are launching on 14th February
Please select an option from the Smart Cards Required dropdown (if visible) so that if your cards are processed after this date, we request the required type. If selecting mixed and uploading a file, please make sure you use the latest version of the 'Standard Batch' spreadsheet template and specify the card type required. Our default is virtual cards so if you don't specify which card types are required for each individual, we will issue a virtual only card.

Batch description

Batch Start Date

Provider Reference

Purchase order number

Postcodes are mandatory for sites in this list. If a site is not appering in the list please click on 'Amend Sites' to add a new site or add a postcode to an existing site
The site — « None »

Delivery Site — « None »

Amend Sites

If you have requested XAMS activations to be sent to the trainer, please ensure you select a trainer from the dropdown. If no trainers are available, please select a different option for the XAMS activation emails.

Trainer — -- None --

☐ New trainer in notes

Notes on this submission

If you have selected mixed and intend to upload a file, please ensure you have selected the card type required for each individual. If none is specified, a virtual only card will be requested. Once you have uploaded your file, you will be presented with a preview of the contents.

Batch file to submit
text (.csv) or Excel (.xls or .xlsx) — Drop a registration file here...

Select File — Or, select a registration file

☐ No File

< Amend

Continue with Unit Registration > — Continue >

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Smart card required

This is a mandatory field. The type of smart card required will apply to all individuals in the batch. You must select one of the following options from the dropdown list.

Virtual and Plastic – Select and all individuals in the batch will receive a virtual card and a plastic smart card.

Virtual Only – Select and all individuals in the batch will receive a virtual card only.

Mixed – specify at individual level - This option is where some individuals in the batch need a virtual card only and others need a virtual card and a plastic smart card. This option can also be used if you don't know which cards are required when you create the batch. If this option is selected, you must select the type of smart card requested for each individual in the batch, further details below.

Trainer

This is a mandatory field for SHEA, National Water Hygiene, SCO 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 or telephone: 0121 745 1310.

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

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 31/03/20'
- Credit/Debit Card - if this is used please input, for example, 'Paid by CARD on 31/03/20.

Note: to pay by Card you will need to pay by telephone – EUSR 0121 745 1310 (Option One)

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.**

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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.

If the information is all correct, select Submit and an EUSR Batch number will be created. The batch can be amended by selecting 'Batch Actions' and 'Your Batches'.

For all SHEA, National Water Hygiene and SCO schemes the test paper will be generated 72 hours prior to the course being held. This can be found in the 'Batch Documentation'

Uploading 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 multiple registrations in the same Batch use 'Standard Batch Submission Form' – this is found by selecting the link at the foot of the first Batch Submission screen. This template can also be found in the 'Resources' and 'Documents' menu.

Once uploaded a preview file will be available to view.

Notes on this submission

If you have selected mixed and intend to upload a file, please ensure you have selected the card type required for each individual. If none is specified, a virtual only card will be requested. Once you have uploaded your file, you will be presented with a preview of the contents.

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* procede 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	Employer	Phone	Smart Card Required
623383	Simpson Demo	Andrew	11/10/1969	support@euskills	Gencarda	l077	VIRTUALCARDS
623391	Gurney Demo	Roger	19/12/1987	support@euskills	Gencarda	l077	SMARTCARDS

