



**msletb**

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Education and Training Board

## **RESULTS CAPTURE AND CERTIFICATION REQUEST SYSTEM**

### **INTERNAL USER GUIDE**

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**RCCRS Release 3**

# Contents

<b>1. Introduction</b>	<b>4</b>
1.1 Access	4
1.2 Logging-On to the RCCRS	5
<b>2. Entering Results</b>	<b>6</b>
2.1 Recording Previous Accredited Training (PAT)	14
2.2 Recording Exemptions	16
2.3 Entering Results for learners who left more than 12 months ago	18
<b>3. Submitting Results</b>	<b>19</b>
3.1 Create and Submit an F12 Form	19
3.2 Edit and Submit an Open or Returned F12 Form:	24
<b>4. Returning F12s</b>	<b>31</b>
<b>5. Approving Results</b>	<b>33</b>
<b>6. Holding Results</b>	<b>38</b>
<b>7. Entering Certificate Numbers</b>	<b>41</b>
<b>8. Enquiries</b>	<b>44</b>
8.1 Results & Certs Enquiry	44
8.2 F12 Enquiry	46
<b>9. Reports</b>	<b>48</b>
9.1 Printing an F12 report using the Application Reports option	49
9.2 Printing Assessment Results Report	49
9.3 Printing Learner Results Statement	50
9.4 Learner Mailing Labels	51
<b>10. Email Alerts</b>	<b>51</b>
<b>11. Warning/Error Messages</b>	<b>52</b>

**Appendix 1 – RCCRS Roles and Access Rights ..... 53**

    Clerical Officer – Results Inputter ..... 53

    Training Standards Officer – Results Approver..... 53

    Instructor/Contracted Trainer Role ..... 53

    External Provider Role ..... 54

    Administrator Role..... 54

**Appendix 2 – Status Diagram..... 55**

**Appendix 3 – Logging RCCRS calls on the Help Desk ..... 56**

**Appendix 4 –RCCRS Guide for Adding Learners ..... 57**

# 1. Introduction

The Results Capture and Certification Request System (RCCRS) is used for capturing / recording assessment results and requesting certificates from awarding bodies for all ETB Training Centre training with the exception of Apprenticeship, Jobs Initiative, Community Employment and TESG. It is also used for generating reports on ETB Training Centre delivered and funded assessments and certification activity.

## 1.1 Access

Access to the RCCRS is granted to staff nominated by their manager to *<insert email address>*

As with all ETB Training Centre Systems, all authorised users must read and comply with the following ETB Training Centre policies.

Computer acceptable usage policy:

<http://fascms.fasoffice.com/Intranet/HRD/HR/Admin/Policies/IT/07-01-06.htm>

Internet and intranet acceptable usage policy:

<http://fascms.fasoffice.com/Intranet/HRD/HR/Admin/Policies/IT/07-03-06.htm>

Password policy: <http://fascms.fasoffice.com/Intranet/HRD/HR/Admin/Policies/IT/07-05-06.htm>

## 1.2 Logging-On to the RCCRS

Log-on to the RCCRS is linked to your log-on to your computer, you do not, therefore, need an additional password.

There are currently two systems in place; a test system for familiarisation/practising and a live system. **The live system should be used only when entering actual results for certification.** If you are practising, please ensure that you are using the test system.

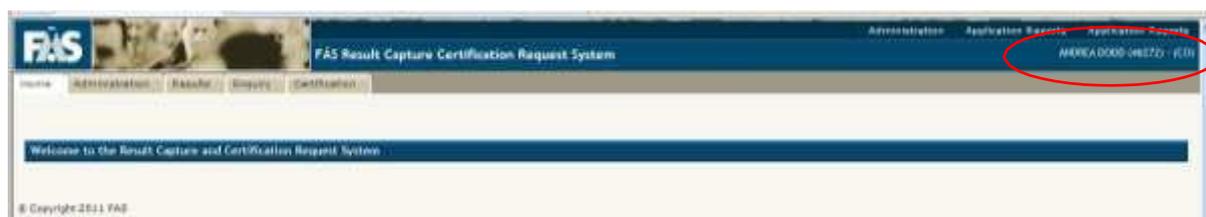
The systems can be accessed by clicking on the relevant link below or by entering the URL into the address bar of your browser.

**RCCRS Live System:** <http://rccrs.fasoffice.com>

**RCCRS Test System:** <http://crstest/rccrsinternal>

**Note:** You can save these links to your desktop or to your favourites bar in Internet Explorer

The RCCRS welcome screen will open with your name, staff number and location displayed in the top right-hand corner.



The menus available to you are determined by your role and access rights – [See Appendix 1](#)

## 2. Entering Results

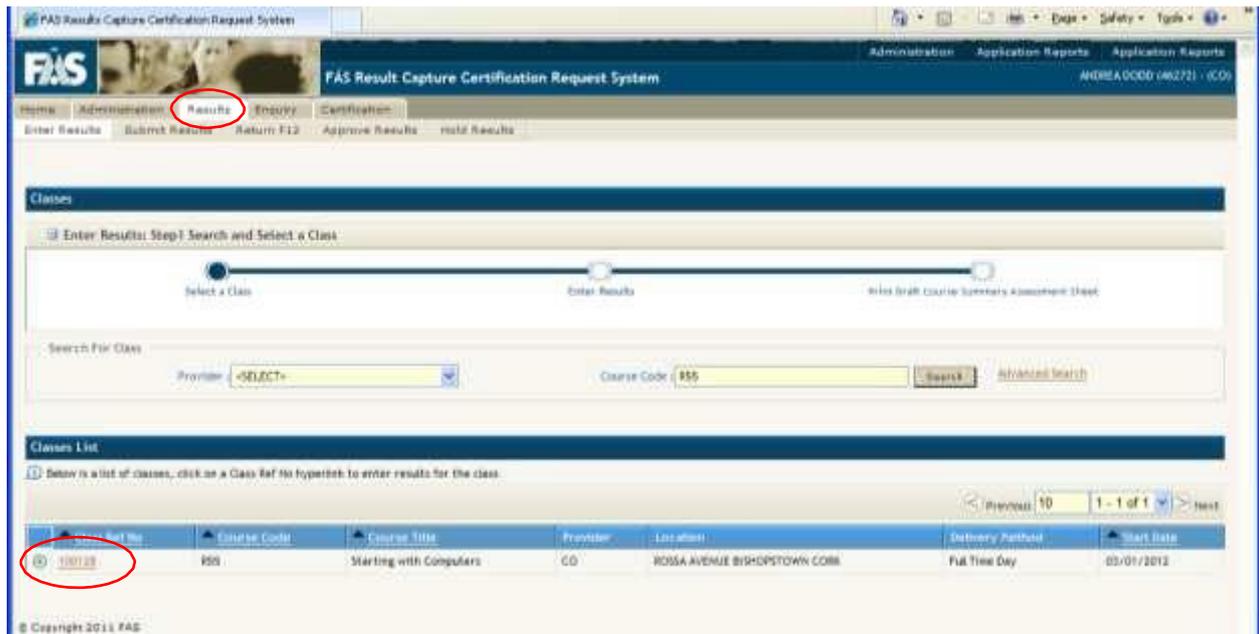
All processes in the RCCS follow a wizard format. As you move through the steps of the process the relevant circle is shaded on the wizard.

To enter results you must start the **'Enter Results'** wizard as follows:

1. Click on the Results Tab on the RCCRS Home Screen

This starts the three-step **'Enter Results'** wizard.

### Step 1 of 3 – Select a Class



The screenshot shows the FAS Result Capture Certification Request System interface. The 'Results' tab is selected and circled in red. Below the navigation tabs, a wizard progress bar shows three steps: 'Select a Class', 'Enter Results', and 'Print Draft Course Operators Assessment Sheet'. The 'Select a Class' step is currently active. Below the wizard, there is a search form with a 'Provider' dropdown menu set to '<SELECT>', a 'Course Code' text box containing 'R55', and a 'Search' button. Below the search form is a 'Classes List' table with the following data:

Course Ref No.	Course Code	Course Title	Provider	Location	Delivery Method	Start Date
100128	R55	Starting with Computers	CO	ROSSA AVENUE BISHOPSTOWN COBK	Full Time Day	05/01/2012

1. Search for your class by entering search criteria, e.g. Provider or Course Code.

„Provider“ in this context is the code for the ETB Training Centre, e.g. CO for Cork

You can refine your search further by clicking on „Advanced Search“. This will allow you to search by Course Title, Delivery Method, Class Ref. No., Date Started From, Date Started To (i.e. the range of start dates to be searched). You may also leave all fields blank, click „Search“ and you will be presented with a list of all courses in your region with an end date within the last 12 months. If earlier classes are required, contact the ETB Training Centre IT help desk.



The RCCRS has been refined to allow the linking of assessments/awards to specific course locations for LTIs, CTCs and STPs. This means that users will see only the assessments/awards that are linked to the local version of the course, which makes the system more user-friendly. This change relates to any LTI, CTC or STP courses set up since 2nd November 2011

When searching for a class to input results for LTIs, CTCs or STPs on the RCCRS you should enter the Provider Code in the Provider field **and** include it as part of the course code in the Course Code field, e.g. Provider Code: CO, Course Code: **COB4J**. You can also enter the class reference number to find a specific class.

2. Click „Search“ – a list of classes that match your search criteria will appear.

3. Select the class for which you wish to enter results by clicking on the Class Ref. No. hyperlink; the „Enter Class Results“ screen opens.

### Step 2 of 3 – Enter Results

The screenshot displays the 'Enter Class Results' interface. At the top, it shows class details: Class Ref No. 47440, Course Code: 885, Start Date: 07/01/2012, and Target Program: 900003. Below this is a grid of assessment columns and learner rows. The columns include: INFORMATION AND COMM TECHNOLOGY (M1 - Month 1), TEXT PRODUCTION (M2 - Month 2), Communications (M4 - Month 4), Writing Processes (ECOL3 - Non FETAC 8), HUMORALABILITIES (ECOL5 - Non FETAC 8), ECOL 30 CAS (ECOL8 - Non FETAC 8), STARTING WITH COMPETENCY (M3003 - Phase 3), FINANCE & COSTING (M1 - Month 5), Introduction and Communication (ECOL1 - Non FETAC 8), and Writing the Certificate and Presentation Parts (ECOL7 - Non FETAC 8). The learner 'Cyrus, Seth' (ID: 25791298V) is highlighted in blue. A 'Grades' dropdown menu is open, showing options: D - Distinction, M - Merit, C - Credit, F - Fail, E - Exemption, S - Referral, A - Absent, and T - Terminated. At the bottom, there are buttons for 'Enter for all Learners', 'Show Learners' (12 mins ago), '1 - 30', 'Refresh', '1 - 10', '11 - 15', 'Cancel', 'Save', and navigation links: '<< Enter results for another class' and 'Print Draft Course Summary Assessment Sheet >>'. A footer message asks 'What do you want to do next?'.

You can enter results for each learner individually or you can batch enter results.

1. **To enter results for each learner individually**, type the appropriate grade in the field relating to the relevant learner and assessment using the keyboard or select the appropriate grade from the Grades dropdown list. The Grades dropdown list appears when you click in the results box and shows only grades that are used by the relevant awarding body.



When you click in a result box, the learner (i.e. row) and assessment (i.e. column) for which you are entering a result on the result entry grid are highlighted. This enhancement will allow you to clearly identify that you are entering the result in the correct cell, thereby reducing the possibility of data entry errors. Assessment Communications is selected for learner Seth Cyrus in the screen shot above.

The screenshot shows the 'Enter Class Results' window. At the top, it displays class details: Class Ref No: 100128, Course Code: R55, Start Date: 03/01/2012, and Target Points: 900003. Below this is a table with columns for various assessment categories and rows for individual learners. The categories include 'INFORMATION AND COMM TECHNOLOGY', 'TEXT PRODUCTION', 'COMMUNICATION', 'WORK PRODUCTION', 'USING DATABASES', 'EQUIL 3D CAD', 'STARTING WITH COMPUTERS', 'FINANCE & COSTING', 'INFORMATION AND COMMUNICATION', and 'USING THE COMPUTER AND MANAGING FILES'. The learners listed include Bagham, Dale; Bagham, John; Bucket, Elyn; Button, Ben; Cyrus, Seth; Daniels, Kyle; Frasier, Fidel; Hunter, Timothy; JACKSON, SAMUEL; Little, bosco; Mitcham, Jack; O'GIL, Darby; and Raynor, John. At the bottom of the table, there is a button labeled 'Enter for all Learners' which is circled in red. Below the table are controls for 'Show Learners' (12 mins ago), '1 - 30', 'Refresh', '1 - 10', '11 - 13', 'Cancel', and 'Save'. At the very bottom, there are buttons for '<< Enter results for another class' and 'Print Draft Course Summary Assessment Sheet >>'.

2. **To batch enter results**, type the grade into the field corresponding to the relevant assessment and click „Enter for all Learners“. This will enter the same result for all learners on that screen. To enter results for additional learners select the next screen of learners. (See „If there is more than one screen of learners‘ below).

**Note:** You must enter the result first and then click the „Enter for all Learners“ button.



The RCCRS checks the grade entered against the grades used by the relevant awarding body. If an invalid grade code is entered the box turns red. Click in any result entry box to see a list of grades available for the relevant awarding body.

3. Change individual grades if necessary by clicking in the grade box and selecting or typing the correct grade.



If a **result field is dark grey** this means that the result has been submitted to the ETB Training Centre TSO. The results are now locked for the inputter and cannot be edited. If required, however, they can still be returned by the TSO. Once returned the result field is white again and the result can be edited.



If a **result field is light grey** this means that the learner has an approved result for this assessment in this class. These results cannot be changed but it is possible to enter a new (repeat) result in a light grey field. To do this, click on the result field, a pop-up box will appear with the message <Enter Repeat Grades> and showing the learner’s result history for this assessment, if there is more than one previous result. Click <Enter Repeat Grades> and enter the new grade for the learner. **NB: Only repeat results that are an improvement will be included in uploads to QQI/FETAC, where QQI/FETAC is the awarding body.**



If the **result field is yellow** this means that the learner has previously achieved an approved result for the same assessment in another ETB Training Centre class. The result will be flagged as Previously Achieved in the ETB Training Centre on the F12.

4. Click „Save“ on the main Enter Class Results screen when all results have been entered.



If you are entering a large number of results it is advisable to click the „Save“ button regularly.

Where a learner is part of a class but not sitting (not required to sit) all assessments at this point in time, the result field should be left blank.



**Note:** As results are input and saved, for an assessment the assessments are moved up so that populated columns are at the beginning of the list and empty columns are at the end. In the example above, a grade for the Major Award has been entered so this has moved up and is now appearing on the first screen.

5. Under „What do you want to do next?“ select either:

„Enter results for another class“; this will return you to the first step of the Enter Results Wizard

**Or**

„Print Draft Course Summary Assessment Sheet“ to print a summary of the results you have entered. See „Step 3 of 3 – Print Draft Course Summary Assessment“ below.

#### To view additional learners:



The „Enter Class Results“ screen displays a maximum of 300 result entry fields, e.g. if there are ten assessments, 30 learners will be displayed; if there are five assessments 60 learners will be displayed, etc. The maximum number of assessments displayed on the screen is ten.

Use the scroll bar on the right of the screen to move up and down the list of learners and enter results

The screenshot shows the 'Enter Class Results' interface. At the top, it displays class details: Class Ref No: 47448, Course Code: R35, Start Date: 07/01/2012, and Target Points: 90000. Below this is a table with columns for different assessment modules: INFORMATION AND COMM TECH (M3 - Module 3), TEXT PRODUCTION (M2 - Module 2), Computer Literacy (M4 - Module 4), Visual Presentation (ECON 3 - New FT FAC 8), WORDS DATABASES (ECON 5 - New FT FAC 8), ECON 3D CAP (ECON 6 - New FT FAC 8), STARTING WITH COMPUTERS (M203 - Module 3), FINANCE & COSTING (M6 - Module 5), and Information and Communications Technology (ECON 1 - New FT FAC 8). The table lists learners such as Taghan, Dale; Baghan, John; Buckel, Elyn; Button, Ben; Cyrus, Seth; Daniels, Kyle; Frazley, Paul; Hunter, Timothy; JACKSON, SAMUEL; Little, Basco; Mitofani, Jack; OGB, Darby; and Rayner, John. At the bottom, there is a 'Show Learners' button with a '12 mins ago' timestamp, a dropdown menu showing '1-30', '1-31', and '31-32' (highlighted with a red circle), and a 'Refresh' button. There are also 'Cancel' and 'Save' buttons, and a 'What do you want to do next?' section with options like '<< Enter results for another class' and 'Print Draft Course Summary Assessment Sheet >>'.

