INTRODUCTION
This guidance manual is aimed at EAL recognised centres in order to provide you with an information overview on some of our system functions, services, policies; including where to go for support and offering some helpful advice.

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✓ ABOUT EAL

EAL is the specialist, employer-recognised awarding organisation for industry qualifications. We have a long-established tradition in investing in the industries we serve and the skills of those who work within them. Our commitment to partnering industry and focus on our core sectors gives us unrivalled knowledge and understanding of employer skills needs. This results in qualifications that carry weight and respect with employers and deliver real career benefits for learners.

Through our dedicated External Quality Assurers we work hand in hand with our recognised Centres to support the highest standards in qualifications delivery. For employers, this approach delivers a high value-added service and assurance that their learners achieve the standards required by their industry. For learners, it offers the added benefit of support from industry experts, whilst our recognised Centres can rely on their EAL External Quality Assurer as a trusted partner for expert support and guidance.

In the last five years, 500,000 people embarked on an EAL qualification in schools, colleges, universities, private training facilities and workplaces the length and breadth of the UK. Our industry expertise, coupled with our unrivalled service levels, means that employers – from blue chip household names to small and micro companies – opt to use EAL qualifications to develop their employees.

As well as being the leading provider of qualifications for our core sectors in the UK, we also work internationally with employers and providers who recognise the value of high quality, relevant training programmes.

SO WHAT DO WE DO?

- Develop qualifications
- Obtain accreditation
- Quality assure delivery and assessment
- Award certificates
- Promote qualifications
- Represent employers

To read more about EAL, please visit the EAL website: [http://www.eal.org.uk/abouteal](http://www.eal.org.uk/abouteal)

CONTACT US

EAL is committed to delivering both value and high quality support to all its customers, which is why we continually strive to make it even easier to work with us.

If you’d like to speak to someone about delivering EAL qualifications, for information about this guidance document or for any other enquiries, please contact our friendly Customer Services Team on:

Tel: +44 (0)1923 652400 | E-mail: customercare@eal.org.uk

Or write to us at: EAL, Unit 2, The Orient Centre, Greycaine Road, Watford, Hertfordshire, WD24 7GP
Opening Hours: Monday – Friday, 8am to 5pm
EAL WEBSITE

EAL’s website provides centres, learners, providers and employers with information such as policies, new and events. You can also sign up to our Spotlight e-bulletins so ‘Sign up and stay connected’ and follow EAL on both Facebook and Twitter. The website has four areas you can visit from the main page: Centres, Employers, Learners and Schools – each area will offer information and support relative to each audience.

WEBSITE LINK: [http://www.eal.org.uk](http://www.eal.org.uk/)

HOME - On the home page of the website, EAL recognised centres have shortcut links to access the Smarter Touch System or Online Services and log in using your centre credentials. You can click the link to browse or search EAL’s qualification catalogue. Visitors to the website can also check out the latest news and updates, find an EAL centre if searching for training providers and read info in relation to the sectors we work within.

CENTRES - This area of the website is aimed at centres and from this page, you will find EAL’s Customer Satisfaction Survey, the EAL Corporate Brochure, how to become an EAL centre and check out EAL’s FAQs’.

EMPLOYERS – This area of the website is aimed at industry employers who are considering offering an EAL qualification. You will find EAL’s Customer Satisfaction Survey, the EAL Corporate Brochure, industry info/news and contact details to EAL’s Customer Services Team.
LEARNERS - This area of the website is designed to support learners in exploring the possibilities of undertaking an EAL qualification. In this area you can find out why an EAL qualification is a great choice, find out how to request the use of the EAL Qualified Logo, find a training provider who are EAL recognised, enquire about an EAL course you have been on in order to seek a record search or replacement certificate. You can also read EAL’s ‘Qualifications Explained’, FAQ's and watch our films to learn ‘How to make it in industry’.

SCHOOLS – This area of the website shares information on EAL’s growing portfolio of school qualifications, new initiatives and provides details on what’s available for schools, academies and UTCs (University Technical Colleges).