☐ No File

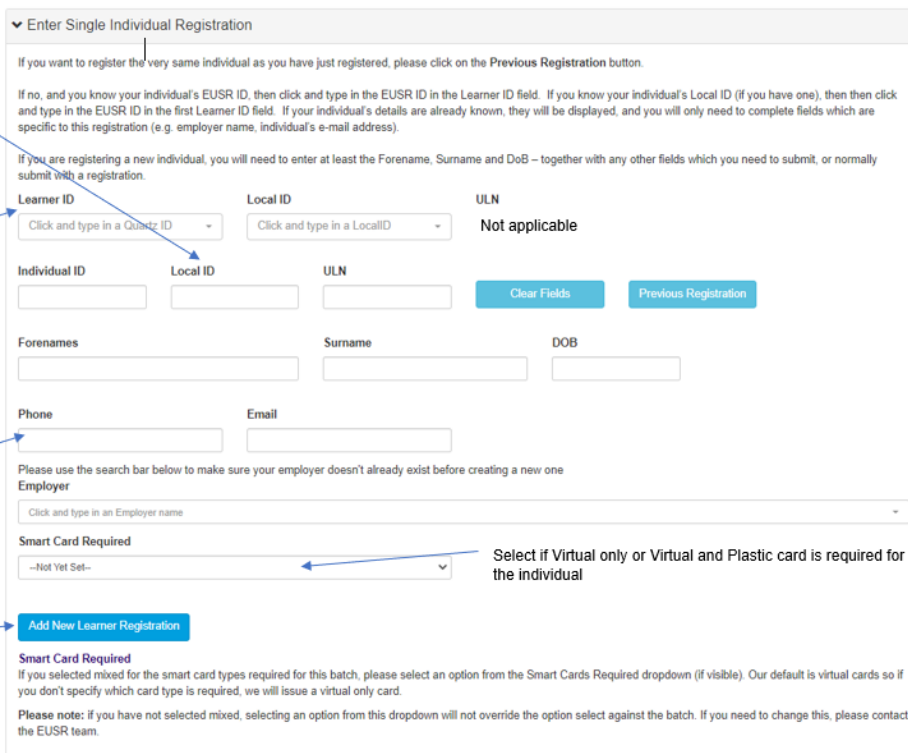**‹ Amend**   **Continue with Unit Registration ›**   **Continue ›**

Once uploaded and correct. Click 'Continue' to confirm.

The "Smart card required" field in the Batch File must be completed for each individual in the batch if "Mixed – specify at individual level" was selected when the batch was created.

Adding individually

Individuals will appear in the 'Enter Single Individual Registration' section.

If the EUSR ID number is known, fill in the 'Learner ID' and select the record. This will automatically load below the 'Learner ID' box and automatically fill the fields on the page.

Phone

This is a mandatory field for virtual cards and plastic smart cards. The individual's mobile phone number, either a work or personal, is required.

Email Address

The email address will help us to identify an individual if they lose their card.
This is not a mandatory field but is recommended.

Smart card required

The "Smart card required" field must be completed for each individual in the batch if "Mixed – specify at individual level" was selected when the batch was created. You must select one of the following options from the dropdown list.

Virtual and Plastic – Select and all individuals in the batch will receive a virtual card and a plastic smart card.

Virtual Only – Select and all individuals in the batch will receive a virtual card only.

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Confirm Individual Registration

When all individuals' details are added select 'Add New Learner 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

Once added to the batch all individuals' records will be visible.

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

Uploading Photographs and Scheme Evidence

How to Upload a Photo

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 - we can't process photographs with hats or sunglasses being worn or if the photograph is submitted in black and white.

'example photo'

Once all individuals have been added to the Batch, the photos can be uploaded.
To upload a photo:

Select the 'Actions' tab button

Select the 'Add ID Photo' tab button

You will then be provided with an upload function.

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The photo file can be dropped into the drop box or you can search for the photo from within your folders using 'Select File' button.
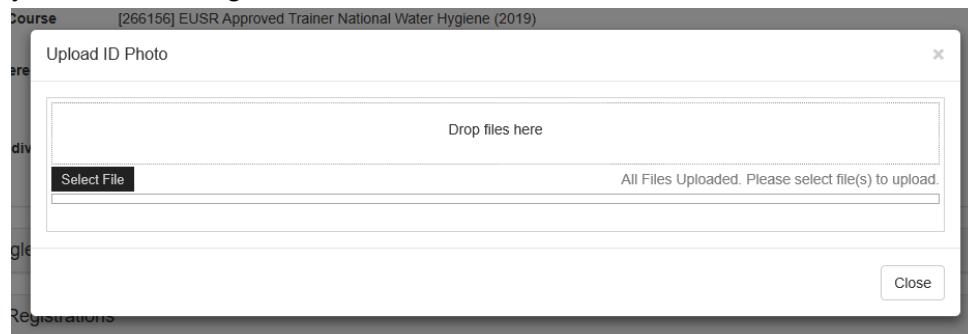
Once the photo has uploaded it will open the photo cropping tool.