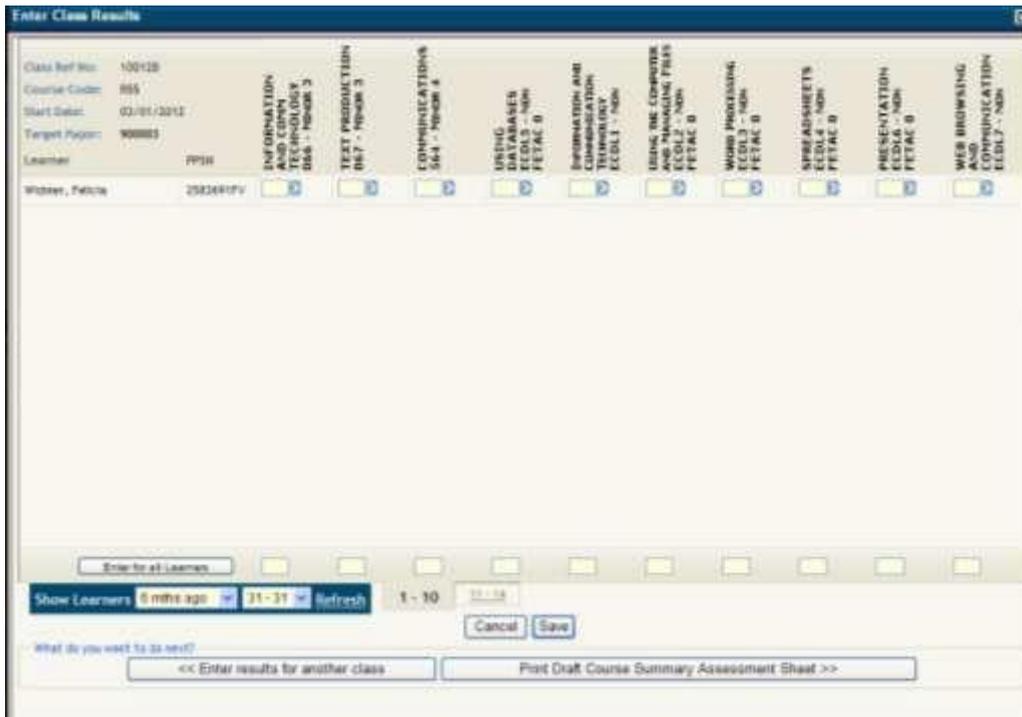
If there is more than one screen of learners, an additional dropdown option will appear, to allow you to move to the additional learners – see red circle above.



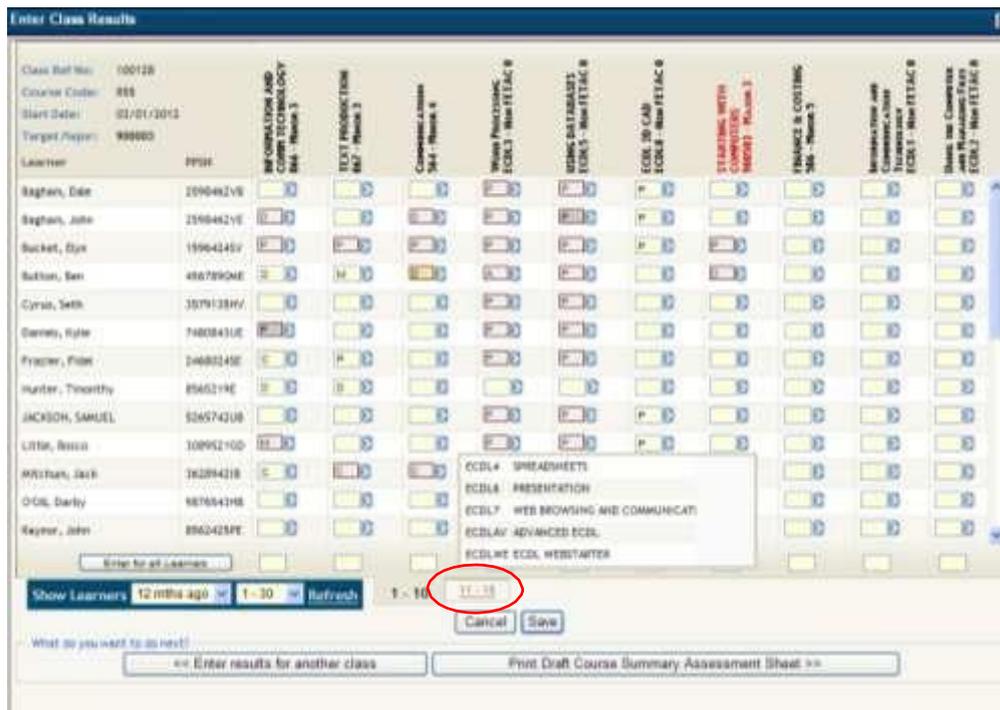
**NB:** Before moving to the second screen of learners, **save any results you have entered** on the first screen by clicking „Save“

Select the dropdown arrow beside the „Refresh“ hyperlink

Select the next set of learners (31-31 on the screen above)



Click „Refresh“. The additional learners are displayed; you can now continue to enter results.



### To view additional assessments:

If the assessment for which you wish to enter results does not appear on the first screen, move the mouse over the numbered tab at the bottom of the screen (circled above). A list of the assessments/awards on that tab will be displayed.

**Save any results you have already entered.** Select the tab that lists the assessment(s) for which you want to enter results (11-14 on the screen above).

The additional assessments are displayed and you can continue to enter results.

**Note:** As results are input and saved for an assessment the assessments are moved up so that populated columns are at the beginning of the list and empty columns are at the end.

### Step 3 of 3 – Print Draft Course Summary Assessment

1. Click on „Print Draft Course Summary Assessment Sheet“. Your Course Summary Assessment Sheet will appear in a separate window. You can print this for cross-checking purposes if required. It should be securely disposed of and not sent to the TSO.

Programme/Course Start Date (as appropriate)		03/01/2012		Programme/Course Finish Date (as appropriate)			
Note: All Learners registered on the course must be listed on this form regardless of whether they dropped out or did not meet the standard etc.							
Result & Previous Accredited Training			Modules and Assessments				
No.	Learner	PPS No.	INTRODUCTION AND STARTING WITH COMPUTERS - Began 2	TEXT PRODUCTION - Began 2	COMMUNICATIONS - Began 2	USING DOCUMENTS - Began 2	Major Asses- ments - Began 2
1	Bagnan, Dale	208442V9				P	
2	Bagnan, John	210442V0				P	
3	Balkeel, Eyle	0584243V	P	M	P	P	
4	Balkeel, Ben	45879208				P	
5	Clyne, Seth	3576135V				P	
6	Conole, Nyle	74506438				P	
7	Fraser, Peter	24860243E				P	
8	JACKSON, SAMUEL	42874238				P	
9	Lowe, Bruce	30062130	M			P	
10	McMahon, Jack	34289428				P	
11	O'Gr, Darby	987654386				P	
12	Raynor, John	456240FF				P	



When printing reports it is important that you use the printer icon (circled above) to print the report. Do not use the menu option File>Print as, depending on the internet browser you use and your local settings, this may not print the report correctly.

2. Close the Report Viewer window. This will return you to the „Print Draft Course Summary Assessment Sheet“ screen.
3. Click „Exit Results Wizard“. You will be returned to the RCRS Home Screen.

## 2.1 Recording Previous Accredited Training (PAT<sup>1</sup>)

Previous Accredited Training (PAT) should be recorded in the RCCRS where a learner has previously received a certificate towards the achievement of the Major/Special Purpose/Supplemental award being requested, either in the ETB Training Centre or with another provider and, therefore, is not required to undertake the assessment a second time. The previous grade can be entered and marked as PAT. This grade is automatically highlighted as PAT on the printed F12 as a flag to the TSO approving the F12. Results marked as PAT will not be sent to QQI/FETAC as the learner has already obtained a certificate for the assessment concerned.

There are two different categories of PAT available:

### (i) Previously Accredited Training achieved in another ETB Training Centre

If a learner has an approved result for the same assessment in another ETB Training Centre class **which has not already been recorded in the RCCRS**, i.e. the result was recorded in a legacy system, follow the steps below:

The screenshot displays the 'Enter Class Results' application. The main window lists learners for the 'TEXT PRODUCTION' assessment. A pop-up window for 'JACKSON, SAMUEL' is open, showing a 'Previous Accredited Training (PAT)' dropdown menu with options: 'Previously achieved in FAS' (highlighted) and 'Previously achieved outside of FAS'. The 'Grade' field is set to 'C - Credit'. The interface includes various assessment columns like 'INFORMATION AND COMM TECHNOLOGY', 'STARTING WITH COMPUTERS', and 'SPREADSHEETS'. At the bottom, there are navigation buttons like 'Show Learners', 'Refresh', and 'Print Draft Course Summary Assessment Sheet'.

1. Click on the blue arrow beside the relevant result field. This will open a pop-up screen for that learner and assessment
2. Enter the Grade

<sup>1</sup> Previous Accredited Training (PAT) should be used in the RCCRS where a learner has previously received a certificate towards the achievement of an award.

3. You are required to provide evidence of the accreditation in the text box. Confirm that evidence of PAT has been sighted and enter the certificate number and date of the award.
4. Click the dropdown arrow under „Previous Accredited Training (PAT)“ and select „Previously achieved in an ETB Training Centre option
5. Click „Save Result“. This result will not be sent to the awarding body. It will appear on the F12 and will be flagged as previously achieved in an ETB Training Centre.

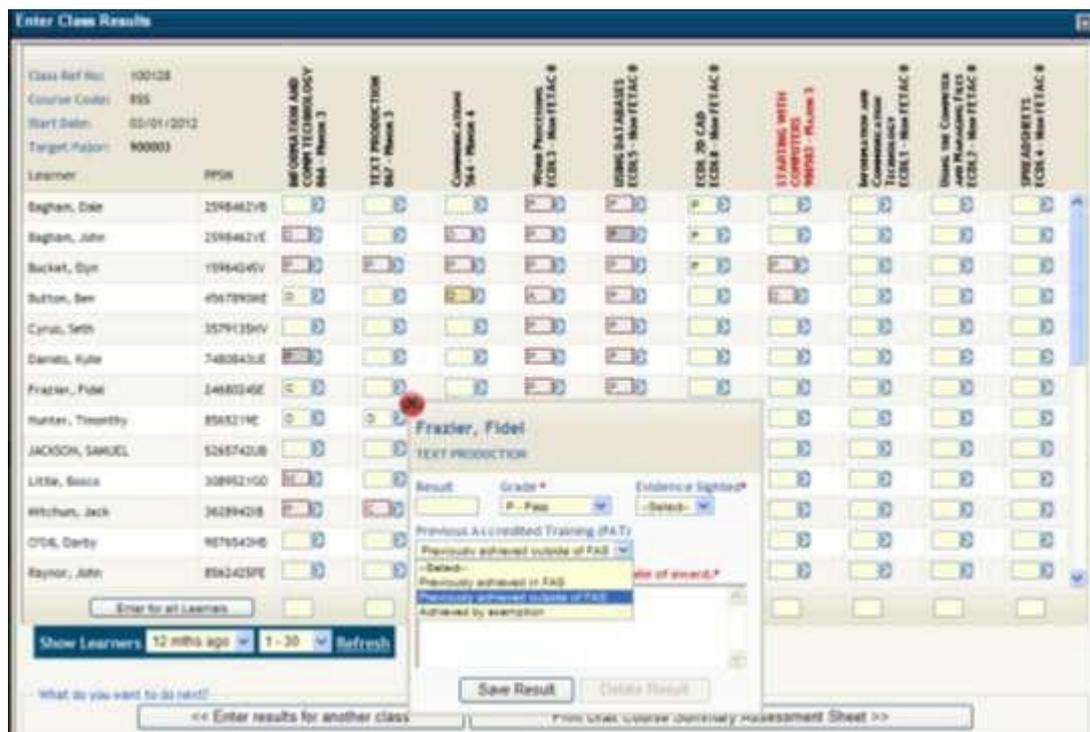


**Note:** If required, the user has the option of replacing the Previous Accredited grade with a new grade if the learner sits the assessment a second time as part of the new course. However, a new QQI/FETAC cert will only be requested if the second result is an improvement.

If an improved grade is entered it is considered a new result and is no longer flagged as PAT.

### (ii) Previously Accredited Training achieved outside of the ETB Training Centre

If the learner previously achieved certification for the same assessment outside of the ETB Training Centre, i.e. RCCRS has no history of this result, you can enter the previously achieved result and flag it as PAT. To record PAT achieved outside of the ETB Training Centre follow the steps below:



1. Click on the blue arrow beside the relevant result field. This will open a pop-up screen for that learner and assessment
2. Enter the Grade

3. You are required to provide evidence of the accreditation in the text box. Confirm that evidence of PAT has been sighted and enter the certificate number and date of the award.
4. Click the dropdown arrow under „Previous Accredited Training (PAT)“ and select „Previously achieved outside of the ETB Training Centre option
5. Click „Save Result“. This result will not be sent to the awarding body. It will appear on the F12 and will be flagged as previously achieved outside of the ETB Training Centre.

**Note:** If required, the user has the option of replacing the Previous Accredited grade with a new grade if the learner sits the assessment a second time as part of the new course. However, a new QQI/FETAC cert will only be requested if the second result is an improvement.

If an improved grade is entered it is considered a new result and is no longer flagged as PAT.

## 2.2 Recording Exemptions

Before recording exemptions please read the „**ETB Guide to Claiming a QQI/FETAC Common Award Exemption**‘.

The RCCRS has the facility to flag a result as an exemption. To do this follow the steps below:

- a) If the exempted module is not listed for the class group in the RCCRS, the award has to be added by Logging a call on I.T. Helpdesk, select: “RCCRS” (call type), “Link Award for Exemption” (sub-type). External users (Contractor/Second Provider) should complete the “*RCCRS Exemption Request from Community Second Provider or Contracted Trainer to Temporarily Link Award to Facilitate Exemption Request Form*” and submit it to the Training Standards Office, who should arrange for this call to be logged on their behalf- Note: the component will only be available for a short period of time, to allow the result be inputted (for external users this is usually 1-2 days max). The external user will be notified via Training Standards Office that the module is available for a result to be recorded.
- b) If the exempted module is listed for the class group in the RCCRS the inputter enters the result as “E” (for exemption). The details supporting this exemption must be recorded in the RCCRS and the process for doing this is as follows:
  - i. The user Enters “E” as the grade and uses the “Result Details Screen” to enter the evidence by clicking on the result detail button (blue button with white arrow). See example below:



- ii. The following data with the red asterisk \* must be provided:

Result	Leave blank
Grade*	Select "E- Exemption"
Evidence Sighted*	Select "Yes" (evidence must be sighted)
PAT* ( <i>previous accredited training</i> )	Select "Achieved by Exemption" Option
Evidence Sighted*	Select "Yes" (evidence must be sighted)
Complete text box with details of previous accredited training being used for the exemption – this text box must be completed with the details of the Award.	
User clicks "Save Result"	

iii. Save Result

Note that when the save result is clicked, the inputter can only add information again for this learner in this "Result Detail Screen" by exiting this screen and coming back in again as per (i) above.

Once the result is saved the it will show as follows:

**Note:** As all exemptions have to be processed manually in the FBS, the recording of the exemption as an "E" result will, when up-loaded to the FBS, generate an invalid component record for this request. To amend the request in the FBS follow the steps in the „Guide to Claiming a QJI/FETAC Common Award Exemption“.

## 2.3 Entering Results for learners who left more than 12 months ago

The RCCRS defaults to show learners who exited a course within the last 12 months. You can change this setting to display learners with an exit date of up to 60 months ago.