NEWS – Don’t forget to check out the news tab to keep up to date with what’s going on. In this area you can access EAL’s latest Blog, Events, Cases Studies, Press Releases and sign up to our e-bulletins ‘Spotlight’ and ‘InTouch’.
SMARTER TOUCH

EAL’s Smarter Touch (ST) system is an online platform which is available to all EAL recognised centres, accessible via individual log in details. This online system is used for the following:

- Centre data (address, staff, contacts etc.)
- Centre notes and files
- Centre approval
- Centre take up
- Adding qualifications to your Centre remit
- EQA reports and actions
- Enquiry and feedback forms
- EAL policies

SMARTER TOUCH LINK: [https://www.ealsmartertouch.com/](https://www.ealsmartertouch.com/)

CENTRE DATA

The centre details section of your EAL centre profile within the ‘My Centre’ tab in ST is managed by you. Your centre details will include information such as centre name, the EAL centre number you’ve been allocated, the centre address, main contact details and users/staff details. This information will be based on the information provided to EAL at the time of EAL recognition.

The fields within this section can be amended by you, if required, as this screen will appear in ‘edit’ mode to all centre Super Users. Guidance in maintaining your centre’s details and centre contacts can be found in the ST system, in EAL’s Document Library; within the ST Centre User Guide.

For sections that are unable to be edited, our Customer Services Team will be able to support you with amendments. In order to search for EAL Documents in this library, click the EAL tab at the top of the grid:

To search specifically for available guidance documents, you can click ‘advanced search’ and in the document type drop down box, select ‘Guidance/Handbooks’.
CENTRE NOTES AND FILES
Within your centre profile in ST, this feature enables you to maintain summary notes of key events at your centre, under a variety of headings which may be beneficial to share with EAL. Notes can be added under a choice of categories. In this section you also have the ability to upload documents such as meeting minutes.

CENTRE APPROVAL
Once recognised as an EAL centre, centre coordinators will be given Super User access to the ST system. We encourage centres to ensure that there is a second Super User set up as a Deputy coordinator to ensure smooth running of the centre should the main coordinator be absent, or unavailable and that you ensure you maintain the staff and user details.

Within the ‘Additional EAL Info’ section of your ST centre profile you can view information on the following:
- The Re-recognition date for your centre
- Whether EAL have suspended services should there be any outstanding invoices
- The name of the lead EQA for your centre and
- Billing address

It is important that all details in your centre profile are kept up to date.
Should EAL make changes to any fields within Smarter Touch, you will be able to see the rationale in the ‘Audit’ tab.
CENTRE TAKE-UP
This section of your centre profile displays your centres registration, certification and expenditure details allowing you to see various trends across different date ranges

ADDING QUALIFICATIONS TO YOUR CENTRE REMIT
After your centre has become recognised with EAL, you have the option to be able to add additional EAL qualifications to your centre remit for approved delivery. EAL have a ‘Qualification Approval Application’ Form within the ST system in order to request additional qualifications; this form can be accessed via your ST Home page, under the subheading ‘Start a new…’

Once a request has been approved by EAL, on the basis the request meets our requirements, the new qualification will be automatically added to your list of approved qualifications, and following overnight system integration; you will then be able to begin registering learners on the qualification via the Online Services system.

Guidance in completing a qualification approval application form can be found in the ST system, in EAL’s Document Library; within the ST Centre User Guide.
EQA REPORTS AND ACTIONS
As part of EAL’s EQA Visit Strategy for your centre, your EQA will arrange a number of engagements with you throughout your recognition period. Following an arranged visit, your centre EQA will create a ST Visit Form in the system, including details of the visit purpose, date, etc.

You will receive an email alert from Creatio to inform you that a visit form has been created for your centre and this form will be submitted before an engagement to confirm arrangements. This submitted form will appear in your centre ‘Inbox’ and will require you to read the content added to the form, as well as request your input so that you can submit this back to EAL.

After a visit has occurred your centre EQA will update the report section of the form and once again will be submitted to you to read, and complete any required sections. Some sections of this form may include Actions which will have been explained and agreed during the engagement. If an action is assigned to your centre you are able to search for these from the home page of your ST centre profile, under the Action tab.

Further guidance on how to complete visit forms, and responding to actions can be found within the ST Centre User Guide, accessible in EAL’s ST Document Library.

ENQUIRY AND FEEDBACK FORMS
From the home page of your ST centre profile, you will be able to ‘Start a new…’ form. Under the list of forms, you will locate both the Enquiry form, and Feedback form. These forms offer an alternative to making a phone call to EAL; or sending an email and additionally it will provide an audit of EAL communication with your centre.