How to Crop a Photo

The photo can be edited to fit within the guidance lines.

The photos can be rotated, moved, and zoomed in/out.
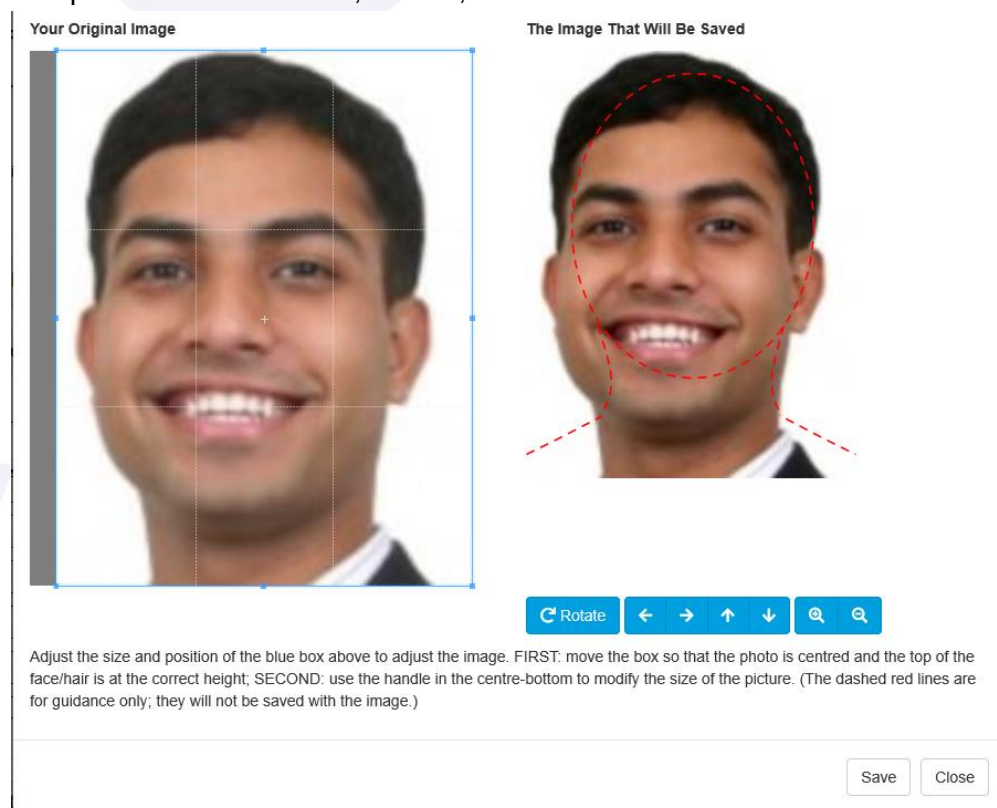
Sometimes a black border appears in the Quartz photo uploaded due to the face being centred in the head and shoulders outline on the right of the screen and the image on the left of the screen doesn't fill the whole box as follows:
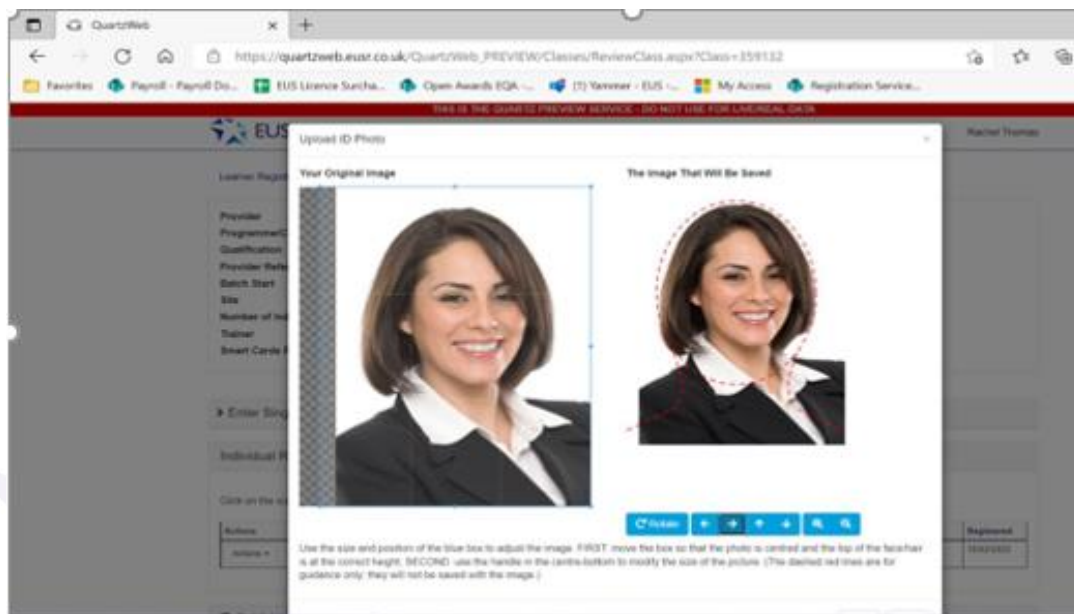