The screenshot shows the 'Enter Class Results' interface. At the top, it displays course details: Class Ref No: 100128, Course Code: 855, Start Date: 03/01/2012, and Target Popul: 400000. Below this is a table with columns for various assessment categories and rows for individual learners. The categories include INFORMATION AND COMM TECHNOLOGY (M4 - Phase 3), TEST PRODUCTION (M2 - Phase 3), Composite scores (M4 - Phase 4), Whole Programme (FCB3 - Non-FFAC B), FORMS DATABASE (FCB5 - Non-FFAC B), FCB6 TO C4B (FCB6 - Non-FFAC B), STARTING WITH (FCB3 - Phase 3), FINANCE & COSTING (M2 - Phase 3), and others. The learners listed include Eaghan, Dale; Eaghan, John; Buckett, Eyn; Sultan, Ben; Cyrus, Seth; Santos, Kyle; Frazier, Fidel; Hunter, Twerthy; JACKSON, SAROUL; Little, Sonzi; Mitchem, Jack; O'DIL, Darby; and Taylor, John. At the bottom, there is a 'Show Learners' dropdown menu currently set to '12 mths ago', which is circled in red. Other options in the dropdown include 'Current Only', '3 mths ago', '6 mths ago', '24 mths ago', '48 mths ago', and '60 mths ago'. There are also 'Refresh', 'Cancel', and 'Save' buttons.

To extend the exit date:

- Click on the dropdown arrow beside the „Show Learners“ field
- Select the time period for which you want learners to be displayed
- Click „Refresh“; the screen refreshes to show additional learners

**Note:** If earlier **classes?/learners with earlier exit dates?** are required, contact the RCCRS help desk.

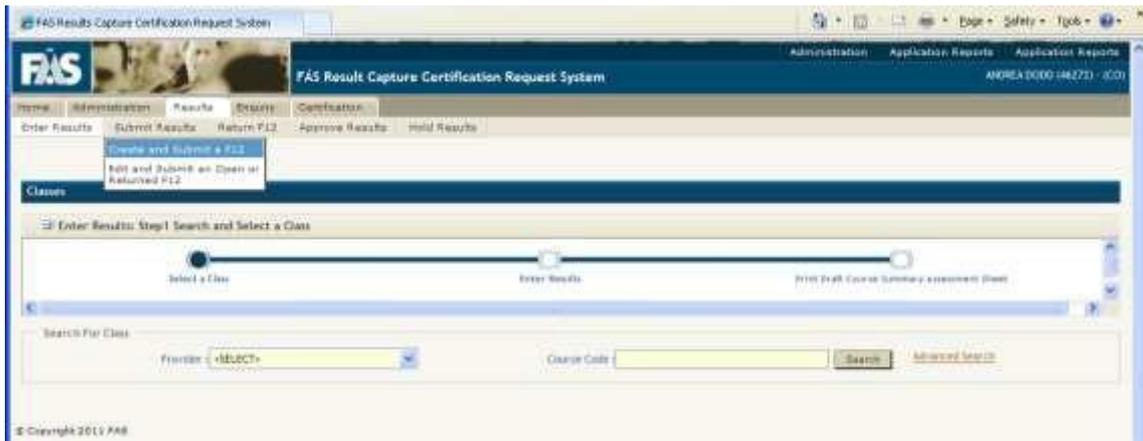
### 3. Submitting Results

Once you have entered results, you will want to add them to an F12 and submit them to the TSO.

#### 3.1 Create and Submit an F12 Form

Create and submit an F12 form for classes for which you have entered results that have yet to be added to an F12 form.

1. Click on the „Results“ tab.



2. With the mouse over the „Submit Results“ tab, select „Create and Submit a F12“ – this will open a five-step „Submit Results“ wizard.

A list of classes for which you have entered results that have not yet been added to an F12 will appear.

#### Step 1 of 5 – Select a Class

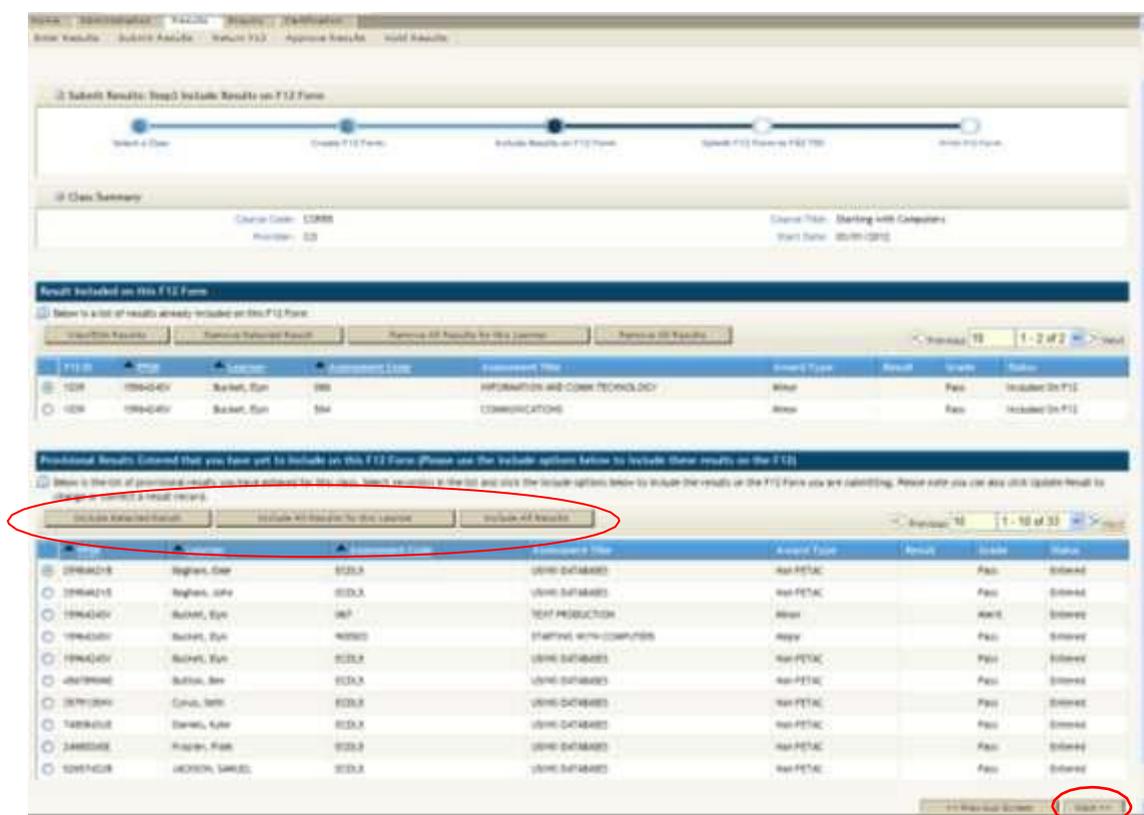


1. From the list of classes that appears, select the class for which you wish to submit results by clicking on the Class Ref No. hyperlink.



### Step 3 of 5 – Include Results on F12 Form

1. Select the records you wish to include on the F12 form by selecting the relevant radio button.



2. Click the Include buttons\* to add the records to the F12 form

\*The following options are available for adding results to an F12:

- Include Selected Result – includes only the result you have selected for this learner
- Include All Results for this learner – includes all results you have entered for that learner
- Include All Results – adds all results for all learners in this class

You can also edit or remove results already added to an F12 by clicking on the „View/Edit Results“ or the Remove\*\* buttons, above the list of results already included on this F12 form.

\*\*The following options are available for removing results from an F12:

- Remove Selected Result – removes only the result you have selected for this learner
- Remove All Results for this Learner – removes all results you have entered for that learner
- Remove All Results – removes all results from the F12

3. Repeat 1 and 2 above as required
4. Scroll down (if necessary) and click „Next“ at the bottom of the screen.

## Step 4 of 5 – Submit F12 Form

Submit F12 Form to FAS TSO

1. Click „Submit F12 form to ETB Training Centre TSO“. You will be asked if you are sure you want to submit the F12 form.

 Once you submit F12 Form all results in this F12 will be locked and you will no longer be able to change the results.

Message from webpage

The results included on this F12 form will now be submitted, the records will be locked and you will no longer be able change the results. Are you sure you want to continue?

OK Cancel

2. Click „OK“

## Step 5 of 5 – Print F12 Form



1. Click „Print F12” form to print a paper copy for your records.

Programme Type	Course Code	Course/Programme Title	Training Provider	
Bridging / Foundation	COISS	Starting with Computers	CORK T C F&S	
Award Code	Award Type & Level	Award Title	CSS Class Ref / Contract / Notification No.	Location
900003	Target Major 3	CUSTOMER CARE AND IT SKILLS	100128	RDRBA AVENUE BISHOPTOWN CORK
F12 Submitted on RCCRS By		ANDREA DODD	Telephone Number	

**TRAINING LOCATION**

DECLARATION: I confirm that the assessments have been carried out in line with F&S Training Standards System which includes quality assurance processes and has been notified to the Training Standards Office or via the Card Management System (CMS). I confirm that the learners have been informed of their provisional results.

	Signature	Print Name	Date
F&S Instructor / Assessor			
Second Provider Instructor/Trainer/Assessor			
Second Provider Manager/Coordinator			
Internal Verifier (CSCS/QSCS only)			
Approved Training Organisation Manager			

**F&S ASSISTANT MANAGER**

DECLARATION: I confirm that I have viewed these results.

	Signature	Print Name	Date
F&S Assistant Manager			

**F&S TRAINING STANDARDS OFFICER**

DECLARATION: I confirm the assessment events relating to these results were included in the sample frame for internal verification; all supporting documentation has been checked for completeness and accuracy and that any issues identified with the assessment process, results and documentation have been raised on the TSD Issues Log.

	Signature	Print Name	Date
F&S Training Standards Officer			

**EXTERNAL AUTHENTICATOR**

DECLARATION: I confirm that these results have been authenticated.

	Signature	Print Name	Date

2. Your F12 will appear in a new „Report Viewer” window. Remember to use the printer icon to ensure your F12 prints correctly. This F12 form should be sent to the TSO with the relevant signatures and Assessment Results Pack.
3. Close the Report Viewer window. This will return you to the „Print F12 Form” screen.
4. Click „Exit Submit Results”, you will be returned to RCCRS Home Screen.

### 3.2 Edit and Submit an Open or Returned F12 Form:

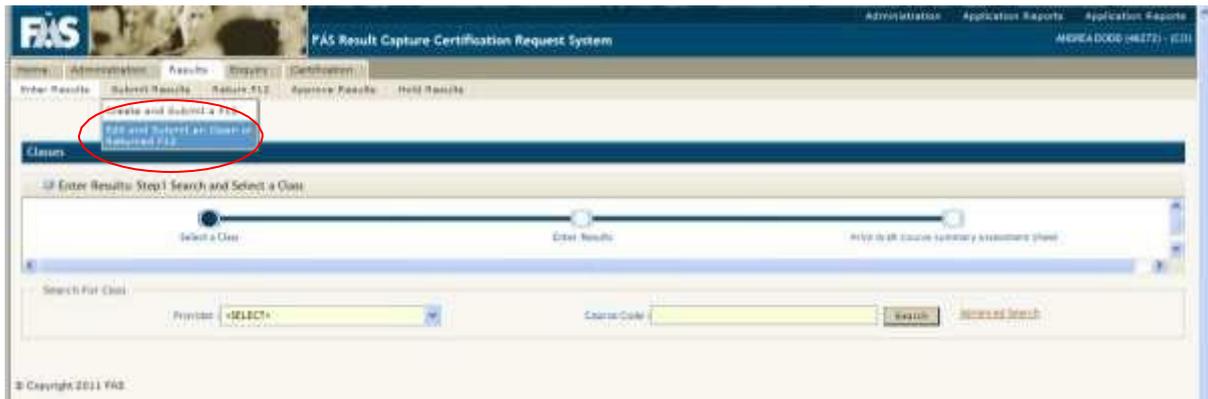
Edit and Submit an Open or Returned F12 Form for F12 Forms you have created which are unfinished, have not been submitted or have been returned to you.

Open F12 forms are forms for which you have begun to enter results but have not finished or submitted



Returned F12 forms are forms which have been returned to you by a TSO for correction

1. Click on the „Results“ tab



2. With the mouse over the „Submit Results“ tab, select „Edit and Submit an Open or Returned F12“. This will open a four-step **‘Submit Results’** wizard

## Step 1 of 4 – Select an F12 Form

F12 Form ID	Course Code	Course Title	Created By	Created Date
1017	R55	Starting with Computers	ANDREA DODD	07/03/2012
1018	R55	Starting with Computers	Fergus O'Cuinnachain	30/03/2012
1021	R55	Starting with Computers	Fergus O'Cuinnachain	29/03/2012
1023	R55	Starting with Computers	Dennis Hogan	16/04/2012
1030	R55	Starting with Computers	Fergus O'Cuinnachain	30/04/2012
1031	R55	Starting with Computers	Fergus O'Cuinnachain	30/04/2012
1034	R55	Starting with Computers	ANDREA DODD	22/05/2012
1036	R55	Starting with Computers	Fergus O'Cuinnachain	24/05/2012
1105	R55	Starting with Computers	Winnie Kennedy	03/09/2012
1144	R55	Starting with Computers	ANDREA DODD	14/09/2012

1. From the list of Open F12 forms that appears, select the F12 you wish to edit and/or submit by clicking on the F12 Form ID.

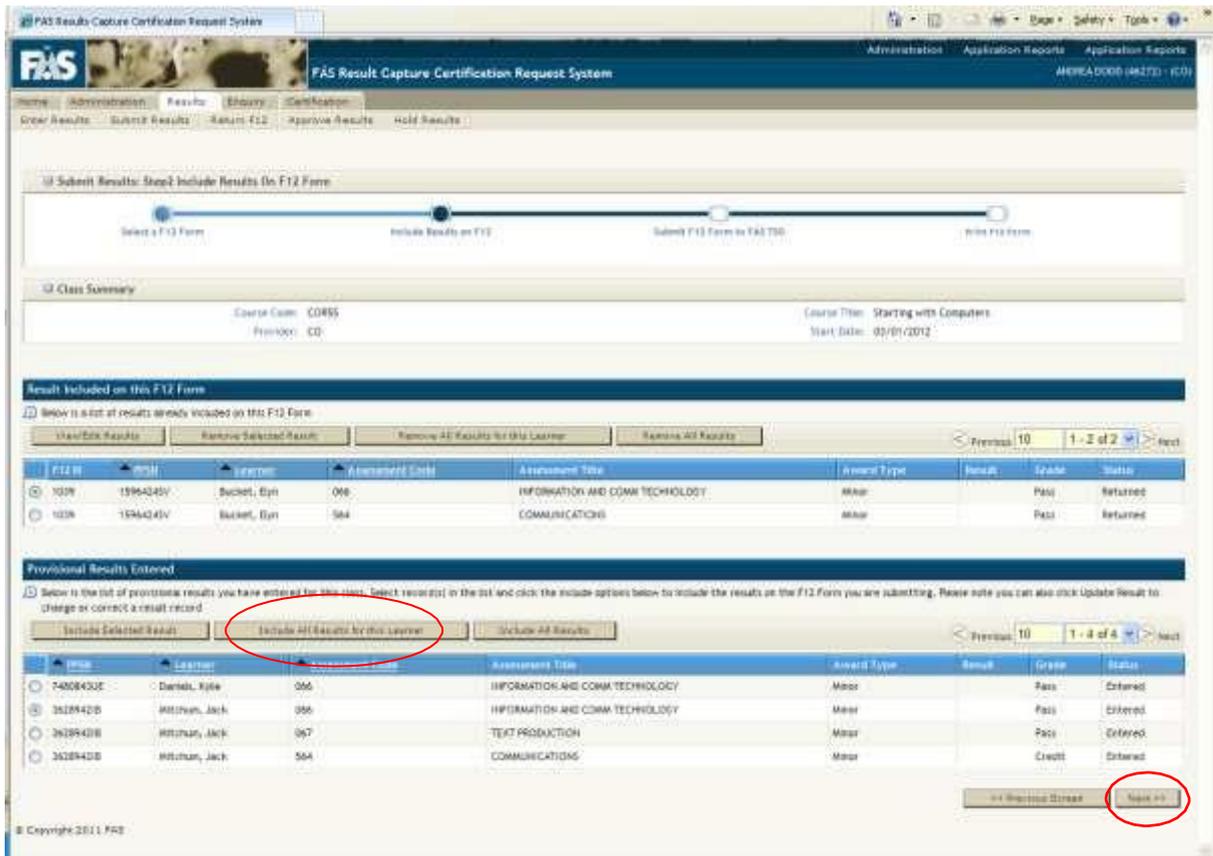
## Step 2 of 4 – Include Results on F12 form