Once you have selected the form you wish to complete, you will be required to fill in all mandatory fields of the form and then you can submit this to EAL. EAL will receive these forms in their inbox, and shall respond to them in accordance with EAL’s Enquiry Policy.
EAL POLICIES

EAL publish a variety of policies which we require centres to be familiar with and to abide by. These policies are available to view/download via the ST Document library and you can search by type of documents by clicking on the ‘advanced search’ filter.

EAL policy titles will include the date and version of the document, allowing you to establish current versions. Should EAL update a policy, communication is sent to all centres via our Spotlight E-bulletin, added to the EAL website and replaced in Smarter Touch.

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<th>File name</th>
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<td>Appeals Policy v3 - April 2015.pdf</td>
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<td>Policies and Procedures</td>
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<td>EAL Conflicts of Interest Policy V2 - March 2015.pdf</td>
<td>V.2</td>
<td>Policies and Procedures</td>
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ONLINE SERVICES

EAL has a streamlined Online Services platform which is available to all EAL recognised centres, accessible via individual log in details. This online system is used for centres to access the following:

- registrations
- claims
- learner amendments
- publications (qualification manuals etc.)
- reporting (learner data)
- link to secure assess (exams)

A separate ‘Guide to Online Services’ can be obtained via the EAL Website, the ST Document Library and within Online Services.

ONLINE SERVICES LINK: [https://sap.eal.org.uk/irj/portal](https://sap.eal.org.uk/irj/portal)

REGISTRATIONS

The system provides a platform where EAL centres register learners on an EAL qualification. Working instructions on how to process registrations in this system are available from the Online Services system, under the Guidance Documents tab; alternatively, the Customer Services Team can offer you support with registering learners. EAL recommend that centres ensure all learners are registered on an EAL qualification, prior to any assessment being undertaken.

CLAIMS

The system provides a platform where EAL centres can claim certificates for learners who have been registered on an EAL qualification and completed all relevant requirements. You can find working instructions to support you in processing a certificate claim, from the Online Services system, under the Guidance Documents tab; alternatively, you can contact the Customer Services Team who can offer you support.
LEARNER AMENDMENTS
There may be occasions where a learner who has been registered on an EAL qualification, requires an amendment to their details; this could include changes to a name due to a spelling error. For a name amendment that arises following a marriage, deed poll etc. EAL Customer Services will require authenticated evidence to be submitted with a request, to confirm details for change. Within this area of the system you can also edit a learner ULN number and amend a qualification pathway (for some qualifications). There are some amendments that are possible; however you will need to seek assistance from Customer Services should you need to transfer learners to another EAL recognised centre. The facilities to allow changes of this type are available in the system and working instructions to support you with these processes can be found in the Guidance Documents tab in Online Services.

PUBLICATIONS
For all EAL qualifications, we provide our customers with a variety of publication materials; such as Qualification Sheets, Qualification Manuals, and Learner Guides. The publications area of the Online Services system provides you with information and details about the qualifications EAL offer. Support in how to locate our publication materials can be accessed in the Guidance Documents tab in Online Services.

REPORTING
Within the Online Services system you are able to run reports against learner data at your centre. There are three report functions in the system: Registration Report, Certification Report and a Candidate History Report. The data can be run based on several criteria. You will find working instructions for running reports in the Guidance Documents tab in Online Services.
SECURE ASSESS

This system is the platform where by learners who have been registered on an EAL qualification, can now be scheduled for the online external assessment. Result slips are also available in this system for centre learner records, should you wish to download them. Secure Assess is accessible via Online Services and the Exams tab whereby you can either select an automatic login, which will utilise the log in details used to get into Online Services, OR you can log in manually.

✔ EXAMINATIONS - SECURE ASSESS

SECURE ASSESS LINK: https://eal.secureassess.co.uk/secureassess/

Secure Assess enables you to schedule, manage, delivery and invigilate assessments. The home page of the Secure Assess system also provides you with EAL announcements in relation to exams, and the contact details of our Exams Team.

SecureClient is the platform where EAL exams are sat and must be installed on all centre computers that are used to deliver EAL onscreen exams; it is from this area of the system you can follow the installation process for the latest version.