This is an example of how it appears incorrectly with the black border displayed:
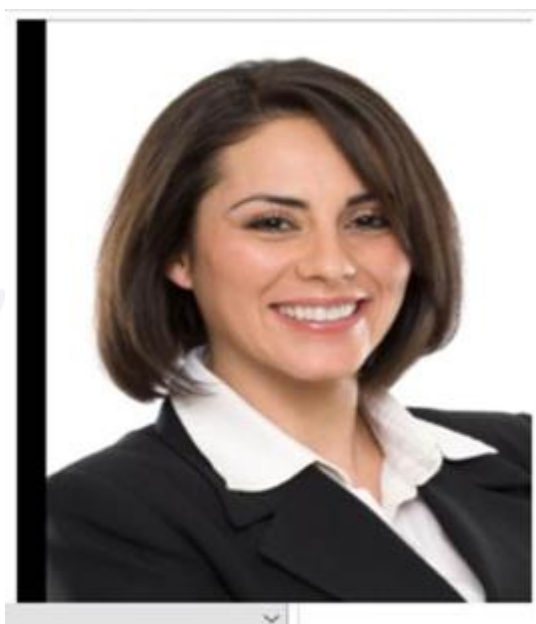
The way to avoid this black border in Quartz, is to zoom in on the photo in QuartzWeb and make sure that the blue outline box on the left side covers the photo – see example of how to centre correctly below:
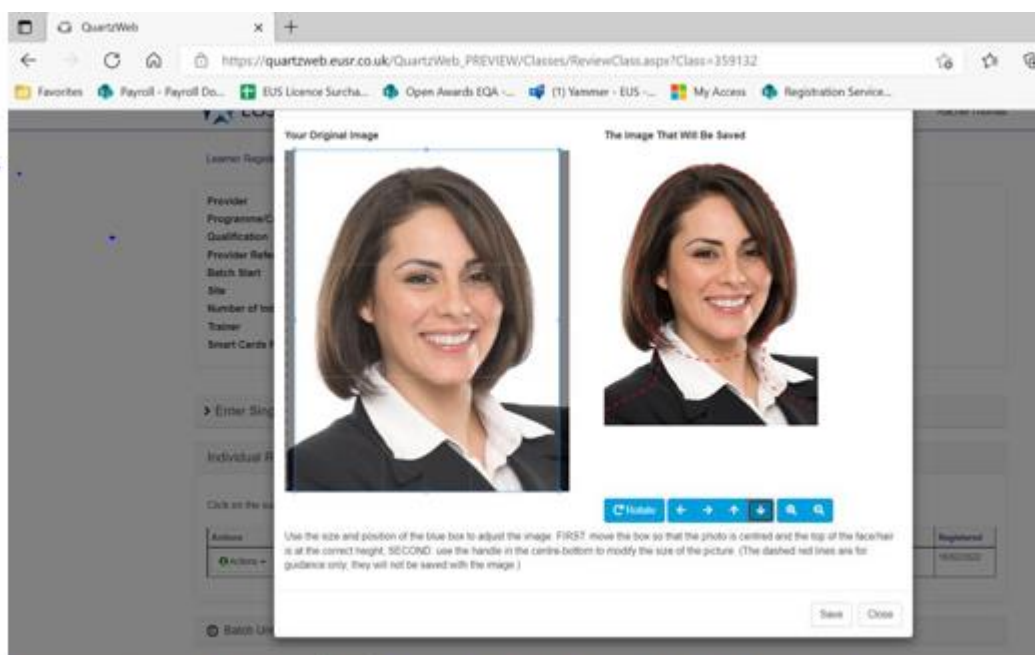
Once the photo has been edited click 'Save' and then 'Close'.

