

QuartzWeb User Guide

August 2026



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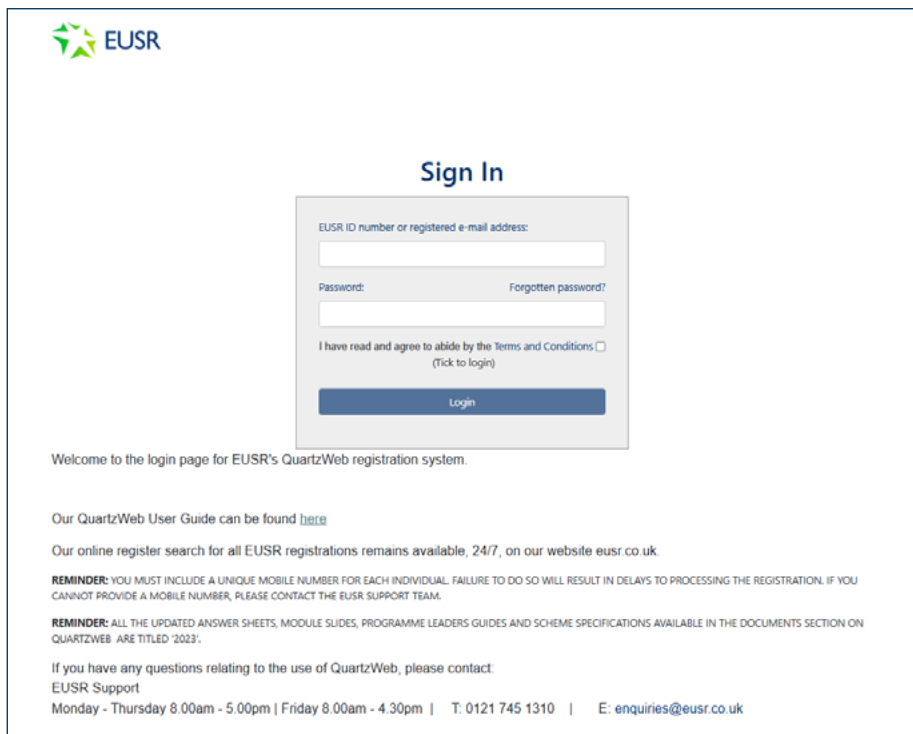
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QuartzWeb User Guide

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 quartzweb.eusr.co.uk



Sign In

EUSR ID number or registered e-mail address:

Password: [Forgotten password?](#)

I have read and agree to abide by the [Terms and Conditions](#) ☐
(Tick to login)

Login

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

Our QuartzWeb User Guide can be found [here](#)

Our online register search for all EUSR registrations remains available, 24/7, on our website eusr.co.uk.

REMINDER: YOU MUST INCLUDE A UNIQUE MOBILE NUMBER FOR EACH INDIVIDUAL. FAILURE TO DO SO WILL RESULT IN DELAYS TO PROCESSING THE REGISTRATION. IF YOU CANNOT PROVIDE A MOBILE NUMBER, PLEASE CONTACT THE EUSR SUPPORT TEAM.

REMINDER: ALL THE UPDATED ANSWER SHEETS, MODULE SLIDES, PROGRAMME LEADERS GUIDES AND SCHEME SPECIFICATIONS AVAILABLE IN THE DOCUMENTS SECTION ON QUARTZWEB ARE TITLED '2023'.

If you have any questions relating to the use of QuartzWeb, please contact:
EUSR Support
Monday - Thursday 8.00am - 5.00pm | Friday 8.00am - 4.30pm | T: 0121 745 1310 | E: enquiries@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 enquiries@eusr.co.uk

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 and Provider Trainer.

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.

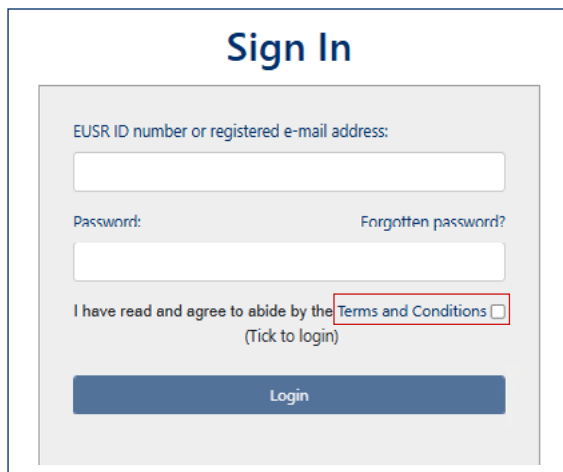
NOTE: Whether it is just one individual or twelve, all registration submissions are referred to as a 'Batch'.

You must provide the following mandatory information for each individual within the Batch:

- First Name
- Last Name
- Date of Birth
- Mobile phone number
- Photograph

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 screenshot shows a 'Sign In' form with the following elements:

- Sign In** (Section Header)
- EUSR ID number or registered e-mail address:** (Label) followed by a text input field.
- Password:** (Label) followed by a text input field.
- Forgotten password?** (Link) located to the right of the password field.
- I have read and agree to abide by the Terms and Conditions** (Text) followed by a checkbox. The text 'Terms and Conditions' is highlighted with a red box.
- (Tick to login)** (Text) located below the checkbox.
- Login** (Button) at the bottom of the form.