The minimum requirements are as follows:

Hardware

- Processor speed – 2.33GHz or faster x86-compatible processor
- RAM – 1GB
- HDD space – 1GB of free space
- Single display
- Screen resolution of 1024x768
- Graphics card with at least 128 MB of memory
- Two button mouse & Keyboard
Software

- Operating systems – Windows 7 (32bit or 64bit)
  - Windows 8 (32bit or 64bit)
- Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET Framework 4.0
- Internet Explorer 7 to 10; Mozilla Firefox 18 to 25; Google Chrome
- Adobe Flash Player 10.2.152.26 to 11.8.800.94
- Bandwidth of 2Mb/s or greater is recommended

In order to support you with navigating your way around this exams system guidance documents can be located in the Online Services system; in the Exam Documents tab, under ‘Guidance’.

EAL publishes a document know as an EAF1. This is EAL’s procedures for conducting exam components within EAL qualifications.

**It is essential that all centre staff that have involvement in external assessments are familiar with the content of this document and copies of these procedures must be provided to each supervisor/invigilator for use whilst conducting an exam.**

You can download a copy of the EAF1 document from the Online Services system; in the Exam Documents tab, under ‘Guidance’.

If you have any queries regarding the EAF1 or EAL exams, please contact our Exams Team at exams@eal.org.uk
PRODUCTS AND SERVICES

EAL offer our customers a range of products and services, all of which can be found within our Fees and Pricing interactive document, made available to our recognised centres via the Smarter Touch system but can also be obtained via our Customer Services Team upon request.

The Fees and Prices document breaks down EAL’s products and services into a price list of qualifications by sector, as well as other centre related fees; such as Quality Assurance visits, Paper-based processing, Replacement certificates, Learner Transfers, as well as other services.

APPRENTICESHIPS AND TRAILBLAZERS

Apprenticeships are a key focus for employers who look to retain their competitive edge and drive future growth.

EAL are committed to encouraging employers to take on apprentices and offer unrivalled industry knowledge and support. Our qualifications support apprentices across a wide range of sectors, providing them with the skills and knowledge they need to build successful careers in industry.

Apprenticeships are being reformed across England by Trailblazer development groups to meet the needs of the future economy for years to come. Trailblazers are tasked with designing new apprenticeship standards. The work has been commissioned by the government, and it is led by employers. The new standards will replace existing frameworks, with the aim being that all new apprenticeship starts from 2017/18 will be on the new standards.

To find more about the range of industry Apprenticeship frameworks that our qualifications sit within and what apprenticeship packaged are on offer as well as information on Trailblazers, please visit the EAL Website: http://www.eal.org.uk/apprenticeships/
http://www.eal.org.uk/trailblazers
✓ EAL QUALIFICATIONS

EAL have an area of our website, specifically designed to support our customers with information about the sector that we work in, and the qualifications that we offer. You can access this area by click on ‘Qualification Catalogue’ from the main page of the EAL website.

QUALIFICATION CATALOGUE LINK: http://qualifications.eal.org.uk/

This home page offers shortcuts to EAL services - Smarter Touch and Online Services; the latest EAL Twitter feeds; our ‘Find a centre’ function; and the qualification catalogue.

The qualification catalogue enables customers to search through the suite of qualifications that EAL offer and provides an overview of that qualification. Before you begin using the Qualifications Catalogue, why not take a ‘Tour of the catalogue’, which introduces the function and support you in browsing through it: http://www.eal.org.uk/2-uncategorised/45-tour-of-the-catalogue

When searching for an EAL qualification in the catalogue, you can enter a particular key word, check our popular qualifications or carry out an extended search where you can filter the sector, level, type etc.

From your search results you can click onto the EAL qualification title where you will be taken to a screen which provides you information on the qualification overview, qualification details, funding links and any related documents. This screen will also provide you with the unique EAL qualification reference number. For EAL recognised centres; it also provides a link to log into Smarter Touch should you wish to add it to your centre remit; and a link to Online Services where you can locate associated documentation and publication materials.

Please visit the ‘Changes to Qualifications’ area of the Qualifications tab for information on qualifications, registration/ certification end dates and replacement or alternative qualifications.
LEARNERS

EAL strives to always support learners in industry, from the point of finding the best qualification suitable, to the point of certification and career progression.

Our long-standing partnership with industry means that our qualifications are based on an in-depth understanding of workplace and employer skills needs. Over 100,000 learners embark on an EAL qualification each year.