The 'Actions' button will then show a green silhouette once the photo has uploaded successfully.

A new drop-down option is available:
'Show ID photo'

Select this to view your upload.

The photo will then be retrieved and will show on screen.

How to Upload Evidence

To upload Evidence:

Select the 'Actions' tab button

Select the 'Upload Documents' option

A new screen will open where you can 'Select File' and upload the required Evidence.

Upload the required evidence and select 'Upload'.

Once all evidence has been uploaded select 'Back to Batch'.

‹ Back to Batch

Adding a Test or Assessment Result

For all programmes 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

Awarding by unit will allow you to pass all individuals at one time.

Select the Pass mark next to each Individuals' record and 'Save to Basket'.

Passport scheme submission example

Skills based scheme submission example

By Learner

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.

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

Confirm or amend Results Submission (Confirm the individuals have passed and submit the registrations to the EUSR Support Team).

The batch has now been submitted for processing to the EUSR Support Team.

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

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QuartzWeb Quick Start

This Quick Start Sheet is for all Trainer and Provider Led Courses

Booking a course

- Sign into QuartzWeb using your EUSR ID or registered email address
- Sign in as Trainer, Administrator or Lead Administrator
- Select **'Batch Actions'**
- Select **'ERegistration Submission'**
- Select the **'Programme'** (the course you are running)
- Fill in booking screen
    - Smart cards required (the virtual and/or plastic smart cards required for all individuals in the batch)
    - Batch description (this can be the course location or company you are training)
    - Start date (date of the course)
    - Provider Reference (free text field)

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- Purchase Order Number (Payment Method)
- Site Location (Company Address)
- Delivery Address (Return address for the cards)
- Trainer (SHEA, NWH, DOMS and SCO schemes only)
- Submit spreadsheet with individual's information 'OR' select 'No File'
- Submit **'Continue'**
- Batch overview with all batch details. Select **'Submit'**

A unique Batch number will be created for this Registration Submission.
For SHEA, NWH, DOMS and SCO schemes the question papers will be available 72 hours prior to the course being held.

Uploading Individuals
- **'Batch Actions'**
- **'Your Batches'**
- View Batch
- Select **'Enter Single Individual Registrations'**
- Submit details for each learner (Surname, First Name, Date of Birth, Phone – individual's mobile number, Smart Card Required – where required at an individual level)
- Select **'Add New Learner Registration'**

Uploading Photos
- **'Batch Actions'**
- **'Your Batches'**
- View Batch
- Scroll down to **'Individual Registrations'**
- Select **'Actions' 'Add ID Photo'**
- Crop and Upload Photo

To view the photo that has been uploaded select **'Actions' 'Show ID Photo'**.