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

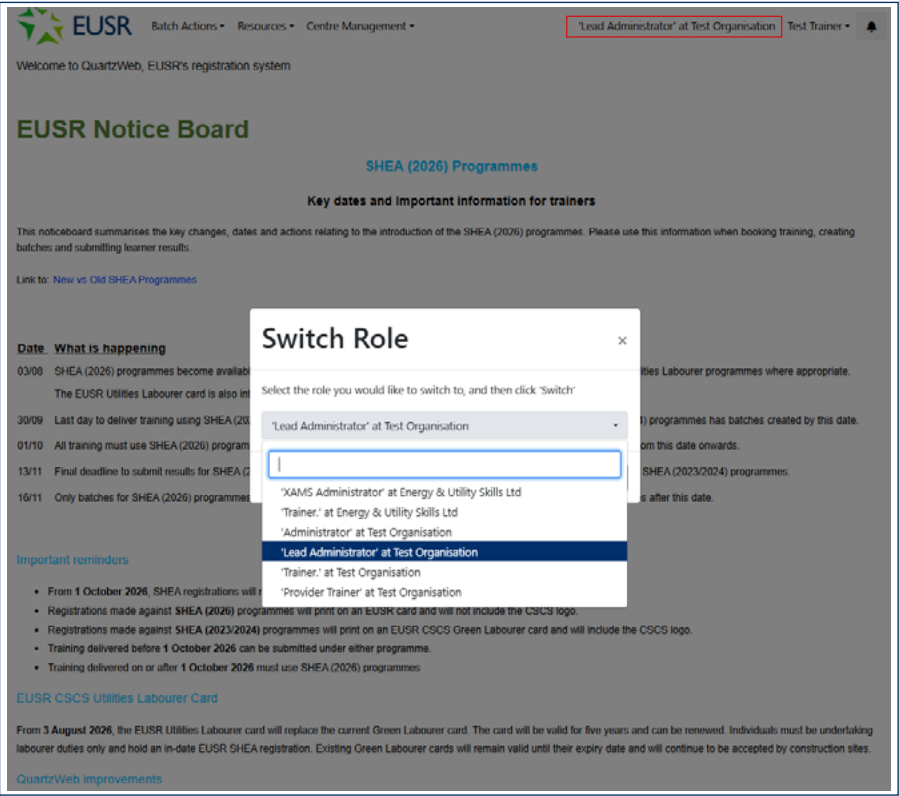
When resetting your password please follow the below criteria:

- 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 assigned, you will need to switch between these roles depending on what activity you are doing. If one of your roles is not listed once you have logged in, please contact [EUSR Support](#).

Once you are logged in, you will see your role and centre confirmed at the top, next to your name. Click on this to switch between roles if required. More information on Managing Centre Roles and Permissions can be found in [Appendix 3](#).



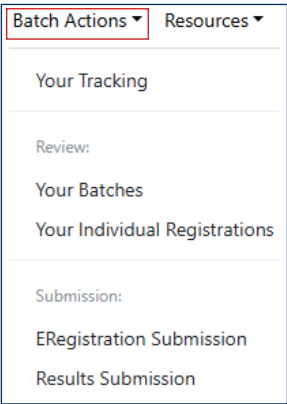
NOTE: If you are delivering an Endorsed Training Programme, you must ensure you are logged in as an Administrator or Lead Administrator.

Menus

Across the top of the page, there are various dropdown menus.

Batch Actions

Select this tab to access:



Your Batches – access your current or previously submitted batches

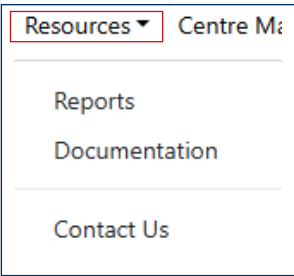
Your Individual Registrations – search for individuals you have already registered in QuartzWeb

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 which has been added against your centre

Documents – view delivery support materials such as PowerPoint Slides/ Videos and course materials such as Data Capture Forms/ Attendance Register

Contact Us – send an email to [EUSR Support](#)

Centre Management

Select this tab to access:

Centre Management ▼

Administration

Amend Sites

Manage Contacts (Authorised Users)

Administration – actions needed for any batches

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

Manage Contacts – view and manage authorised users for your centre (Lead Administrator, XAMS Administrator and Administrator)

Scheme Listing

Registrations for all EUSR schemes must be made via QuartzWeb.

If a replacement card is needed, please submit a 'Replacement Card' batch request via QuartzWeb.

The following replacement cards are available:

- CSCS Replacement Card (Old SHEA Green Labourer Replacement Card)
- CSCS (2026) Replacement Card
- Utilities (non-CSCS) Replacement Card
- National Water Hygiene (NWH) Replacement Card
- DOMS Replacement Card
- Products for Drinking Water Replacement Card

More information regarding the replacement card options, including the CSCS replacement card options can be found in Appendix 4.