A learner can be confident that an EAL qualification will carry weight and respect with employers, bringing you real career benefits both today and in years to come.

Why not check out EAL’s YouTube videos on ‘How to make it in Industry’

EAL POLICIES

EAL produce a variety of company policies, which meet the requirement stipulated by the Regulators and of which, we require our centres to be familiar with and to abide by. These policies are made available to the public via the EAL website and within the Document library of Smarter Touch.

WEBSITE LINK TO EAL POLICIES AND IMPORTANT DOCUMENTS:
http://www.eal.org.uk/centre-support/centre-support/policies-and-important-documents

Please refer to page 8, EAL Policies to find out how you can locate EAL policies within the Smarter Touch system.

Communication regarding EAL policies is sent to all customers who’ve subscribed to the EAL Spotlight E-bulletin each time a policy is launched, or amended following a review to ensure that you are aware of the changes and have sight of the most up to date version. It is the responsibility of centre coordinators to inform their centre staff of any policies relevant to their area of work.

If you have not yet subscribed to Spotlight, EAL encourage you to do so, to ensure you are fully kept informed about EAL activity, events, updates etc. You can subscribe to this e-bulletin via the EAL website home page.
REGULATORY REQUIREMENTS

EAL are an awarding organisation regulated by Ofqual and Qualifications Wales General Conditions of Recognition, and Scottish SQA Accreditation Principles; to ensure that we meet all regulatory requirements. These regulations ensure quality and compliance is imperative in the services and products we offer to customers.

The Conditions and Principles that EAL comply to, can be found at the below:

**OFQUAL:**  
https://www.gov.uk/government/organisations/ofqual

**QUALIFICATIONS WALES:**  

**SQA:**  
http://www.sqa.org.uk/sqa/70972.html

INVOICING

We provide customers with information regarding invoices in line with our Invoicing Policy. Invoices are raised within 10 working days of providing a service, unless alternative billing arrangements have been agreed in writing between both parties.

The Invoicing Policy can be found on the EAL website, or in the document library of the Smarter Touch system.

Should you wish to discuss anything regarding invoicing, please contact our Customer Services team on 01923 652 400 or via email to customercare@eal.org.uk
✓ GLOSSARY

The following words/phrases shall have a description given to them in order to support you in the understanding of some of EAL's definitions and meaning.

ACCREDITED
To be accredited, is too be given authority when recognised standards have been met.

ASSESSOR
A person who undertakes marking or the review or marking. This involves using a particular set of criteria to make judgements as to the level of attainment a learner has demonstrated in an assessment.

CENTRE
An organisation undertaking the delivery of an assessment (and potentially other activates) to learners on behalf of EAL. Centres are typically educational institutes, training providers or employers.

CENTRE REMIT
Your centre remit is a list of EAL qualifications that you are approved to offer as a recognised EAL centre.

EXTERNAL ASSESSMENT
External Assessment is referred to when talking about an exam component required as part of an EAL qualification which EAL set, EAL marked.

LEARNER
An EAL learner is any person who is undertaking an EAL qualification, who is registered on the course in Online Services System and is to be assessed as part of that qualification.

MODERATION
The process through which the marking of assessments by centres is monitored to make sure it meets required standards and through which adjustments to results are made, where required, to ensure that results are based on the required standard. This includes verification.

QUALIFICATION
A qualification is a training course that has been accredited by a Regulator and recognised as a profession or activity which a learner is required to meet set conditions/ requirements in order to complete and achieve certification.

REASONABLE ADJUSTMENT
An adjustment to the assessment of a qualification to enable a disabled learner to demonstrate his or her knowledge, skills and understanding, to the levels of attainment required by the qualification specification.

RECOGNISED
To be an EAL recognised centre means EAL have recognised / acknowledged you as a centre who has met quality standards outlined by both EAL and Regulators and therefore have been given approval to offer EAL qualifications to learners.

REGULATIONS
A regulation is a rule or directive designed to govern, which is made by a regulation authority such as Ofqual, Qualification Wales and SQA (Scottish Qualification Authority).

SPECIAL CONSIDERATION
Special Consideration given to a learner who has temporarily experiences an illness, injury etc outside of the learner’s control which has had or is reasonable likely to have had a material effect on that learners ability to take an assessment or demonstrate his or her level of attainment in an assessment.

VERIFICATION
The process of establishing the truth, accuracy, or validity of something.