(If you wish to add additional results that you have already entered to the F12 form)



**Note:** You must have entered the results already using the „Enter Results“ screen. See [Section 2: Entering Results.](#)

1. Select the results you wish to include on the F12 form.



2. Click the Include buttons\* to add the records to the F12 form

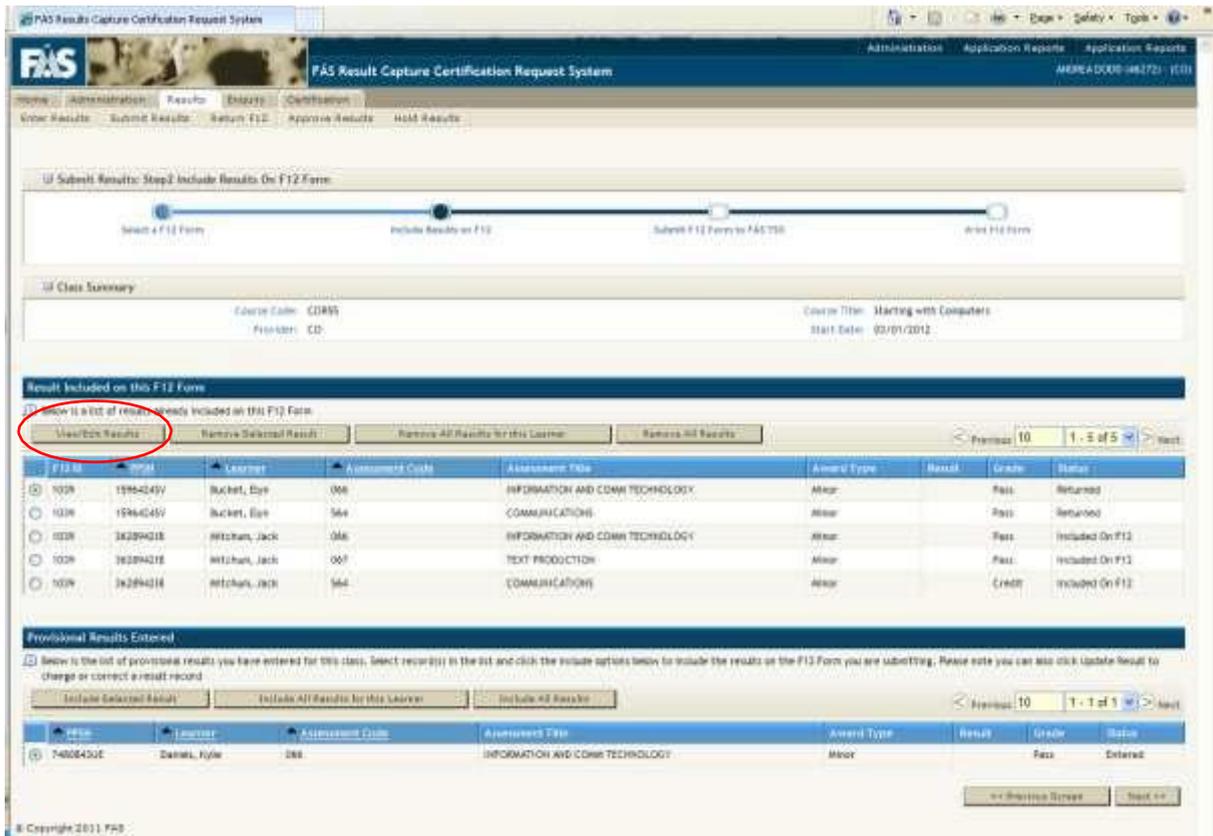
\*The following options are available:

- Include Selected Result – includes only the result you have selected for this learner
- Include All Results for this learner – includes all results you have entered for that learner
- Include All Results – adds all results for all learners in this class

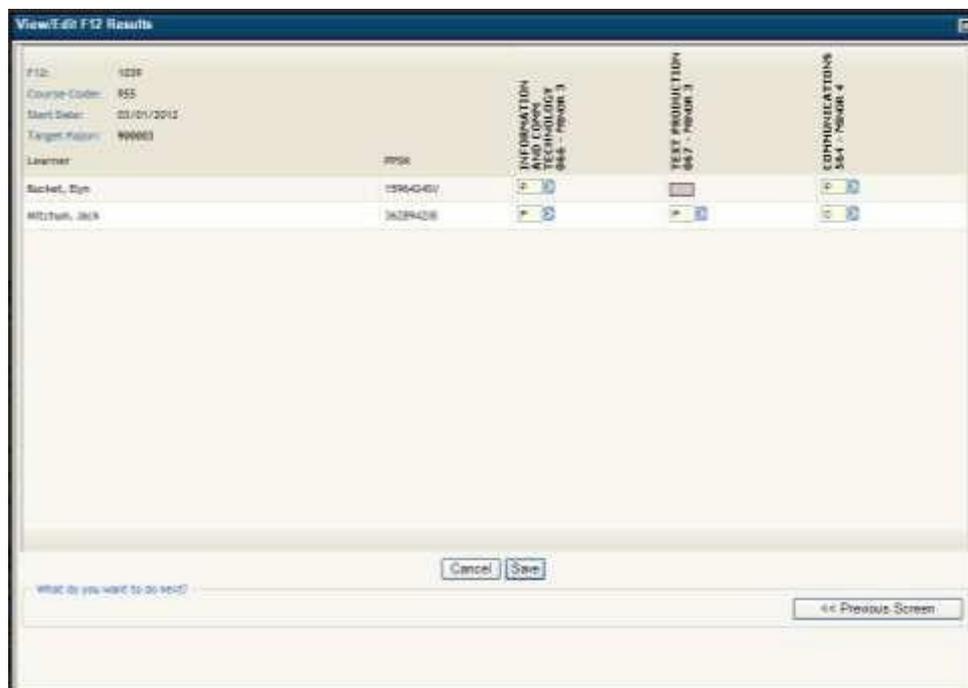
3. Click the Remove buttons\*\* to remove records from the F12 form

\*\*The following options are available:

- Remove Selected Result – removes only the result you have selected for this learner
- Remove All Results for this Learner – removes all results you have entered for that learner
- Remove All Results – removes all results from the F12



- Click the „View/Edit Results“ button above the list of results already included on this F12 form to edit results already added to the F12



Edit the results

Click „Save“

Click „Previous Screen“ you will be returned to the „Include Results on F12“ screen

5. Repeat 1 to 4 above as required

Submit Results: Step 2 Include Results On F12 Form

Class Summary

Course Code: CD895 Course Title: Starting with Computers  
Prereq: CD Start Date: 03/01/2013

Result Included on this F12 Form

Select a list of results already included on the F12 Form

F12 ID	Unit	Learner	Assessment Code	Assessment Title	Award Type	Result	Grade	Status
1038	18464245V	Suzuki, Elye	066	INFORMATION AND COMM TECHNOLOGY	Minor	Pass	Returned	Returned
1038	18464245V	Suzuki, Elye	564	COMMUNICATIONS	Minor	Pass	Returned	Returned
1038	36289421E	Witcham, Jack	066	INFORMATION AND COMM TECHNOLOGY	Minor	Credit	Included On F12	Included On F12
1038	36289431E	Witcham, Jack	067	TEXT PRODUCTION	Minor	Pass	Included On F12	Included On F12
1038	36289421E	Witcham, Jack	564	COMMUNICATIONS	Minor	Credit	Included On F12	Included On F12

Provisional Results Entered

Select record(s) in the list and click the include options below to include the results on the F12 Form you are submitting. Please note you can also click Update Result to change or correct a RESULT RECORD.

F12 ID	Unit	Learner	Assessment Code	Assessment Title	Award Type	Result	Grade	Status
74008430E		Daniel, Kyle	066	INFORMATION AND COMM TECHNOLOGY	Minor	Pass	Entered	Entered

Next >

6. Scroll down (if necessary) and click „Next“ at the bottom of the screen.

### Step 3 of 4 – Submit F12 form.



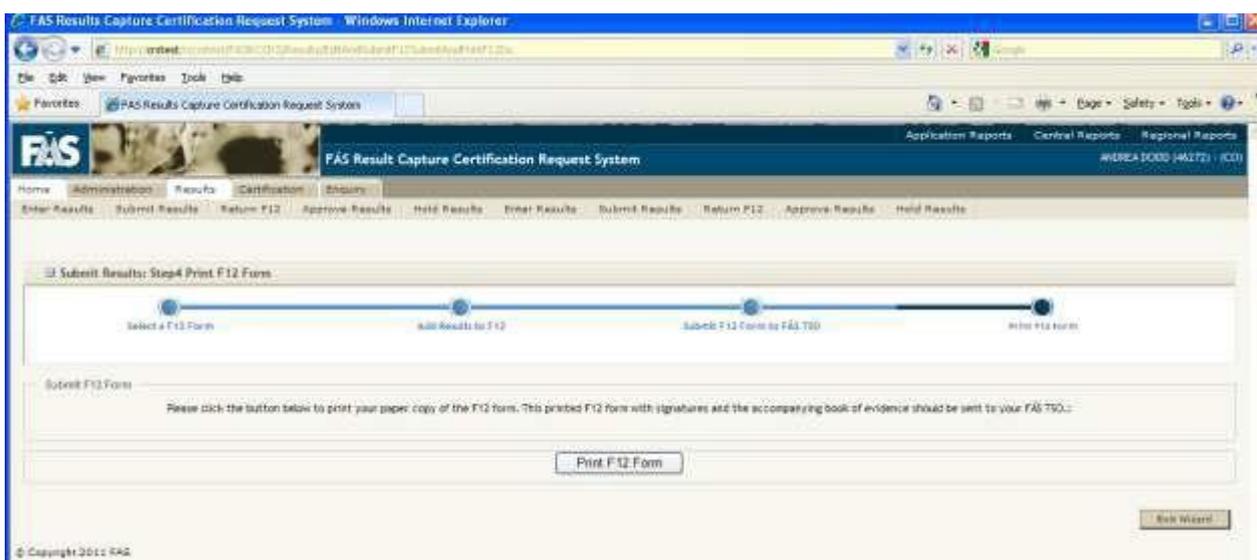
1. Click „Submit F12 Form“. You will be asked if you are sure you want to submit the F12 form.

**Note:** Once you click the submit F12 Form all results in this F12 will be locked and you will no longer be able to change the results



2. Click „OK“

TSO staff will receive an email notification of F12s submitted, including the F12 ID.



## Step 4 of 4 – Print F12 Form

1. Click „Print F12” form to print a paper copy for your records. Your F12 will appear in a new window.



When printing reports it is important that you use the printer icon, shown below in the red circle, to print the report. Do not use the menu option File>Print as, depending on the internet browser you use and your local settings, this may not print the report correctly.

This F12 form should be sent to the TSO with the relevant signatures.

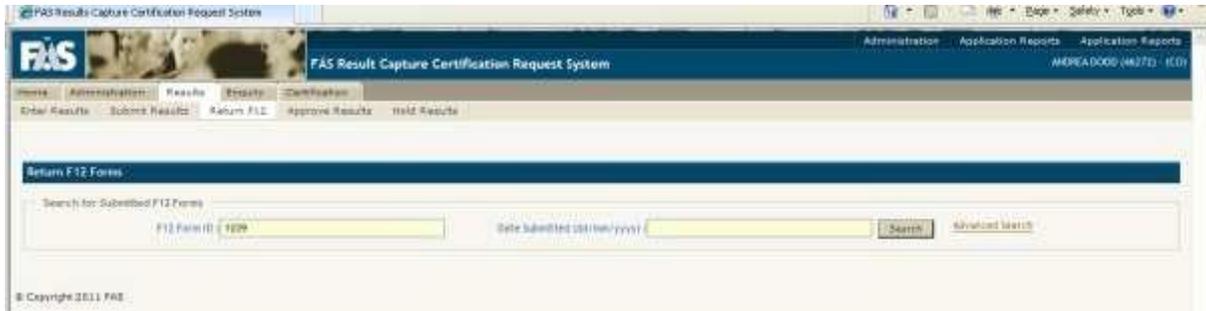
The screenshot shows a web browser window titled "RCRS Report Viewer" displaying an "Assessment Results" form. The form includes fields for Programme Type, Course Code, Course/Programme Title, Training Provider, Award Code, Award Type & Level, Award Title, Contract Agreement Number, Location, and Telephone Number. Below the form are sections for "TRAINING LOCATION USE" and "FAS RESULTS APPROVAL PANEL", each containing declaration text and signature/date fields for various roles like FAS Instructor, FAS Training Standards Officer, and Chair of Results Approval Panel.

2. Close the window. This will return you to the „Print F12 Form” screen
3. Click „Exit Wizard”– returns you to the RCRS Home screen.

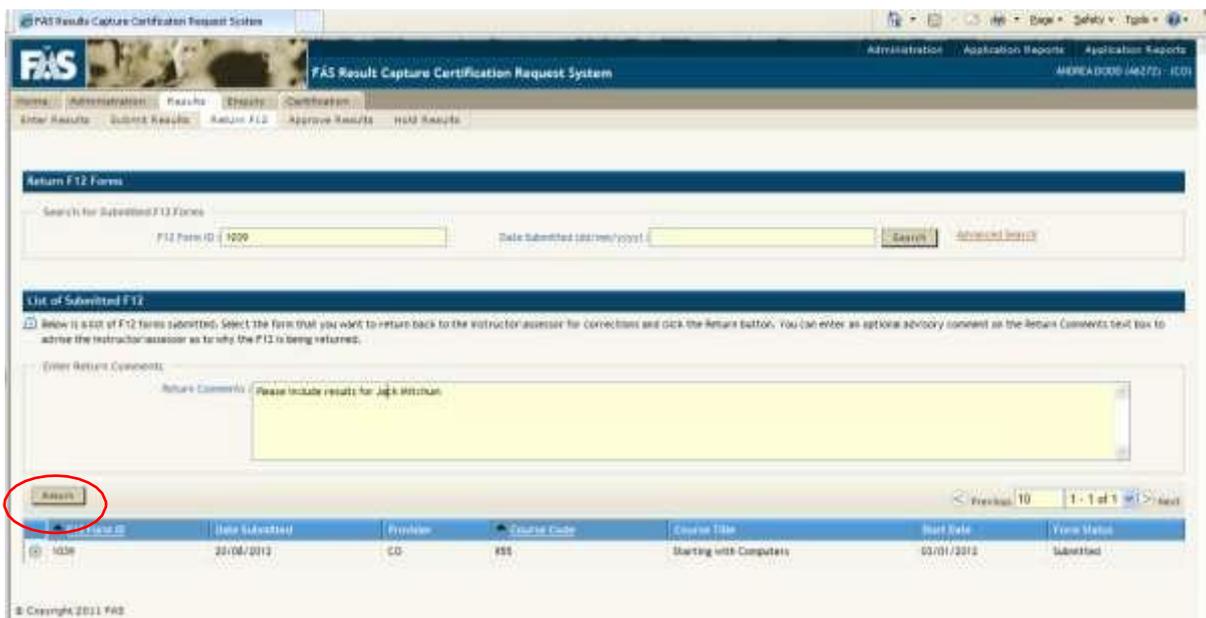
## 4. Returning F12s

If an error is identified on an F12 form, the TSO should return the F12 form to the submitter for re-checking and correcting.