Uploading Results
- **'Batch Actions'**
- **'Your Batches'**
- View Batch
- Select **'Results'** (located just below the batch information)
- Select **'Results by Unit'**
- Opens a new loading screen
- Select Batch Number **'Continue'**

- Select the Pass/Fail grade on the drop down for each learner
- Save to Basket (located top right-hand corner of screen (0.0)
- Click on the Number located within the Circle
- Submit Batch to EUSR Support for processing

Once submitted the EUSR Support Team will process this. They will contact you if there are any issues.

Virtual cards will be issued to individuals as soon as the registrations have been processed, within 1-2 working days. Plastic smart cards requested will be with you within 2-3 working days.

Locating QuartzWeb Documents
- Select **'Resources'**
- Select **'Documents'**

Here you will be able to view:
- PowerPoint slides (for Passport Schemes)
- Data Capture Form
- Attendance Register
- Answer Sheet (for Passport Schemes)
- Leaders Guide and Specification
- Support Materials (Health and Safety Documents and Scheme Videos)

The Documents can be filtered using the **'Document Type'**

SHEA, NWH, DOMS and SCO schemes question papers are available 72 hours prior to the course start date. These are available under **'Batch Actions' 'Your Batches' 'View the batch' 'Batch documentation'**.

Frequently Asked Questions

Here is a list of some of the more Frequently asked questions on this guide.

For further FAQs on QuartzWeb, please visit https://www.eusr.co.uk/support-faqs/eusr-quartzweb/

For further FAQs on virtual cards, please visit https://www.eusr.co.uk/support-faqs/cardholder-support/virtual/

Topic	Question	Answer
Web Browser	What web browsers are supported for QuartzWeb?	QuartzWeb is entirely web browser based. The latest versions of FireFox, Chrome and Microsoft Edge are fully supported. The platform does work with Safari browser and there may be some limitation on functionality. Please note that Internet Explorer is **NOT** supported.
Health Screening Questionnaire NWH only	How will I record the Health Screening Questionnaire for NWH?	This is a mandatory requirement and you will need to review how you obtain this. To try and support you on this, we have created and exemplar Health Screening Questionnaire which you can use – available in **Resources.**
Cancel a Batch	How do I cancel a batch or registration submission in QuartzWeb?	This can only be done by the EUSR Support team. Please contact us on email: eusr@euskills.co.uk or tel: 0121 745 1310 (select Option one)
Viewing Old Batches	Will I be able to view a Batch that I previously submitted via the old paper-based process – i.e. pre QuartzWeb?	You will be able to view old batches, but you will not be able to make any changes to these batches. If you need to make any changes to an old batch, please contact EUSR Support.
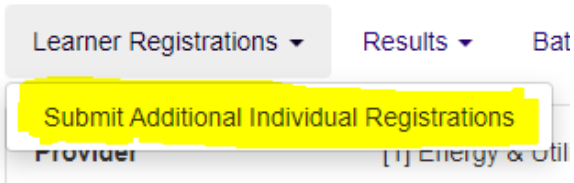
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Viewing Current Batches	How do I find my current batches?	You can view your incomplete Batches (i.e. those that have not yet been submitted) and all previously submitted Batches by selecting the main tab, 'Batch Actions' and then under 'Review' selecting 'Your Batches'. Batches can be searched for by completing the 'Find' fields.
SHEA Conversion	How will I register an individual for a SHEA Conversion?	There are separate SHEA Conversion programmes that have been set up in QuartzWeb. So, for example, an Approved Trainer approved for SHEA Gas will also hold approval for both the SHEA Gas Conversion. When booking a SHEA course, you will need to make sure you select the current programme.
Booking a course in advance	How far in advance can I book a course in QuartzWeb?	A course can be booked up to 28 days in advance.
Uploading more than one individual at a time in a Batch	Can I upload multi-individuals in the same batch, or do I have to submit them on an individual by individual basis?	Uploading multi-individuals is possible, and much quicker than submitting them on an individual basis. All bulk uploads must be made using the QuartzWeb spreadsheet – the system is not able to support bulk uploads using anything other than this spreadsheet. The correct excel spreadsheet can be found at the foot of **Batch Submission**. We recommend that you download this spreadsheet and save to your desktop, for quick and easy access in the future. Note: Once a spreadsheet has been uploaded, EUSR Support need to verify it before results (Pass/Fail) can be added to it. After
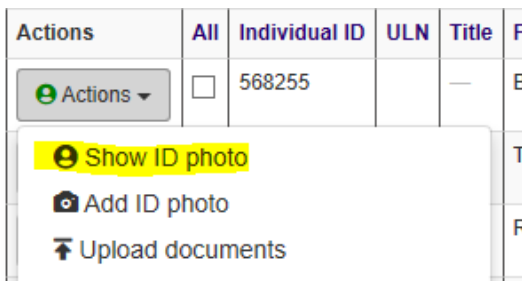
		the results have been added then EUSR Support will need to verify it before the registrations are 'Live' on EUSR.
Filtering Batches by Trainer	Will I be able to filter my batches to view all training/courses delivered by one trainer?	Batches can be searched in **Your Batches**, and there are filters for you to tailor to your search – including by trainer. The search functionality in QuartzWeb allows searching on Batch ID, Provider Reference, Programme ID or Name, Qualification Id or name and Trainer. You can change the order the Batches appear in by double-clicking on the relevant header.
Multiple training courses on the same day	Is it possible to book 3 batches for the same day for the same trainer – for example, to meet the business demand (at peak times a trainer might have his first course very early am and finish his last one very late pm).	Yes, this is possible – for those schemes that can be delivered in the hours available.
Purchase Order	Can we amend the Purchase Order details once we have submitted a batch for registration?	Yes – but only prior to submitting results. Once you submit results you cannot amend it. Select 'Batch Actions', 'Your Batches' and select the batch you need to amend. Open the batch and select 'Learner Registrations' and 'Submit Additional Individual Registrations'