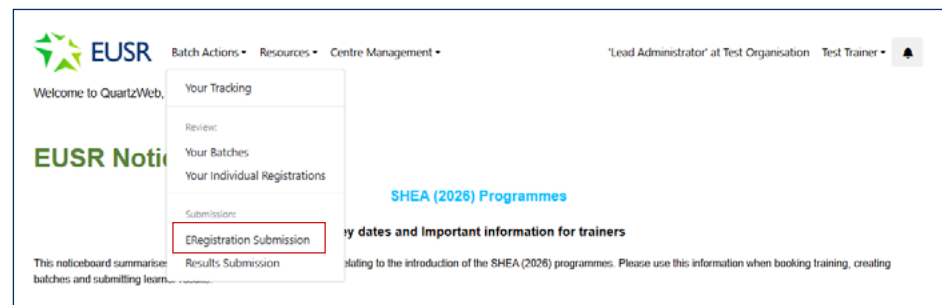
Booking a Course

For the below list of courses, batches must be created on QuartzWeb prior to running any training sessions to gain access to the test and question papers. You can plan ahead and create a batch no more than **28 days** in advance of the course date.

- SHEA
- National Water Hygiene
- Products for Drinking Water
- Asbestos Awareness
- Banks person
- COSHH Awareness
- Fire Safety Awareness
- HVDC Awareness
- Manual Handling Awareness
- Safe Control of Mains Connections
- Slinger Signaller
- Utility Excavations

Creating a batch

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



On the following page, you can select the Programme/Course of learning in the drop-down menu. 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 screenshot shows the 'ERegistration Submission' form. It starts with a note: 'Please note that you are about to submit a file of registrations for which a new batch will be created.' Below this, there are two dropdown menus. The first is labeled 'Select the programme/course of learning' and currently shows '< None Specified >'. The second is labeled 'The qualification (if relevant)' and also shows '< None specified >'. Both dropdowns have a 'View Info' button next to them. At the bottom right, there is a 'Continue' button with a right-pointing arrow.

The second box will autofill for the associated qualification.

Click 'Continue'.

This page is where you will enter the details for the course.

Any mandatory fields will appear in red if left blank

The diagram illustrates the relationship between various fields in a course registration form and their descriptions. Blue arrows point from descriptive text boxes on the left to the corresponding form fields on the right.

Form Fields and Callouts:

- Select the programme/course of learning:** National Water Hygiene (2023) [288623] (View Info)
- The qualification (if relevant):** 5072 - National Water Hygiene (2023) [Pre-Entry Level] (View Info)
- Smart Cards Required:** --Please Select-- (Note: Please select an option from the Smart Cards Required dropdown. Note: If this dropdown is not visible, it is because not all schemes produce EUSK ID Cards so that if your cards are processed after this date, we request the required type. If selecting mixed and uploading a file, please 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 only issue a virtual card.)
- Batch description:** (Text input field)
- Batch Start Date:** (Text input field)
- Provider Reference:** (Text input field)
- Purchase order number:** (Text input field)
- Postcodes are mandatory for sites in this list. If a site is not appearing in the list please click on 'Amend Sites' to add a new site or add a postcode to an existing site.**
 - The site:** < None > (Dropdown menu)
 - Delivery Site:** < None > (Dropdown menu)
 - Amend Sites:** (Button)
- Trainer:** -- None -- (Dropdown menu)
- Notes on this submission:** (Text input field)
- Batch file to submit (text (.csv) or excel (.xls or .xlsx)):**
 - Select File:** (Button)
 - Drop a registration file here...** (Text area)
 - Or, select a registration file:** (Text)
 - No File:** (Checkbox)
- Amend:** (Button)
- Continue:** (Button)

Callout Text Boxes (Left):

- Select the card type required i.e. virtual only, virtual and plastic or mixed
- Optional reference field for admin purposes
- Select the course date in the calendar. This is the date the registration will be valid from
- Optional reference field
- Mandatory payment reference field
- The main company address
- Option to amend or add additional sites
- Delivery address for CARDS when plastic cards are requested
- Trainer to select from dropdown if applicable
- Select File if submitting registrations via spreadsheet template
- Tick 'No File' if submitting registrations manually

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 – All individuals in the batch will receive a virtual and plastic smart card.

Virtual Only – All individuals in the batch will only receive a virtual card.

Mixed – Specify at individual level – This option is where some individuals in the batch need a virtual only card and others need a virtual and plastic smart card. If this option is selected, you must select the type of smart card required for each individual in the batch, (further details below).

Trainer

If relevant to the programme, you will need to select a trainer in the dropdown box. This field is mandatory for SHEA, NWH, Scottish DOMS, Products for Drinking Water and SCO programmes.

If a Trainer name is missing, please contact EUSR Support via email (enquiries@eusr.co.uk) or telephone (0121 745 1310).

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 (date)'
- Credit/Debit Card – if this is used, please input, for example, 'Paid by CARD on (date)'.

NOTE: To pay by card you will need to contact our finance team via telephone on 0121 713 8255.

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.**

Additional Steps for CSCS Combined Claims

Combined Claims means that EUSR Approved Trainers can apply for CSCS cards for individuals when submitting a SHEA batch. These developments have been made to QuartzWeb to make the application process simple for trainers and administrators.

This step is only relevant for Centres using CSCS Combined Claims programmes.

At the bottom of the ERegistration Submission page, click 'Continue with Unit Registration'

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

No File

Continue with Unit Registration

On the Batch Unit Registration page, you will see options at the bottom to select the course delivery type.

Click 'Add' next to the relevant option.