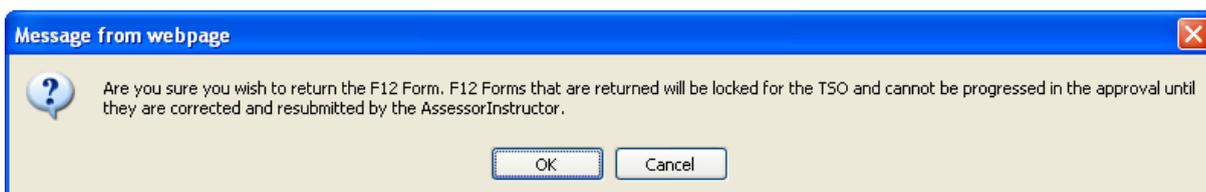
1. Click the „Results“ tab



2. Click the „Return F12“ tab
3. Input the search criteria to retrieve the F12 form you wish to return or leave blank to show all F12 forms submitted to your region
4. Click „Search“



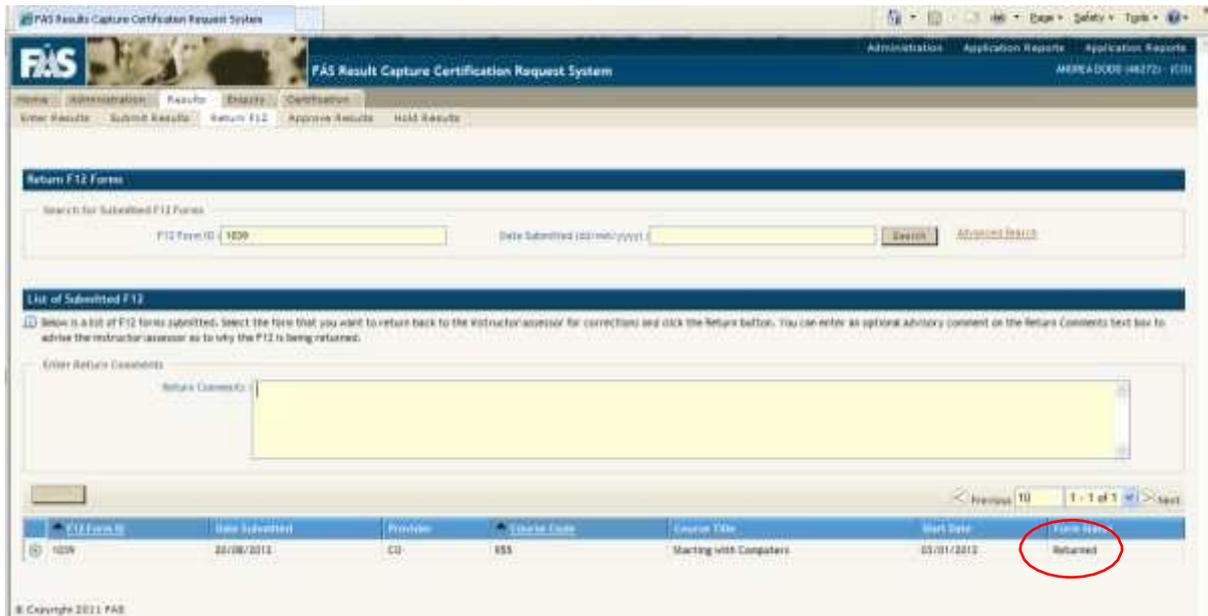
5. Select the form you wish to return to the submitter for correction, enter any advisory comments you wish to send to the submitter and click „Return“



6. You will be asked if you are sure you wish to return the F12.



**Note:** Returned F12 forms will be locked for the TSO and you will not be able to approve the F12 until it has been re-submitted. Click „Ok” if you are sure you wish to return the F12.



7. The Form Status will change to „Returned”
8. The person who submitted the F12 will receive an email notification that an F12 has been returned
9. The submitter then goes through the Submit an Open or Returned F12 process. The F12, when resubmitted, retains its original ID No.

## 5. Approving Results

1. Click on the „Results“ tab
2. Click on „Approve Results“

This starts the three-step ‘**Approve Results**’ wizard



### Step 1 of 3 - Select a Submitted F12 Form

1. Using „Search“ or „Advanced Search“ options, enter the search criteria for the F12 form you wish to approve.

**Note:** If you leave these fields blank a list of all F12s awaiting approval in your region will be returned

2. Click „Search“



3. Select the F12 that you wish to approve by clicking on the F12 Form ID. The list of results on the F12 will be displayed.



## Step 2 of 3 – Approve Results (Recording approval of results by RAP)

1. If you have responsibility for more than one centre, select the centre number for the results you wish to approve from the dropdown list in the „Centre” field.
2. If there are no changes to be made click „Approve All and Next Screen”. The results will then be marked as „Approved” and, where there is a direct link between the ETB Training Centre and the awarding body, included in the upload to the awarding body for certification,.
3. If results are to be changed based on a Results Approval Panel recommendation:

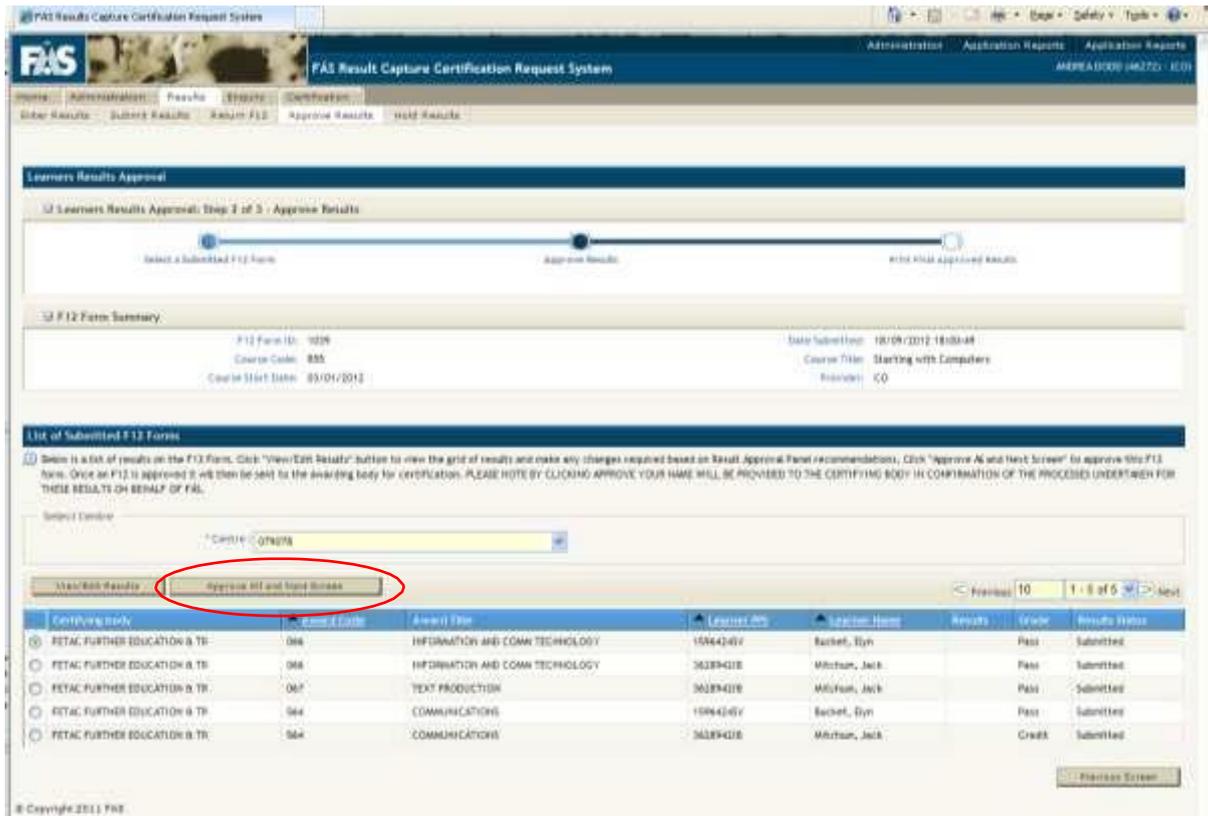
Click View/Edit Results

Learner	Bucket, Etc	INFORMATION AND COMMUNICATION TECHNOLOGY B55 - HOUR 3	TEST PRODUCTION B55 - HOUR 3	COMMUNICATIONS B55 - HOUR 4
Elsie	1594240V			
Mitcham, Jack	36289Q18			

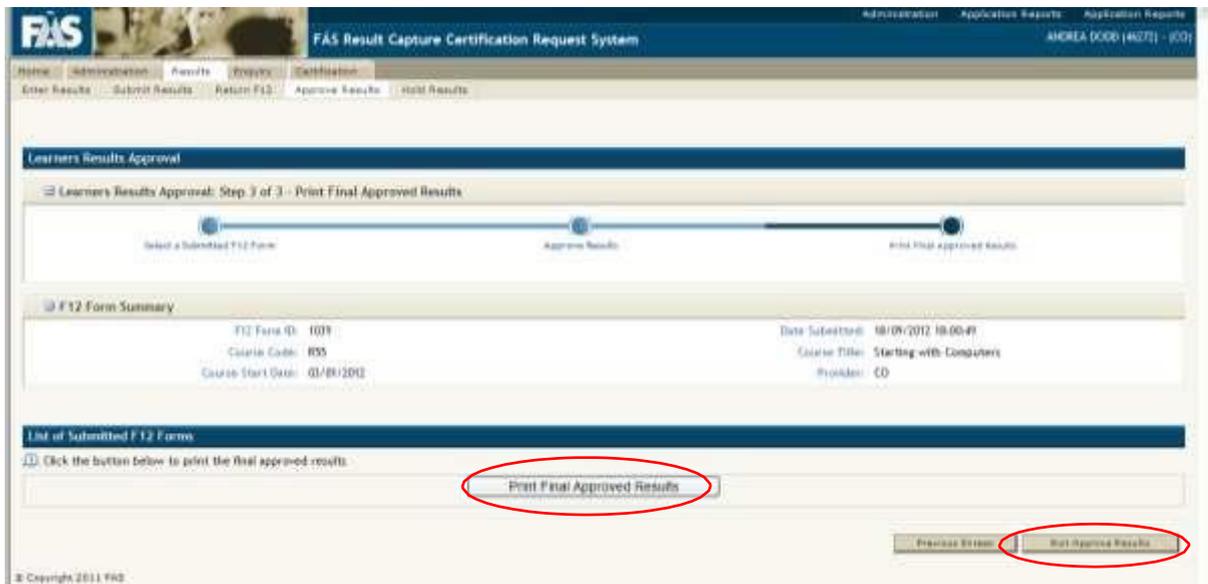
Make the required changes

Click „Save”

Click „Previous Screen”, you will be returned to the Approve Results screen

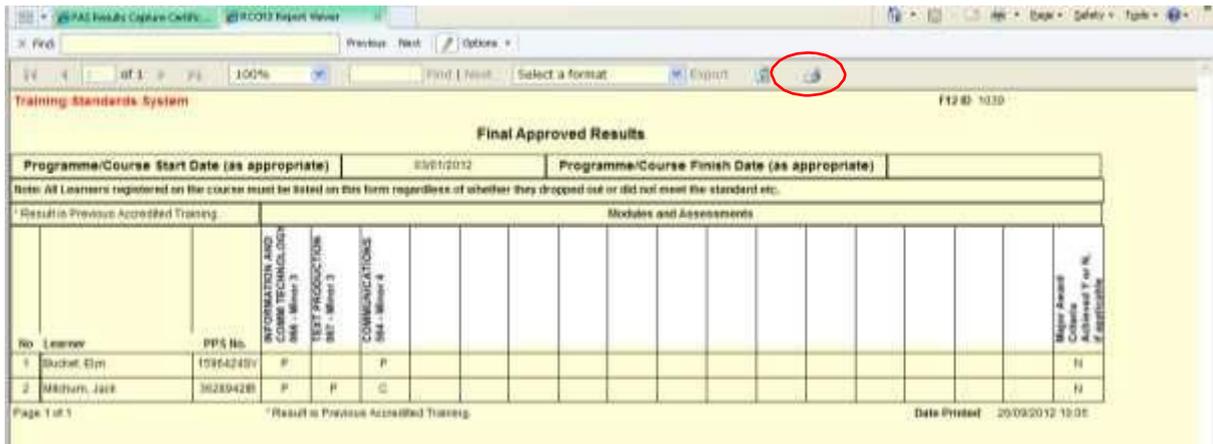


4. Click „Approve all and Next Screen“.



### Step 3 of 3 – Print Final Approved Results

1. Click „Print Final Approved Results“. The F12 form will appear in a separate window.



2. Print this form for your records by clicking on the Printer Icon in the Report Viewer window.



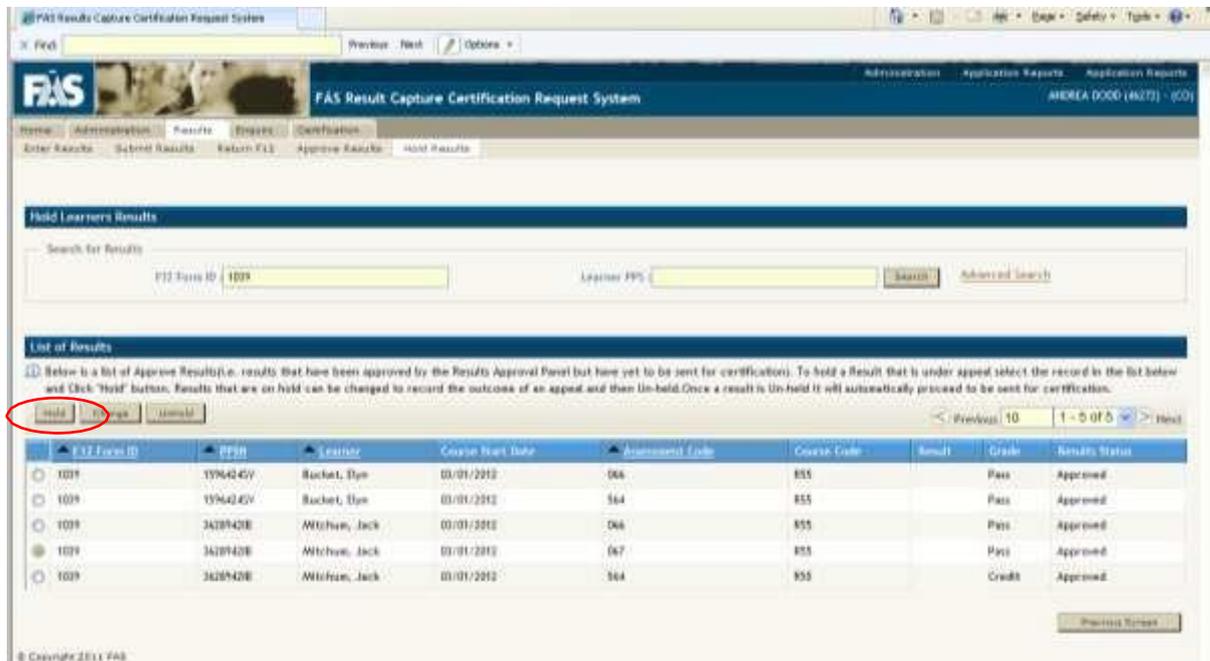
When printing reports it is important that you use the printer icon, shown above in the red circle, to print the report. Do not use the menu option File>Print as, depending on the internet browser you use and your local settings, this may not print the report correctly.

3. Close the F12 report screen by clicking on the x on the RCCRS Report Viewer tab
4. Click „Exit Approve Results“.
5. You will be asked „Are you sure you want to Exit Approved Results Reports“
6. Click OK, system returns to Step 1 of the „Approve Results Wizard“
7. Repeat Steps 1 to 3 for all F12s you wish to approve.

## 6. Holding Results

If a learner appeals a result or if a decision is being deferred you may wish to hold results to prevent them from being submitted for certification.