The Purchase Order Number can be updated here.

Unable to access QuartzWeb	I have logged on and can see the following message: What does this mean?	Contact finance team
Changing Password frequency	How often does QuartzWeb require you to change your password?	Every 30 days
Lower and Upper case	Will QuartzWeb 'autocorrect' data that has been input in all lover case or all upper case?	No – whatever is typed in QuartzWeb is exactly what will appear on the online register and on the EUSR ID Card.
Completed batches	I have completed a batch and submitted this to EUSR Support. How can I confirm the registrations have been processed?	Once a batch has been completed by the EUSR Support team the individuals record on the batch will change. While this is being processed the icon will be an amber process bar. Once complete the icon will be a green tick.

		Application in Progress → ▭ Safety Health and Environmental Awareness Gas Application approved → ✔ National Water Hygiene
Viewing Photos	I have uploaded photos to a batch submission, can I check these?	Yes – Once a photo has been uploaded and saved you can view the photo. Select 'Actions' 'Show Photo ID'
Scheme Materials	I am running a National Water Hygiene Course. Where can I find the Documents and PowerPoint Presentation?	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. Explain what sort of programmes and materials there are. Question Papers for SHEA and NWH can be downloaded 72 hours prior to the course. These are located in the Batch under 'Batch Documentation'.