Batch Unit Registration

These are the available units for the scheme you have selected for registration. Select the 'Search' button to show all the available units. Select 'Add' or 'Add All' as required.

No Units Registered

Search Prog/Provider/Course Units

Unit ID Name RITS National Code

Search

Class [0][1]	Pathway Name	Unit ID	Unit Name	Level	Credits	RITS	National Code	
	SHEA Core		SHEA Core (2023) Remote	PE	0			+ Add All
	SHEA Core		SHEA Core (2023)	PE	0			+ Add

Continue

This will then be confirmed at the top of the page

Batch Unit Registration

These are the available units for the scheme you have selected for registration. Select the 'Search' button to show all the available units. Select 'Add' or 'Add All' as required.

Pathway Name	Unit ID	Unit Name	Level	Credits	RITS	National Code
SHEA Core	AAH932	SHEA Core (2023)	PE	0		

Remove

You can then continue with submitting your 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 page.

Batch Submission 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

Programme/Course	National Water Hygiene (2023) [266623]
Qualification:	[5572] 5572 - National Water Hygiene (2023) [Pre-Entry Level]
Smart Cards Required	Virtual Only
Batch Description:	Demo
Batch Start Date	09/07/2026
Provider Reference:	Demo
Purchase Order No:	1234
Site:	Test Organisation
Delivery Site:	Test Organisation
Trainer:	Trainer, Test
Notes:	
File Name:	No File Submitted

By submitting this registration file, you as the 'Authorised User' are confirming 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 a batch number will be created. The batch can be amended by selecting 'Batch Actions' and selecting 'Batch Actions', 'Your Batches' and 'Submit Additional Individual Registrations'.

For the below list of schemes, the test paper will be generated 72 hours prior to the course date.

- SHEA
- National Water Hygiene
- Products for Drinking Water
- Asbestos Awareness
- Banks person
- COSHH Awareness
- Fire Safety Awareness
- HVDC Awareness
- Manual Handling Awareness
- Safe Control of Mains Connections
- Slinger Signaller
- Utility Excavations

This can be found in the 'Batch Documentation'.

Individual Registrations
Results
Batch Documentation

Provider [6679] Test Organisation
Programme/Course [266623] National Water Hygiene (2023)
Qualification [5572] National Water Hygiene (2023)
Qualification Number
Provider Reference Demo **Purchase Order No** 1234
Batch Start 09/07/2026 **Batch End**
Site Test Organisation (Test Organisation)
Number of Individuals 0
Trainer Trainer, Test
Smart Cards Required Virtual Only

Uploading Individuals to a Batch

Individuals can be added in bulk via the Excel spreadsheet template file or manually, one individual at a time.

Bulk Registrations via Spreadsheet

To upload multiple individuals in bulk, use the 'Standard Batch Submission Form' template. This can be found at the bottom of the ERegistration Submission form under ERegistrations File Format.

Once the fields have been populated and the file has been uploaded, a preview will be available to view.

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 file contains 1 records)

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	Employer	Mobile number	Smart Card Required
80836 Test		CBL Candidate 6	01/01/1970			07123456789	VIRTUALCARDS

☐ No File

Continue

Adding individuals manually

Click on the 'Enter Single Individual Registration' box

A pop-up window will appear with various boxes for the individuals' details

For individuals with an existing EUSR ID number

For new individuals, enter full name and DoB

A unique mobile number – this is a mandatory field

Email addresses are not required so can be left blank

This is only required when selecting Mixed for the Smart Cards Required

Click 'Add' to proceed

Search By ID

Individual ID Click and type in a Qi

Local ID Click and type in a Lc

ULN Click and type in a UI

Enter Details...

Forename

Surname

DOB dd/mm/yyyy

Local ID

ULN

Phone

Email

Please use the search bar below to make sure your employer doesn't already exist before creating a new one

Employer Click and type in an Employer name

Smart Card Required --Not Yet Set--

Smart Card Required

If you selected mixed for the smart card types required for this batch, please select an option from the Smart Cards Required dropdown (if visible). Our **default is virtual cards** so if you don't specify which card type is required, we will issue a virtual only card.

Please note: If you have not selected mixed, selecting an option from this dropdown will **not** override the option selected against the batch. If you need to change this, please contact the EUSR team.

NOTE – A mobile number must be provided for each individual registering. This must be unique to them and cannot be a landline as this is where the SMS message will be sent to for accessing their virtual card.

All individuals added will appear at the bottom of the page.

Provider

[6679] Test Organisation

Programme/Course

[266623] National Water Hygiene (2023)

Qualification

[5572] National Water Hygiene (2023)

Qualification Number

Provider Reference

Demo

Purchase Order No

1234

Batch Start

09/07/2026

Batch End

Site

Test Organisation (Test Organisation)

Number of Individuals

2

Trainer

Trainer, Test

Smart Cards Required

Virtual Only

Enter Single Individual Registration

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	☐	199988		—	Unused	Demo (more...)	01/01/1900	Registered	Metrics	National Water Hygiene (2023)	09/07/2026
Actions	☐	80836		—	CRU Candidate 6	Test (more...)	01/01/1970	Registered	Metrics	National Water Hygiene (2023)	09/07/2026

Uploading Photographs and Scheme Evidence

How to upload a photo

Before a registration can be processed by the EUSR Support Team, a photograph (and scheme evidence if applicable) must be uploaded against the individual.