1. Click on the „Results“ tab
2. Click the „Hold Results“ tab

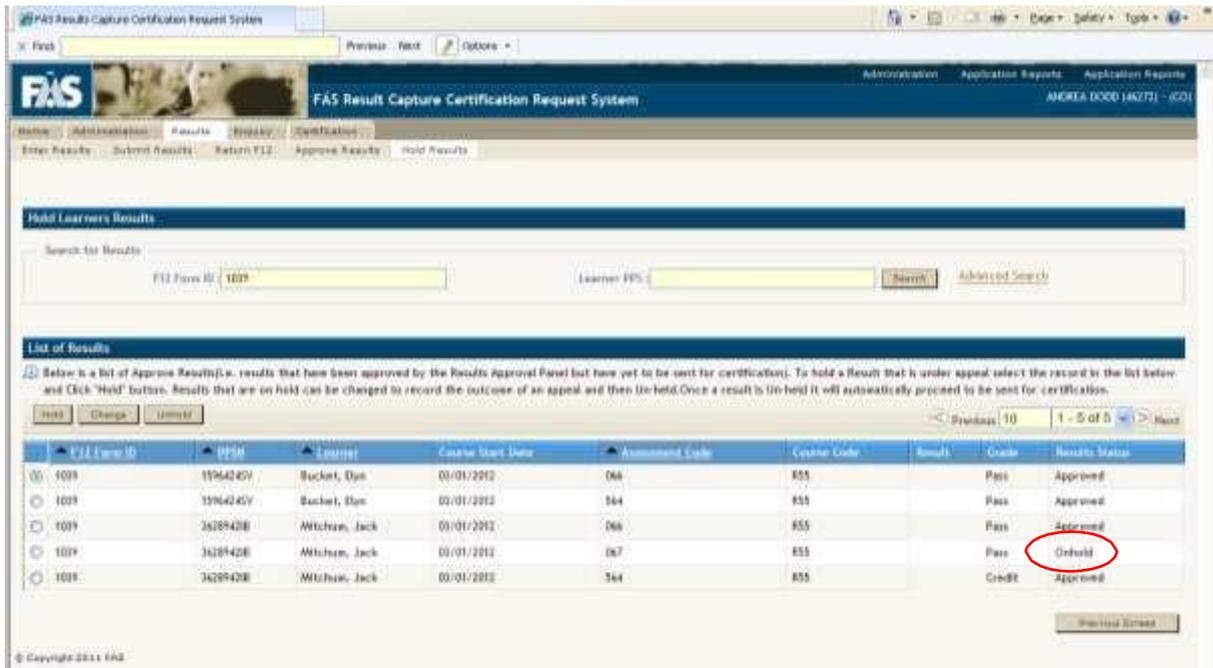


The screenshot shows the FAS Result Capture Certification Request System interface. The 'Hold Learners Results' section is active, displaying a search form with 'F12 Form ID' set to '1009' and 'Learner FFS' set to an empty field. Below the search form is a 'List of Results' table with columns: F12 Form ID, RPSN, Learner, Course Start Date, Assessment Code, Course Code, Result, Grade, and Results Status. The table contains six rows of data. The 'Hold' button is circled in red.

F12 Form ID	RPSN	Learner	Course Start Date	Assessment Code	Course Code	Result	Grade	Results Status
1009	199642EV	Buchet, Elyn	03/01/2010	066	855	Pass	Pass	Approved
1009	199642EV	Buchet, Elyn	03/01/2010	564	855	Pass	Pass	Approved
1009	342894DB	Witcham, Jack	03/01/2010	066	855	Pass	Pass	Approved
1009	342894DB	Witcham, Jack	03/01/2010	667	855	Pass	Pass	Approved
1009	342894DB	Witcham, Jack	03/01/2010	564	855	Credit	Pass	Approved

3. Input the search criteria to retrieve the F12 form containing the result(s) you wish to hold
4. Select the result you wish to place on hold by clicking the radio button
5. Click „Hold“ – you will be asked if you are sure you want to save the record





- Click „OK“; the result has been placed on hold
- When a decision has been made regarding this result repeat 1 to 4 above and select either:

The Unhold button if there are no changes to be made, this will change the Result Status back to „Approved“ or

The „Change“ button if you wish to change the result. The Change Results screen will open



- Enter the new grade
- Select the Change Process
- Insert the Change Reason and Change Type
- Click Save. You will be asked if you are sure you want to save the record.
- Click „OK“, you will be returned to the „Hold Results“ screen. The changed grade has been saved.

FAS Result Capture Certification Request System

Administration Application Reports Application Reports  
ANDREA DODD (M273) - (CO)

Home Administration Results Enquiry Certification  
Enter Results Submit Results Return F.I.S. Approve Results Hold Results

Hold Learners Results

Search for Results  
F.I.S. Form ID: 1009 Learner F.I.S.: Search Advanced Search

List of Results

Below is a list of Approve Results (i.e. results that have been approved by the Results Approval Panel but have yet to be sent for certification). To hold a result that is under appeal select the record in the list below and click 'Hold' button. Results that are on hold can be changed to record the outcome of an appeal and then Un-hold. Once a result is Un-held it will automatically proceed to be sent for certification.

Hold Change Unhold Previous 10 1 - 5 of 5 Next

F.I.S. Form ID	IPSN	Learner	Course Start Date	Assessment Code	Course Code	Result	Credits	Results Status
<input type="checkbox"/> 1009	19964245V	Buckart, Elyn	03/01/2012	066	655	Pass		Approved
<input type="checkbox"/> 1009	19964245V	Buckart, Elyn	03/01/2012	564	655	Pass		Approved
<input type="checkbox"/> 1009	34289408	Witcham, Jack	03/01/2012	066	655	Pass		Approved
<input checked="" type="checkbox"/> 1009	34289408	Witcham, Jack	03/01/2012	067	655	Credit		Onhold
<input type="checkbox"/> 1009	34289408	Witcham, Jack	03/01/2012	564	655	Credit		Approved

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- Select the radio button beside the held results and click „Unhold“ to release result. The status of the result changes to Approved.

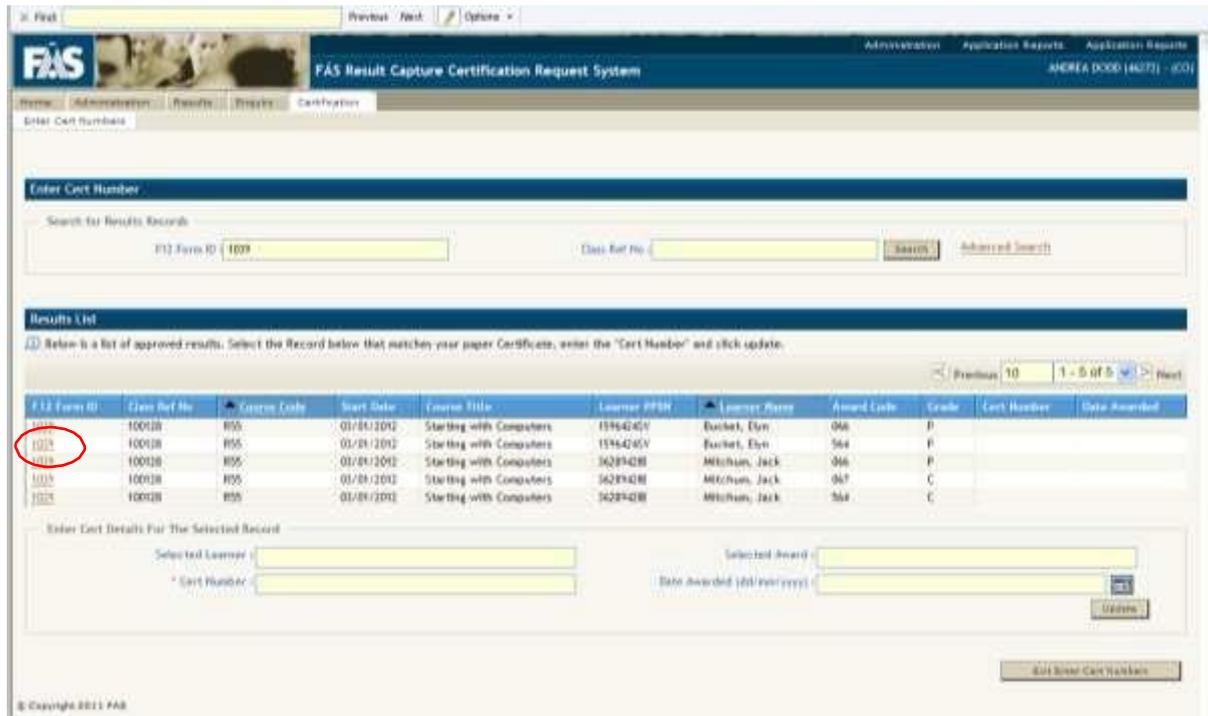
## 7. Entering Certificate Numbers

All **non-QQ/FETAC results** become available on the „Enter Certification“ screen as soon as they are approved so you can manually enter certificate numbers.

For **QQ/FETAC results**, the status changes to „Certificate Requested“ when the file is uploaded to the FBS by the ETB Training Centre IT Dept.

 QQ/FETAC certificate numbers will be populated automatically by the QQ/FETAC return file. All other certificate numbers must be entered manually.

1. Click on the „Certification“ tab
2. You can search for all approved results or enter your F12 form ID and click “Search” to just see a list of all results on a specific F12.



Enter Cert Number

Search for Results Records

F12 Form ID:  Class Ref No:   [Advanced Search](#)

Results List

Below is a list of approved results. Select the Record below that matches your paper Certificate, enter the "Cert Number" and click update.

F12 Form ID	Class Ref No	Course Code	Start Date	Course Title	Learner PSRN	Learner Name	Award Code	Grade	Cert Number	Date Awarded
<a href="#">10018</a>	10018	855	01/01/2012	Starting with Computers	15964261	Buckley, Elyn	366	P		
<a href="#">10018</a>	10018	855	01/01/2012	Starting with Computers	15964265	Buckley, Elyn	366	P		
<a href="#">10018</a>	10018	855	01/01/2012	Starting with Computers	36289408	Mitcham, Jack	366	P		
<a href="#">10018</a>	10018	855	01/01/2012	Starting with Computers	36289408	Mitcham, Jack	367	C		
<a href="#">10018</a>	10018	855	01/01/2012	Starting with Computers	36289408	Mitcham, Jack	368	C		

Enter Cert Details For The Selected Record

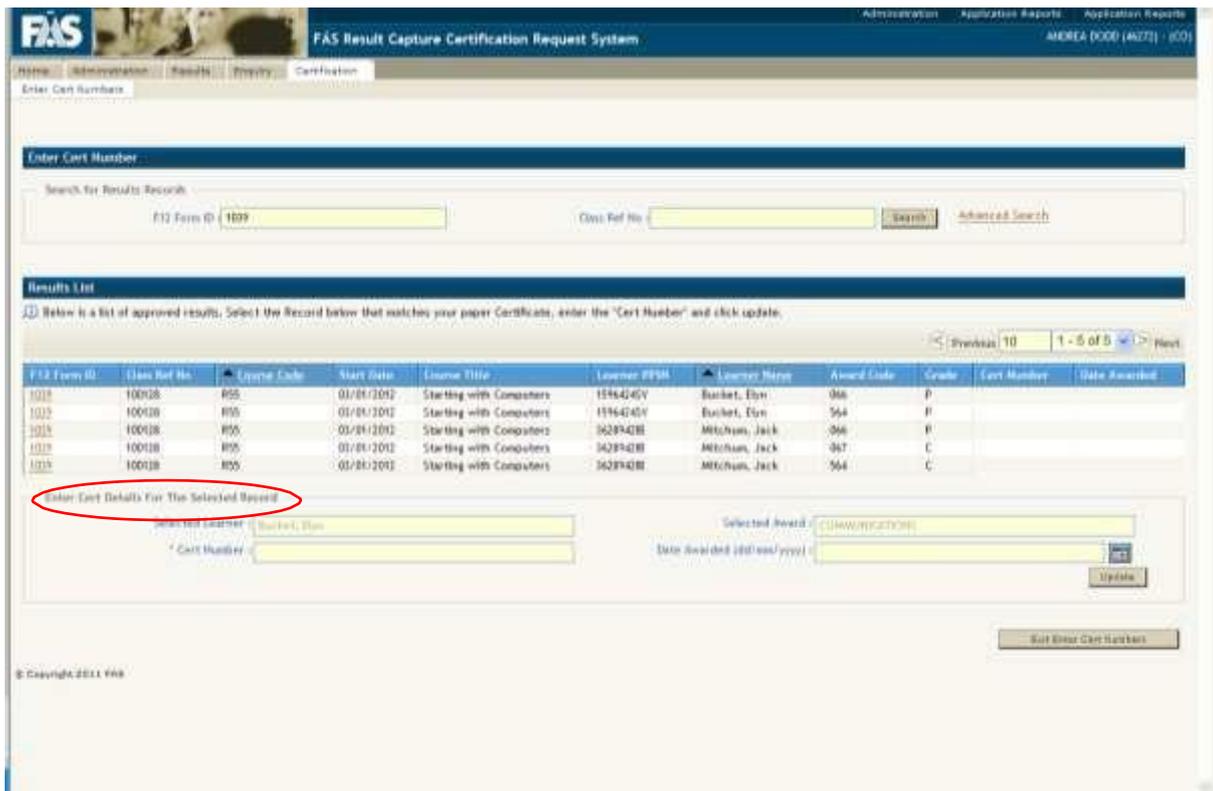
Selected Learner:

Selected Award:

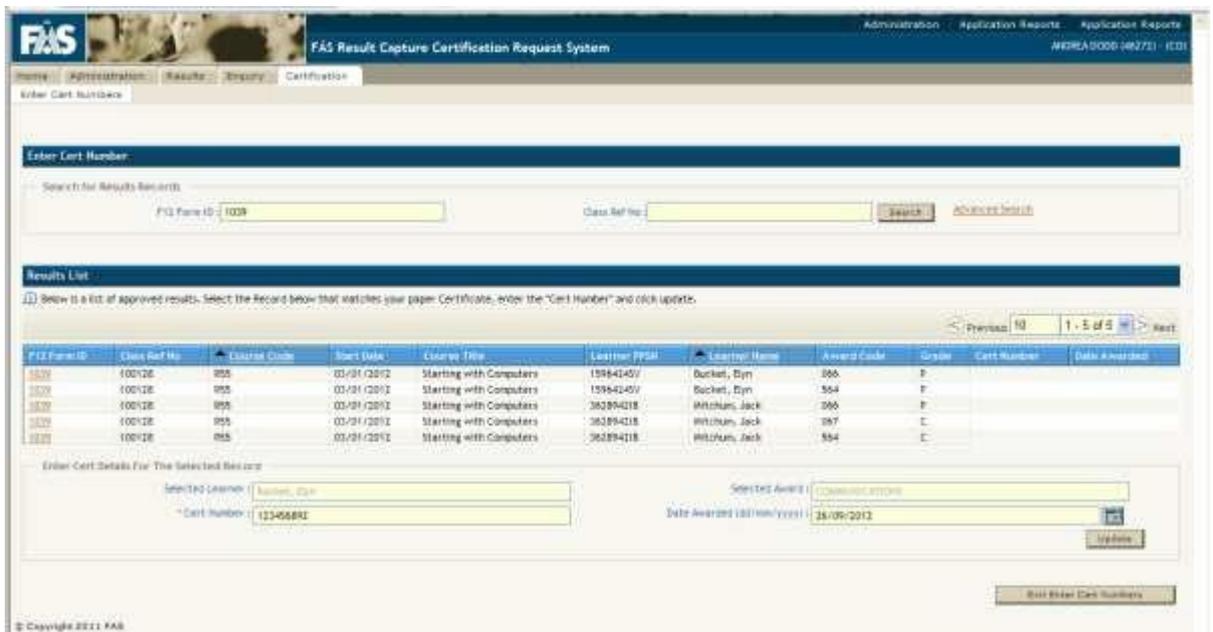
\* Cert Number:

Date Awarded (dd/mm/yyyy):

3. To enter a cert number for one of your results click on the hyperlink for that record



- The learner's name and the assessment/award you have selected will appear in the panel „Enter Cert Details for the Selected Record“ at the bottom of the screen.



- Enter the certificate number in the „Cert Number“ field
- Complete the „Date Awarded“ field
- Click „Update“

Enter Cert Number

Search for Results Records

P12 Form ID: 1039 Class Ref No: [ ] Search [ ] Advanced Search [ ]

Results List

Below is a list of approved results. Select the record below that matches your paper Certificate, enter the "Cert Number" and click update.

Items 1 - 5 of 5

P12 Form ID	Class Ref No	Course Code	Start Date	Course Title	Learner PID	Learner Name	Award Code	Grade	Cert Number	Date Awarded
1039	100128	855	03/01/2012	Starting with Computers	19542407	Buckley, Ben	066	F	12345678	26/09/2012
1039	100128	855	03/01/2012	Starting with Computers	19542407	Buckley, Ben	564	F		
1039	100128	855	03/01/2012	Starting with Computers	36394318	Mitcham, Jack	066	F		
1039	100128	855	03/01/2012	Starting with Computers	36394318	Mitcham, Jack	067	C		
1039	100128	855	03/01/2012	Starting with Computers	36394318	Mitcham, Jack	564	C		

Enter Cert Details for This Selected Record

Selected Learner: [ ] Selected Award: [ ]

Cert Number: [ 12345678 ] Date Awarded (dd/mm/yyyy): [ 26/09/2012 ] Update [ ]

Exit Enter Cert Numbers [ ]

8. Click „OK” when you are asked if you are sure you want to save the record; the certificate number and date awarded appear in the learner’s record.
9. Repeat 3 to 6 for each result for which you wish to add cert numbers.
10. Click „Exit Enter Cert Numbers”. The system returns to the Home screen.