Glossary

Term	Meaning
Administrator	An individual with access to book courses, upload and submit registrations and documents.
Approved Provider	An organisation that is approved to deliver Bespoke programmes and Skills-based training programmes.
Approved Trainer	An individual who is approved to deliver Energy & Utility Skills Passport Schemes.
Authorised User	Any individual who has been given permission to access the system.
Batch	This is the cohort that the course is created under. All learners are registered within this cohort and processed under the unique identifying number.
Batch Summary	A brief description of the details within a batch confirming; the batch number, payment information, course date.
Bespoke Programmes	Courses that are developed in collaboration with organisations.
XAMS Administrator	Individual with access to add individuals and photos to a pre-registration batch. Unable to process registrations.
Centre	The organisation
Endorsed Training Programme	Training courses that have been developed to meet the requirements of the organisation and the customer.
ERegistration Submission	The batch creation tab. This is the section where batches are created and booked.
EUSR ID	The unique identifying number assigned to each individual record registered through EUSR

Lead Administrator	An individual with access to create/remove admin roles for the centre, access to add/amend the main address. The Lead Administrator also has the same rights as an Administrator.
Learner	The individual who has been registered on QuartzWeb, who has completed one of the training courses.
Passport Schemes	Entry-level training courses developed in collaboration with employers across a number of industries in the energy and utilities sector. Includes National Water Hygiene and SHEA.
Programme	The EUSR course that is being run by the Trainer or the Provider (i.e. National Water Hygiene, SHEA Water, Utility Excavations, Network Construction Operations (Gas)).
Purchase Order	The unique payment number referenced by the centre on each batch. This reference number will be used to invoice the registrations.
Skill Based Schemes	Courses that cover skills in a particular role or area and can be suitable for new employees or existing employees wishing to upskill.
Switch Role	Individuals who have multiple roles (Administrator and Trainer) can switch between the assigned roles and access given on the system.
Trainer	The individual who is approved to deliver Passport Schemes.
QuartzWeb	The online registration system used by EUSR Support

Appendix One – QuartzWeb Terms and Conditions

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).

Authorised 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. Authorised 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. Authorised 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.

EUSR Support: Monday to Friday 8am–5pm | eusr@euskills.co.uk | 0121 745 1310 (Option One)

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. Authorised user ceases to be employed or moves job role.
    6.1.2. Authorised 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. Authorised 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:

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

Email: 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.

EUSR Support: Monday to Friday 8am–5pm | eusr@euskills.co.uk | 0121 745 1310 (Option One)

Appendix Two - QuartzWeb: Different Roles

Within QuartzWeb there are different roles which can be allocated to your authorised users. Each role has different permissions or functionality; you will be able to assign your staff to the most appropriate role depending on whether they need to add, view, amend or withdraw records, or download materials.

An individual can have more than one role and it's quick and easy to switch between roles if this is the case.

The restricted 'permissions' for each role should support your own work-flows as well as data protection compliance.

Adding roles in QuartzWeb:

Lead Administrator   Added by EUSR Support

Administrator   Added by a Lead Administrator

Trainer (NWH, SHEA or SCO only)   Added by EUSR Support

Assessor (BESC:AME only)   Added by EUSR Support

The Lead Administrator is an important role and if you have not already done so, you need to advise us who this will be. Your Head of Centre (or the individual who signs any agreements with us) needs to confirm who this is by email (using a company email address) to eusr@euskills.co.uk. You will need to confirm the individual's name, job title and email address.

Roles and Functionality

At a high level, the different roles and functionality are:

	QuartzWeb functions
Head of Centre or Nominated Contact This is the individual who signs agreements with us, usually a Director or senior manager.	• No QuartzWeb access • You notify us the name of the Lead Administrator(s) for your centre – via email to EUSR Support • You notify us of any change in invoice details and invoice address– via email to EUSR Support – we will make the changes in our finance system
Lead Administrator Added in QuartzWeb by EUSR Support	You can: • Add or amend the main site address for your centre • Add Administrators within your centre • Remove individuals who hold these roles for your centre – Administrators, Trainers, Assessors • All functionality associated with Administrator role
Administrator Added in QuartzWeb by a Lead Administrator	You can: • Check individuals and batch registration information and history for your centre • Book a course • Create and submit a batch of registrations • Amend information within a batch, before the batch has been submitted • Add or amend delivery address(es) for the return of EUSR ID cards • Upload photographs and scheme evidence • Add and submit an assessment result (Pass/Fail) • Track batch progress in work-flows