The photo must conform to the same requirements as a UK passport – head and shoulders only, no headgear (unless for religious purposes), front facing, plain background. We accept PDF and jpeg formats. For EUSR registration renewal, you can also update your current photo.

Once individuals have been added to the batch, photos can be uploaded by following these steps:

Select the 'Actions' button next to each individual

Actions	All	Individual ID	ULN	Title	Forename	Surname	Date of Birth
Actions	☐	199988		—	Unused	Demo (more...)	01/01/1900
Actions	☐	80836		—	CRU Candidate 6	Test (more...)	01/01/1970

Select 'Add ID Photo'

Actions

Show ID photo

Add ID photo

Upload documents

Enter results/claims/assessments

Check registered qualification

Amend individual registered information

The following box will allow you to select a file and upload this from your documents, or drag and drop the file

Upload ID Photo

Drop files here

Select file

Please select file(s) to upload.

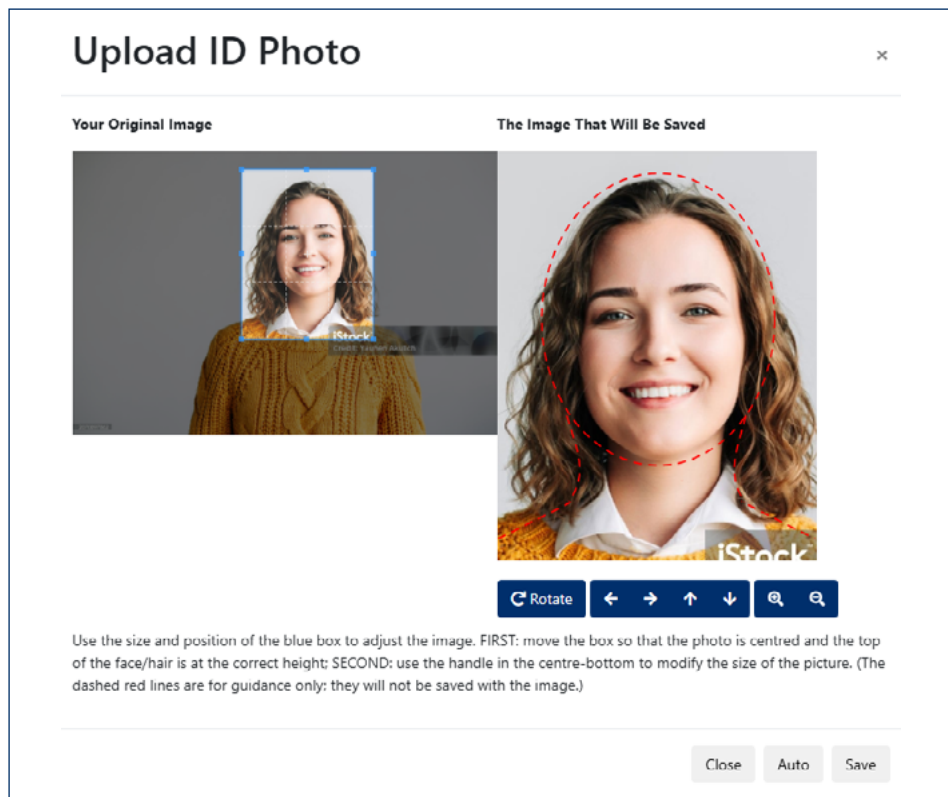
Close

Auto

Once the photo has uploaded it will open the photo cropping tool

How to crop a photo

Once you have selected your photo, you can move the photo to fit within the red lines. You can also crop the 'Auto' button and this will auto crop the image.



If a grey border appears alongside the photo, you will need to recentre this as this will not be suitable quality.

This will be because the photo has been moved too far to the left/right or the image has been zoomed out too far.

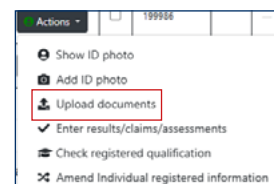
Once the photo has been edited, click 'Save' and then 'Close'.

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

How to upload evidence

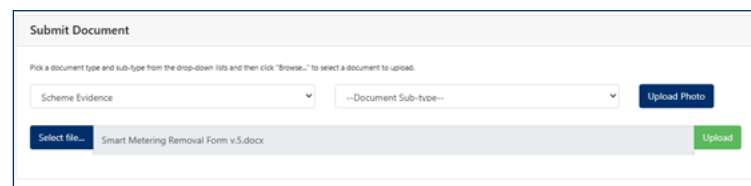
To upload evidence, select the 'Actions' button

Select 'Upload Documents'



Select 'Scheme Evidence' as the document type in the first drop down

Select your file and then 'Click Upload'



Uploading Results

For all programmes you will need to record whether an individual has passed their assessment before this can be submitted for processing by the EUSR Support Team.