## 8. Enquiries

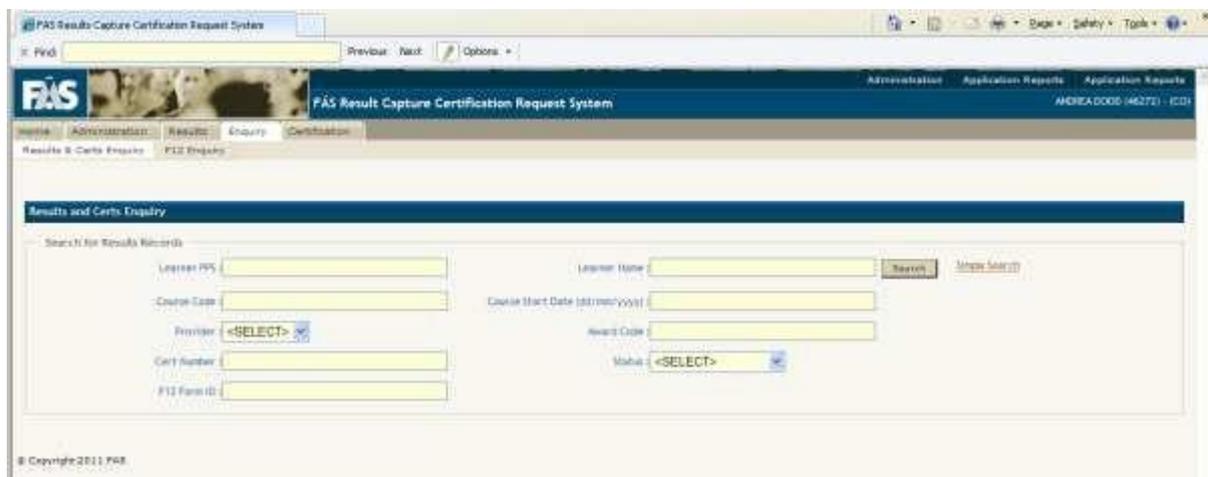
There are two Enquiry options in the RCCRS.

Results & Certs Enquiry allows you to search for learners using any combination of learner details, course details, cert number, award code, result status and F12 Form ID

F12 Enquiry allows you to search for a specific F12 using the F12 ID and/or the Class Ref No. This is useful for checking the status of an F12 or for identifying the F12s associated with a particular class.

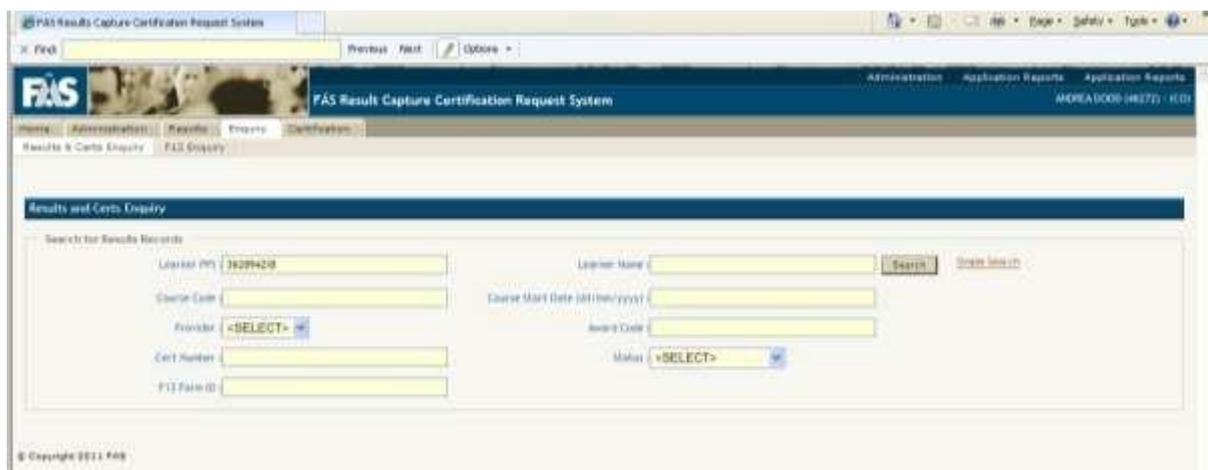
### 8.1 Results & Certs Enquiry

1. Click the „Enquiry“ tab



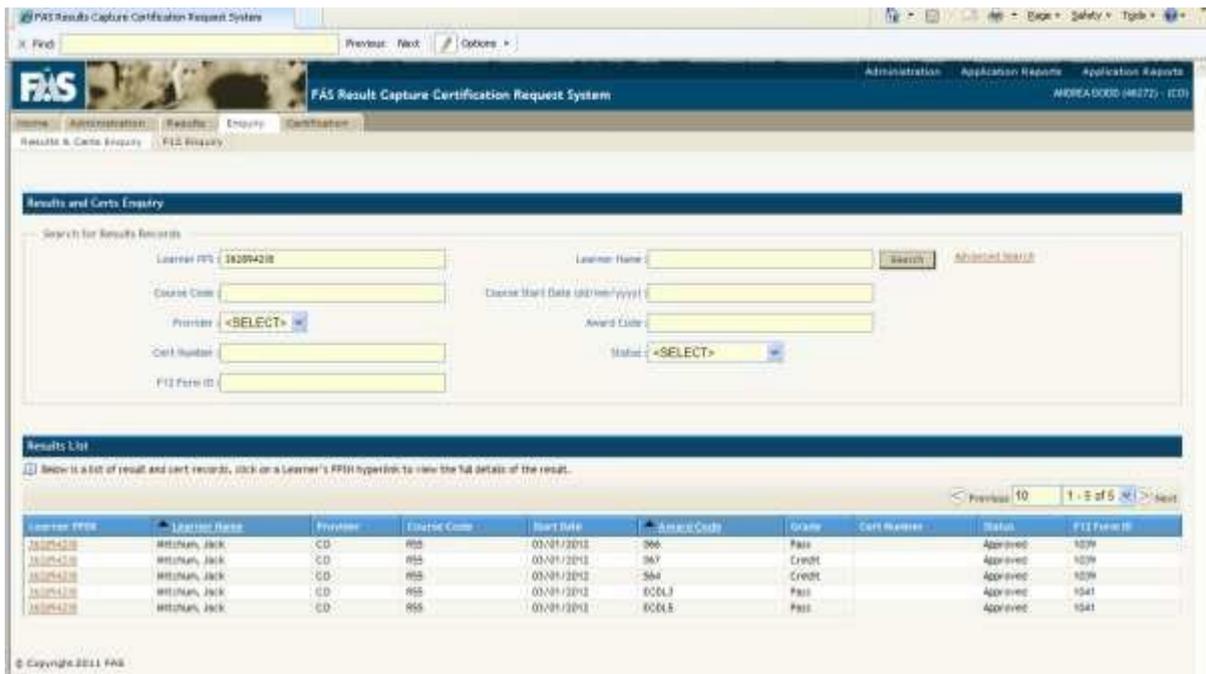
The screenshot shows the 'Results and Certs Enquiry' form in the FAS Results Capture Certification Request System. The form is titled 'Search for Results Records' and contains several input fields: 'Learner F12', 'Learner Name', 'Course Code', 'Course Start Date (dd/mm/yyyy)', 'Provider' (a dropdown menu with '<SELECT>' selected), 'Award Code', 'Cert Number', and 'F12 Form ID'. There are also 'Search' and 'Advanced Search' buttons. The interface includes a navigation menu with 'Home', 'Administration', 'Results', 'Enquiry', and 'Certification' tabs, and a sub-menu with 'Results & Certs Enquiry' and 'F12 Enquiry' options. The footer indicates '© Copyright 2011 FAS'.

2. Click „Results & Certs Enquiry“ to search for a specific learner



The screenshot shows the 'Results and Certs Enquiry' form with the 'Learner F12' field populated with the value '3629420'. The other fields are empty. The 'Search' and 'Advanced Search' buttons are visible. The interface includes a navigation menu with 'Home', 'Administration', 'Results', 'Enquiry', and 'Certification' tabs, and a sub-menu with 'Results & Certs Enquiry' and 'F12 Enquiry' options. The footer indicates '© Copyright 2011 FAS'.

3. Using the „Search“ or „Advanced Search“ options enter the criteria for your enquiry. Click „Search“.



- When your search results are returned you can click on a learner's PPS No. to see the learner and course summary together with Result and Cert Number.



- Click „View Change History“ to view records of changes made to the learner's results. You will be presented with a summary of the changes made to this result.



- Click the „View Details“ hyperlink to see details of the result change.



- Click „Previous Screen“ to return to the Result Record summary. Continue clicking „Previous Screen“ to move back through the screens above to the Enquiry Screen. Alternatively, you can click on the „Home“ tab at the top of the screen to return to the Home screen.

## 8.2 F12 Enquiry

- Click the „Enquiry“ tab



- Click „F12 Enquiry“



3. Enter the F12 ID and/or the Class Ref No.



4. Click „Search“. If you entered the F12 ID, that F12 will be returned in the search results. If you entered the Class Ref No. a list of all F12s relating to that class will be returned. You can check details of the F12, e.g. Date Submitted, Date Approved, F12 Form Status

5. Click on the F12 Form ID if you wish to print the F12 Report

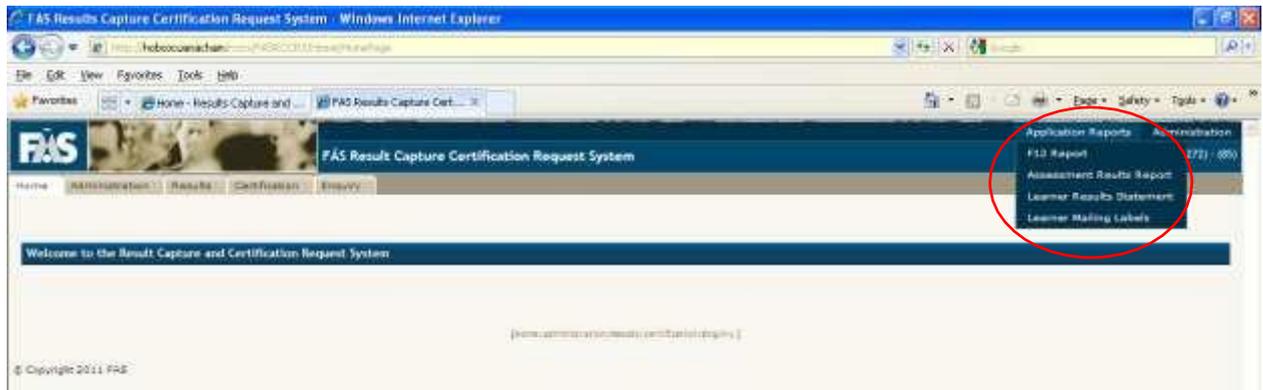


6. Follow the steps for printing an F12 above.

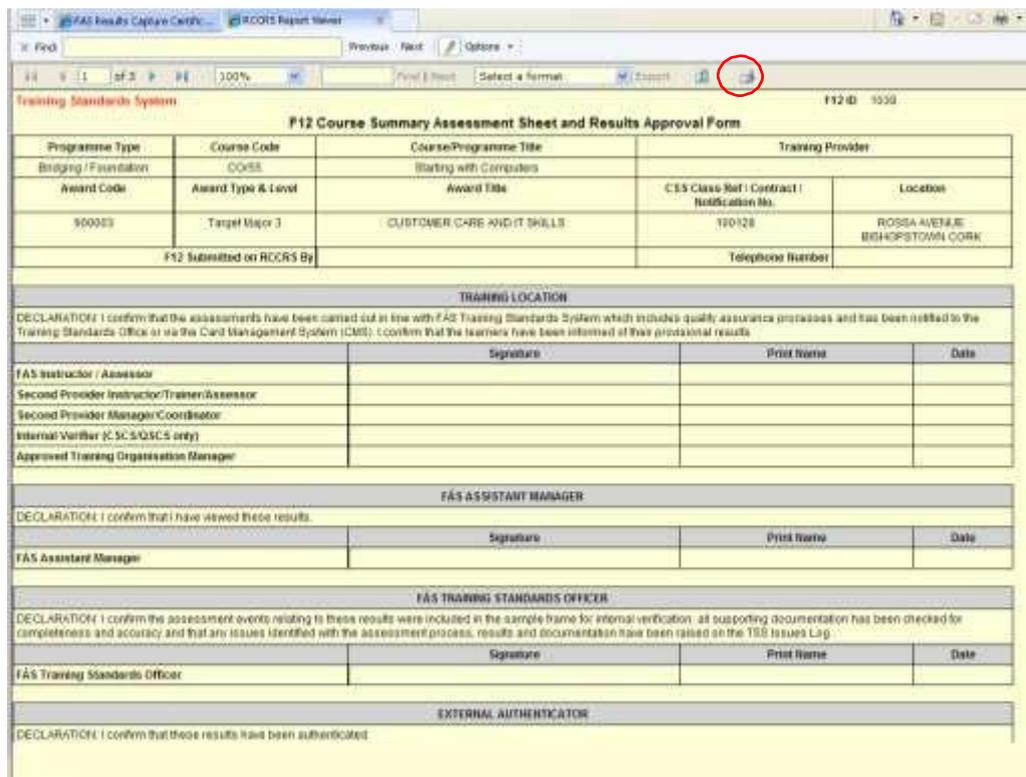
## 9. Reports

The following reports are currently available in the RCCRS:

- F12 Report
- Assessment Results Report
- Learner Results Statement
- Learner Mailing Labels



These reports can be accessed by clicking on „Application Reports” at the top right of the RCCRS screen.



Programme Type	Course Code	Course/Programme Title	Training Provider	
Bridging / Foundation	COCS	Working with Computers		
Award Code	Award Type & Level	Award Title	CES Class Ref / Contract / Notification No.	Location
300003	Target Major 3	CUSTOMER CARE AND IT SKILLS	100128	ROSSA AVE/16 BENHURSTOWN CORK
F12 Submitted on RCCRS By			Telephone Number	
TRAINING LOCATION				
DECLARATION: I confirm that the assessments have been carried out in line with FAS Training Standards System which includes quality assurance processes and has been notified to the Training Standards Office or via the Card Management System (CMS), I confirm that the learners have been informed of their provisional results.				
	Signature	Print Name	Date	
FAS Instructor / Assessor				
Second Provider Instructor/Trainer/Assessor				
Second Provider Manager/Coordinator				
Internal Verifier (SCS/QSCS only)				
Approved Training Organisation Manager				
FAS ASSISTANT MANAGER				
DECLARATION: I confirm that I have viewed these results.				
	Signature	Print Name	Date	
FAS Assistant Manager				
FAS TRAINING STANDARDS OFFICER				
DECLARATION: I confirm the assessment events relating to these results were included in the sample frame for internal verification, all supporting documentation has been checked for completeness and accuracy and that any issues identified with the assessment process, results and documentation have been raised on the TSB Issues Log.				
	Signature	Print Name	Date	
FAS Training Standards Officer				
EXTERNAL AUTHENTICATOR				
DECLARATION: I confirm that these results have been authenticated.				



When printing reports it is important that you use the printer icon, shown above in the red circle, to print the report. Do not use the menu option File>Print as, depending on the internet browser you use and your local settings, this may not print the report correctly.

## 9.1 Printing an F12 report using the Application Reports option

1. Click on Application Reports
2. Click „F12 Report“

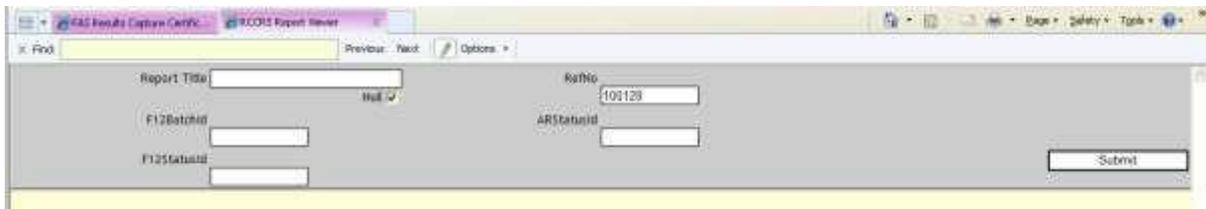


The screenshot shows a web browser window with the title "RCCRS Report Viewer". The form contains the following fields: "OverrideReportTitle" (empty), "Class Ref No" (0), "F12 ID" (1039), "Result Status ID" (0), and "F12 Status ID" (0). There is a "Submit" button on the right side of the form.