By Unit

EUSR Batch Actions ▾ Resources ▾ Centre Management ▾

Individual Registrations ▾ **Results ▾** Batch Documentation

Direct Entry Results By Unit
Direct Entry Results By Learner

Provider
Programme/Course [266623] National Water Hygiene (2023)
Qualification [5572] National Water Hygiene (2023)
Qualification Number
Provider Reference Demo
Batch Start 09/07/2026
Site Test Organisation (Test Organisation)
Number of Individuals 2
Trainer Trainer, Test
Smart Cards Required Virtual Only

Select 'Pass' against each individual, and click 'Save to Basket'

Direct Entry Results By Unit Submission
Batch [545577] Demo

[Back to Batch](#)

7860/National Water Hygiene (2023) Test 6 [C=O.L=PE]

[Save to Basket](#) 0 results for this batch in this basket

Learner ID	Learner name	Unit Registration Status	Result
199986	Unused Demo		Pass
80836	CBL Candidate 6 Test		Pass

By Individual

Individual Registrations ▾ **Results ▾** Batch Documentation

Direct Entry Results By Unit
Direct Entry Results By Learner

Provider
Programme/Course [266623] National Water Hygiene (2023)
Qualification [5572] National Water Hygiene (2023)
Qualification Number
Provider Reference Demo
Batch Start 09/07/2026
Site Test Organisation (Test Organisation)
Number of Individuals 2
Trainer Trainer, Test
Smart Cards Required Virtual Only

Select each individual one at a time in the drop down and select 'Pass'. Then click 'Save to Basket'

Direct Entry Results By Individual Submission
Batch [545577] Demo

[Back to Batch](#)

Unused Demo (199986)
National Water Hygiene (2023)
Test Organisation

Unused Demo (199986)

[Save to Basket](#) 0 results for this batch in this basket

Unit	Unit Registration Status	Result
7860/National Water Hygiene (2023) Test 6 [C=O.L=PE]		Pass

If your batch is for a CSCS Combined Claims programme, you will need to select Pass/Achieved against all units which apply.

Cbl Candidate 1 Test (80831)

SHEA Core Initial + CSCS Occupations

Test Organisation

Cbl Candidate 1 Test (80831)

Save to Basket

0 results for this batch in this basket

Unit	Unit Registration Status	Result (p)
SHEA Core		
7935-SHEA Core (2023) Test 3 [C=0,L=PE]		Pass
Smart Meter Installer Low Pressure (Gas)		
8729-Smart Meter Installer Low Pressure (Gas) [C=0,L=Two]		Achieved

Once you have saved to basket, click the number which appears at the top right corner of the screen. This is the 'Basket'

'Lead Administrator' at Test Organisation

20

Test Trainer

Here you can amend or remove any results if required, or click 'Submit'

Direct Entry Basket

[545577] Demo

« All Direct Entry Results Sets »

« All Individuals »

Submit

Learner ID	Learner	Unit ID	Unit	Level	RFTS	National Code	Batch	Result	Option
199986	Demo, Unused	AAH560	National Water Hygiene (2023) Test 6	PE			[545577] Demo	Pass --Not Yet Set--	
80836	Test, Cbl, Candidate 6	AAH560	National Water Hygiene (2023) Test 6	PE			[545577] Demo	Pass --Not Yet Set--	

Click 'Confirm Submission'

Confirm Direct Entry EResults Submission

Please confirm that you want to submit a total of 2 awards for 2 individuals on batch [545577] Demo

Amend

Confirm Submission

The batch has now been submitted for processing.

Results submission

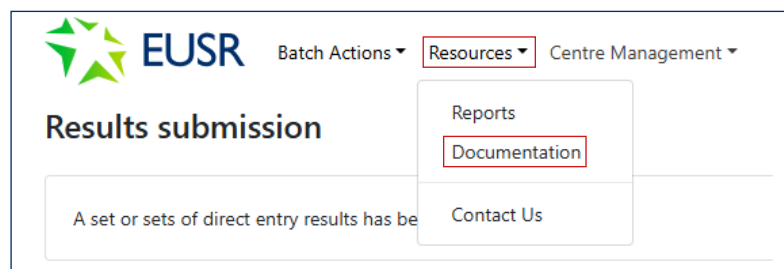
A set or sets of direct entry results has been submitted

Providing there is no missing information on the batch (e.g. photos/mobile numbers/certificates if applicable), the EUSR Support Team aim to process registrations within 24-48 working hours.

The Team will contact whoever has submitted the batch if any further information is required for processing.

Accessing QuartzWeb Documents

Training delivery materials can be located in Resources and Documentation.

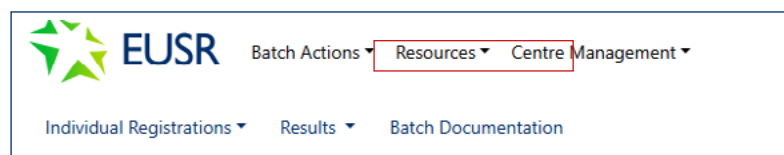


Here you will be able to view:

- PowerPoint slides (for schemes such as NWH, SHEA, SCO, Products for Drinking Water, Utility Excavations)
- Data Capture Form
- Attendance Register
- Answer Sheet (for schemes such as NWH, SHEA, SCO, Products for Drinking Water, Utility Excavations)
- Programme Leaders Guide and Specification
- Support Materials (Health and Safety Documents and Scheme Videos)

To access 'Questions' and 'Answers' for a specific batch, these can be found within the batch itself.

Go to 'Batch Actions', 'Your Batches', click on the batch and select 'Batch Documentation'.



Within here, you can view the Questions and Answers which are specific to the batch you have raised. A random test set will be generated against your batch.

This documentation is available 72 hours prior to the course date.

A screenshot of the 'Batch Documentation' interface for batch [545577] Demo. It includes a 'Back to Batch' button, a 'Submit Document' section with dropdowns for document type and sub-type, a 'Notes on this document' section with a text area and a 'Select file...' button, and a 'View Document' section with a table of documents.

Title	Description	Modified Date	Author
2023 NWH (F2F) MCQ Test 06 v2.pptx	Exam Paper	02/01/2024	
2023 NWH Test Answers (Even) V1.pdf	Answer Sheet	26/10/2023	

NOTE – It is essential that you use the test set which has been generated against the batch you have raised. For auditing purposes, please do not use an old test set from a previous batch.

Appendix 1 – QuartzWeb Terms and Conditions

These terms and conditions (T&Cs) relate to the use of QuartzWeb, EUSR's online registration portal by contacts 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 & Environment Awards (trading as “EUSR”) 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 EUSR if an authorised user ceases to be employed or changes job role.

3. Authorised users 10:

- 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 out of QuartzWeb immediately at the end of every session.
- 3.5. Not leave any IT equipment unattended when logged into QuartzWeb.

- 3.6. Notify EUSR 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. EUSR will:

- 4.1. Make a User Guide available to authorised users to support use of QuartzWeb.
- 4.2. Aim to ensure QuartzWeb is available 24 hours a day.
- 4.3. Minimise 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. EUSR 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 EUSR 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 EUSR.
 - 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 EUSR.

7. Payment terms:

- 7.1. EUSR's 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 that their personal data will be shared with EUSR and uploaded onto QuartzWeb. A copy of our privacy notice is available on <https://www.eusr.co.uk/privacy>

9. Contact:

Authorised users and approved centres can contact EUSR in relation to QuartzWeb by:

Email: enquiries@eusr.co.uk

Phone: 0121 745 1310

Find us: Avon Business Centre, 435 Stratford Road, Shirley, Solihull, B90 4AA

10. General:

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

Appendix 2 – 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 workflows as well as data protection compliance.

Adding roles in QuartzWeb:

Lead Administrator	Added by EUSR Support
Administrator	Added by a Lead Administrator
Trainer	Added by EUSR Support
Provider Trainer	Added by Quality
XAMS Administrator	Added by Quality

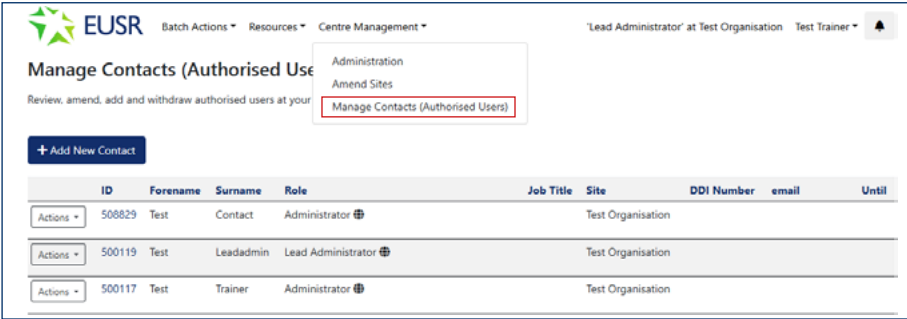
The Lead Administrator is an important role and if you have not already done so, you need to advise us who this will be. Your Head of Centre (or the individual who signs any agreements with us) needs to confirm who this is by email (using a company email address) to enquiries@eusr.co.uk. You will need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

Appendix 3 – Managing Centre Roles and Permissions

If a QuartzWeb contact changes 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 by selecting Manage Contacts.

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



A Lead Administrator can also add a new Administrator to their Centre by clicking 'Add New Contact'.

Add a New Contact

Forename

Given/Forename

Surname

Family/Surname

Phone

Phone Number

Job title

Job title

Email

Email address

Role

Administrator

Site

Test Organisation

Add

Cancel

Appendix 4 – Replacement Cards

What are Replacement Cards

Replacement cards can be ordered when an existing card has been lost, stolen, damaged, or where details need to be corrected or updated. They provide a reissued version of the original record, confirming that the individual still holds the relevant registration. Requests for replacement cards must typically be submitted by the training provider, cardholder or their employer and require verification of existing registration details including full name, date of birth, EUSR ID, mobile number, email address, as well as a postal address to send the card to. The replacement card will reflect the current status of the individual's registration but does not extend or alter the original validity period.

Since February 2022, all registrations are issued with a virtual card as standard. If an individual requires their virtual card to be reissued, they do not need to order a replacement card and should instead contact the EUSR Support Team to re-send the text message for their virtual card, providing the EUSR registration is still in date. The EUSR Support Team can be contacted via email at enquiries@eusr.co.uk or via phone on 0121 745 1310.

How Much do Replacement Cards Cost

The current cost to order a plastic replacement card can be found on the price list on the EUSR website – Price List – EUSR. This fee covers the production and reissue of a new card where the original has been lost, stolen, or damaged, or where there are updated details that need to be reflected. Replacement cards are issued to reflect an existing, valid registration and do not extend the original expiry date. All requests for replacement cards must be supported by accurate registration details to ensure the correct record is reissued.