3. Enter the F12 ID in the „F12 ID“ field
4. Enter 0 in each of the other fields
5. Click „Submit, the report opens in a separate screen. Remember to use the Printer Icon if you are printing the F12 report.

## 9.2 Printing Assessment Results Report

1. Click on Application Reports
2. Click „Assessment Results Report“



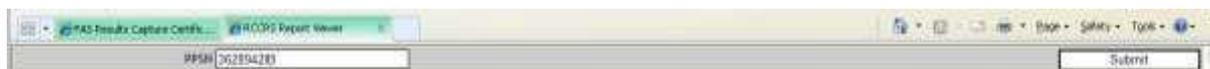
The screenshot shows a web browser window with the title "RCCRS Report Viewer". The form contains the following fields: "Report Title" (empty), "RefNo" (109129), "F12BatchId" (empty), "ARStatusId" (empty), and "F12StatusId" (empty). There is a "Submit" button on the right side of the form.

3. Enter report criteria
4. Enter 0 each of the other fields
5. Click „Submit“. The report opens in a separate screen. Remember to use the Printer Icon if you are printing the Assessment Results Report.

### 9.3 Printing Learner Results Statement

You can print a learner results statement on ETB Training Centre headed paper. This will include all approved results for a learner

1. Click on Application Reports
2. Click „Learner Results Statement'



3. Enter the Learner's PPS No.
4. Click „Submit'.

A screenshot of the 'Individual Learner Statement of Results' for Jack Mitchum. The page displays the learner's name, PPSN (36289428), and the date (26/02/2012 03:43). Below this is a table with columns for Award, Award Code, Award Type, Award Level, Certifying Body, Cert No., Result (%), and Grade. The table lists five awards: INFORMATION AND COMM TECHNOLOGY (Grade: Pass), TEXT PRODUCTION (Grade: Credit), COMMUNICATIONS (Grade: Credit), Word Processing (Grade: Pass), and USING DATABASES (Grade: Pass).

Award	Award Code	Award Type	Award Level	Certifying Body	Cert No.	Result (%)	Grade
INFORMATION AND COMM TECHNOLOGY	666	Minor	3	FETAC FURTHER EDUCATION & TR			Pass
TEXT PRODUCTION	667	Minor	3	FETAC FURTHER EDUCATION & TR			Credit
COMMUNICATIONS	664	Minor	4	FETAC FURTHER EDUCATION & TR			Credit
Word Processing	ECDL3	Non FETAC	8	ICS SKILLS			Pass
USING DATABASES	ECDL5	Non FETAC	8	ICS SKILLS			Pass

5. The report opens in a separate screen showing all results recorded in the RCRS for that learner. This can be printed on ETB Training Centre headed paper

## 9.4 Learner Mailing Labels

1. Click on Application Reports
2. Click „Learner Mailing Labels“



The screenshot shows a web browser window with two tabs: 'RCCRS Results Capture Control' and 'RCCRS Report Header'. The 'RCCRS Report Header' tab is active. It contains a form with two input fields: 'RefNo' with the value '100120' and 'F12\_ID' with the value '1030'. To the right of these fields is a 'Submit' button. The browser's address bar and menu bar are also visible.

3. Enter the Class Ref No. and/or the F12 ID. **Note:** if you are only completing one field, enter 0 in the other
4. Click „Submit“. The report opens in a separate screen which can then be printed to mailing labels.



This is configured for Avery labels - L7162 (99.1 x 33.9 mm) 16 labels per sheet

## 10. Email Alerts

There are two operations that generate an email alert:

1. Submitting an F12. An email alert is sent to anyone who has opted to receive alerts for the specified provider code.
2. Returning an F12. An email alert is sent to the submitter and copied to the TSO

The email alert contains the following information:

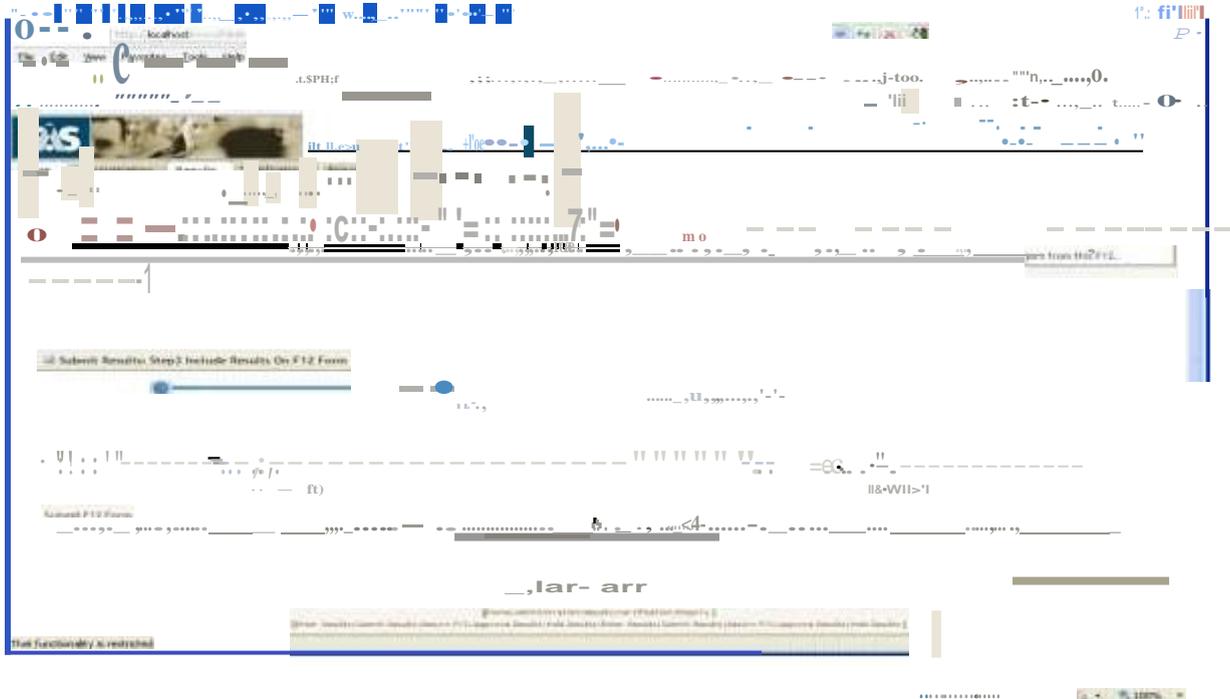
- F12 ID
- Class Ref No
- Course Code
- Course Start Date
- Submitted/Returned By
- Submitted/Returned Date
- Return comments



Please contact your Local RCCRS Administrator if you wish to be set up to receive email alerts.

## 11. Warning/Error Messages

There are a number of warning/error messages in the RCCRS. These messages appear at the top of the screen with a brief description of the error together with the steps to be followed to proceed. An example is shown below.



## **Appendix 1 – RCCRS Roles and Access Rights**

The roles described below relate to interaction with the RCCRS and do not take account of external business processes. A user can be assigned to one or more of the roles below.

### **Clerical Officer – Results Inputter**

Typically, the role of the Clerical Officer (CO) in relation to the RCCRS is to:

- Enter/edit results for their region/centre
- Print Draft Class Summary Assessment Sheet
- View results
- Create F12
- Submit F12 to Training Standards Officer
- Edit and Submit an Open or Returned F12
- Enter Certificate Numbers
- Print Mailing Labels

The Clerical Officer role also includes access to the Enquiry Screen.

### **Training Standards Officer – Results Approver**

The Training Standards Officer (TSO) role within the RCCRS is to:

- Review assessment results submitted by the Results Inputter/Submitter
- Return an F12 to the submitter for correction
- Make changes to results following Results Approval or an Appeal
- Hold Results, e.g. if a result is under appeal
- Enter Certificate Numbers
- Print Mailing Labels

The Training Standards Officer role also includes access to the Enquiry Screen

### **Instructor/Contracted Trainer Role**

- Enter/edit results for their class
- Print Draft Class Summary Assessment Sheet
- View results
- Create F12
- Submit F12 to Training Standards Officer
- Edit and Submit an Open or Returned F12

The Instructor/Contracted Trainer role also includes access to the Enquiry Screen

## **External Provider Role**

The External Provider role in relation to the RCCRS is to:

- Enter/edit results
- View results
- Create F12
- Submit F12 to Training Standards Officer
- Edit and Submit an Open or Returned F12
- Enter Certificate Numbers for Non-QQI/FETAC awards

The External role also includes access to the Enquiry Screen

Instructions for the External Provider Role can be found in the RCCRS External User Guide.

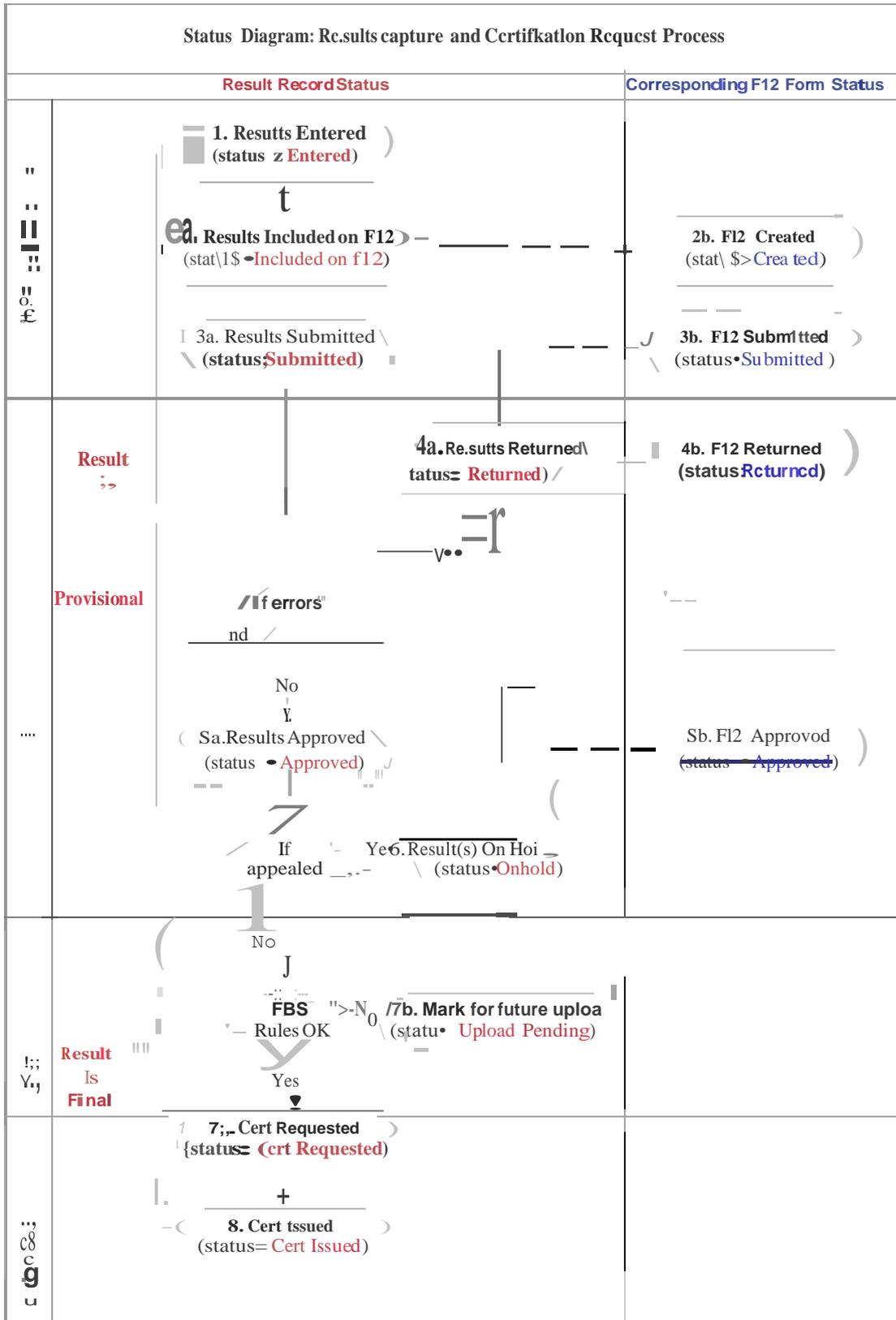
## **Administrator Role**

The Administrator has the following permissions within the RCCRS:

- Internal User Management
- Centre Code Management
- External User Management
- Email Alerts
- Class and Learner Management – fee-paying learners

Instructions for the Administrator Role can be found in the RCCRS Regional Administrator Guide.

## Appendix 2 - Status Diagram



## Appendix 3 – Logging RCCRS calls on the Help Desk

If you come across any issues when using the RCCRS you should log a call on the IT Help Desk

The link to the Help Desk is <http://helpdesk.fasoffice.com/user/>

The screenshot shows the 'New Call' form in the FAS IT Helpdesk System. The form is set against a blue background. At the top, there are navigation tabs: Home, Call History, New Call, FAQ's, Links, and Feedback. The 'New Call' section contains several input fields: 'Template' (dropdown), 'User' (text, 'Dodd, Andrea'), 'Site' (dropdown, 'Baggot Court'), 'Department' (dropdown), 'Phone' (text), 'Call Type' (dropdown, 'RCCRS'), and 'Sub Type' (dropdown). The 'Sub Type' dropdown is open, displaying a list of options. Below the 'Problem' field, there are three buttons: 'Spell Check', 'Log Call', and 'Please select the Sub Type'.

Call Type: RCCRS

Sub-type – Select the most appropriate option from the dropdown list

**Note:** Calls relating to missing learners should be referred to your Local RCCRS Administration (fee-paying learners on Evening Courses) or Course Recruitment for non-fee-paying learners. Refer to Appendix 4 „RCCRS Guide for Adding Learners“ below.

## Appendix 4 –RCCRS Guide for Adding Learners

Class lists on the RCCRS are populated via the Client Services System. Where there is an issue with a learner not appearing on a class list, the issue has to be addressed either through Course Recruitment or the Local RCCRS Administrator. Outlined below are the steps for adding a learner to a class group based on the learner issue.

- a) Fee paying learner not appearing on an evening course class list
- b) Community Employment learner not appearing on an evening course class list
- c) Learner was incorrectly assigned a different class with the same course code
- d) Learner was incorrectly assigned to a course
- e) Learner was never recorded on the class list
- f) An ETB Training Centre staff member not appearing on an evening course class list
- g) A learner with a CSS status of „Did Not Attend“ or „Referred on Option“

### **a) Fee paying learner not appearing on an evening course class list**

Process: Local RCCRS Administrator adds the learner to the class using the RCCRS Administration screen in accordance with agreed procedure.

### **b) Community Employment learner not appearing on an evening course class list**

Process: Course Recruitment sets up the learner on the class.

### **c) Learner was incorrectly assigned to a different class with the same course code**

Process: Course Recruitment to Log a call on the IT help desk for Client Services to move the learner to the correct class. **Note:** This is only allowable if the learner is moving to a class with the same course code, e.g. XXR55 to XXR55. Work is currently taking place with the Client Services System to add a feature to facilitate the above thereby eliminating the need to log a call on the IT Help Desk.

### **d) Learner incorrectly assigned to a course**

Process: Course Recruitment to Log a call on the IT Help Desk for Client Services to move the learner to the correct course, attaching evidence that the learner was on the course and recorded on an ETB Training Centre IT system. Examples of acceptable evidence are: SAP Registration screen shot or SAP Attendance Sheet. This evidence should be available from the Course Recruitment Officer (Day Courses) or the Evening Course Officer (Evening Courses).

### **e) Learner was never recorded on the class list**

Process: Course Recruitment to set the learner up retrospectively on the relevant ETB Training Centre system.

### **f) An ETB Training Centre staff member not appearing on an Evening Course class list**

Process: Local RCCRS Administrator adds the learner to the class using the RCCRS Administration screen in accordance with agreed procedure.

### **g) A learner with a CSS status of ‘Did Not Attend’ or ‘Referred on Option’**

Process: Course Recruitment re-sets the „Did Not Attend“ record and flags as „Attended“.