Which Card Do I Need

There are various replacement card options available, depending on the registration currently held by the individual.

Non-CSCS Cards

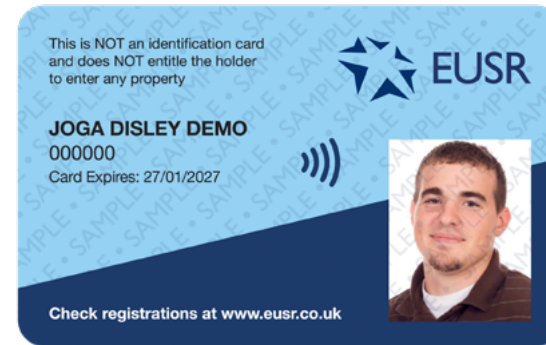


The EUSR utilities replacement card is for registrations that are not CSCS affiliated:

- Abrasive Wheels
- Asbestos Awareness
- Banksperson
- Basic Electrical Safety Competence for Access, Movement and Egress (BESC AME)
- Basic Tower Climbing and Rescue
- COSHH Awareness
- Fire Safety Awareness
- HVDC Awareness
- Manual Handling Awareness
- PLUS
- Rooftop Worker – Safety & Access
- Safe Control of Mains Connections (Water)
- Slinger Signaller

- Smart Metering
- Utility Excavations
- SHEA

National Water Hygiene



The National Water Hygiene card, also known as the 'blue card' is held by individuals who need to access restricted water operations.

Products for Drinking Water



The Products for Drinking Water card is for operatives, supervisors and management and is aimed at water industry personnel involved in activities associated with drinking water. This includes employees in operations, developer services, capital and procurement, supply chain contractors and consultants.

Scottish Water DOMS



The Scottish Water DOMS card is required for all individuals working on water distribution activities within the Scottish Water region. This includes, but is not limited to, all Scottish Water and Scottish Water Solutions operational personnel, contractors, consultants, delivery partners, framework suppliers and self-lay organisations.

CSCS Cards

Skilled Worker



The Skilled Worker card is for individuals who have completed a qualification that enables them to complete various skilled work on construction sites.

Blue cards indicate you are a skilled operative with a Level 2 qualification, whereas Gold cards signify you are an advanced craft worker holding Level 3 or Level 4 qualifications.



Supervisor



The Supervisor card is for individuals working in a supervisory role on construction sites.

Labourer



The Utilities Labourer card is for individuals working in utilities labouring roles on construction sites. It confirms an understanding of health and safety requirements and enables safe working practices in a construction environment. Registration on EUSR for Utilities Labourer is valid for five years and is renewable.

Experienced Worker



The Experienced Worker card is for individuals already working in the utilities industry who do not hold the required qualification for their role. It acknowledges their experience and allows the individual to access construction sites whilst completing an appropriate qualification. Upon completion, they will be eligible to register as a Skilled Worker. Experienced Worker registration on EUSR is for a period of either 18 months or 3 years, dependant on registration held and is non-renewable.

Trainee



Trainee registration is for individuals new to the utilities industry. It allows an individual to access work construction sites to facilitate the completion of an appropriate Level 1 or Level 2 qualification. Trainee registration on EUSR is for a period of 18 months and is non-renewable, as an individual is expected to have completed their qualification during the registration period.

'Old SHEA Green Labourer Replacement Card' Replacement Cards



If your existing SHEA registration is on a CSCS card, you will need to apply for a replacement card using the 'Old SHEA Green Labourer Replacement Card' replacement cards order form. This is because the new CSCS cards specify whether the registration is a skilled worker, supervisor, labourer, experienced worker or trainee, which is not compatible with the previous CSCS card format.

How to Request a Replacement Card

Replacement cards can be ordered in a few different ways; individuals who need to purchase a replacement card can do so through the online shop on the EUSR website – Shop – EUSR. Training providers can order replacement cards through QuartzWeb, if they do not already have the replacement card programmes available, they can request these by contacting the EUSR Support Team, either via email at enquiries@eusr.co.uk or by phone on 0121 745 1310. Please note that the EUSR Support Team are unable to take orders for replacement cards over the phone.

General Information

If an individual needs to request a replacement card, it is important to ensure that their details on the EUSR register are up to date, as the replacement will be issued using the most current information held. Individuals should allow sufficient time for processing and delivery, particularly if the card is needed for site access.

As an alternative to plastic cards, individuals are able to use their virtual card as proof of registration. For CSCS controlled sites, the virtual card is scannable by the CSCS Smart Check app, and for non-CSCS sites, the card checker will validate your card using a free app called Checarda. When you're asked to produce your card on site, you open the Vircarda app on your smartphone or tablet device and show the virtual card.

Alternatively, your details can be checked by entering them on the EUSR register search (available 24/7 at www.eusr.co.uk).

Any Other Questions

For further information or any other queries regarding EUSR, visit our [Cardholders FAQ page](#) – Cardholders – EUSR or contact the EUSR Support team. We are available Monday – Thursday, 8:00am – 5:00pm, Friday 8:00am – 4:30pm, via email enquiries@eusr.co.uk or Tel: 0121 745 1310.



EUSR provides the Register of training and skills for the utilities sector by developing and assuring training programmes and assessments.

Visit eusr.co.uk

EUSR

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