Introducing the 'FAAplus' on-line Course Management facility for FAA Approved Centres

1. Welcome

1.1   Welcome to FAAplus which allows you to:

- o   Register courses and obtain relevant course paperwork.
- o   Notify results of courses and order certificates.

Additions to this facility are being developed and will be introduced as they are completed. These will allow you to:

- o   Advertise your courses on our national course finder facility.
- o   Access information relating to your courses and Learners.
- o   Obtain guidance through a FAQ section.
- o   Obtain up-to-date information and guidance in downloadable formats.

The facility also provides a link to:

- o   Shop facility with a comprehensive range of course resources at competitive prices.

2. Terms and conditions.

2.1   As with all such on-line facilities, the use of FAAplus is conditional upon your acceptance and adherence to terms and conditions to ensure the facility and data is used for the sole and appropriate purpose of FAA course management and without infringing the rights of FAA, Approved Centres and Learners. Please take a few minutes to read them before you start. They are important and you will be reaffirm your acceptance each time you sign in

3. Getting started

3.1   The following short guide may help you but we hope the facility is straight forward and user friendly but if you encounter any problems please call us.

4. Log in and Home Page

4.1   To visit the facility for the first time please using the Username and Password provided. This will take you to your Home Page displaying your contact details. You will be able to update details and change your password here. You then click on the **Save and proceed** button to access the facility. *Access must be by FAA approved users only.*

5. Course Management and Support Facility page

5.1 At the top of the navigation list on the right hand side of this page you will see **COURSE MANAGEMENT** with the following options:

> **⊳ Add a new course**

5.2 To register a new course and order course the appropriate paperwork, this option will lead you through a number of questions:

1. Name of the Instructor.
    This the FAA-registered Instructor who will be delivering the course. You will need to add and maintain your list of registered Instructors using the Centre Task facility listed further down the navigation list.

2. Name of the Approved Centre.

3. Course name.
    Use the drop-down list to select the type of course you wish to register

4. Course Dates
    Start and finish dates of the course.

5. Number of Delegates
    This is the maximum number you expect to attend.

6. Venue.
    You will be able to select from venues you have previously used or enter a new venue.

7. Course Paperwork.
    If you need a course pack you can enter a delivery address here.

8. Course Finder. (Under development)
    Please use this option to indicate if you wish to advertise your course on the FAA Course Finder facility.

You then click on   √ OK

5.2 You will now enter the **Course Schedule** page where you will be asked to provide details of the dates and times of your course.

5.3 Once you have completed this, click on √ alongside the information you have entered here.

5.4 If your session times meet the required minimum contact hours you will be able to proceed by clicking on   √ OK

5.5 You will then see the **Course Summary** showing your course description. If this is correct, please click on

√ Confirm

5.6 Your course has now been registered and you will receive email confirmation which will include a course reference number.

> **Add a completed course**

5.7 If you have delivered a course but not registered it, click on **Add a completed course** which will lead you through a similar range of questions as if you were adding a new course [See 5.2 – 5.4].

> **Amend an existing course**

5.8 This option allows you to change details of any course you have notified.

5.9 When you choose this option you will be able to identify and select the course you wish to amend from a chronological list of your courses.

5.8 Make your changes and then click on

√ Update Course Information

> **Cancel a course**

5.10 This option will enable you to cancel a course you have previously registered.

5.11 When you choose this option you will be able to identify and select the course you wish to cancel from the chronological list of your courses.

5.12 When you identify the course just click on [Cancel] to delete the course.

> **Notify course results**

5.13 Once your course has been completed, you will be able to notify results and order certificates using this option.

1. Select the course
   From the chronological list of your courses select the relevant course and click on [Notify]

2. Add Delegates / Learners.
   If necessary, change the number of delegates to the actual number who attended.

3. Enter Delegate / Learner details.

   For certification purposes, the Learner's name is essential. In sensitive cases (e.g. prisoners) other details may be withheld.

To have the qualification added to his/her records on the national Learning Records Service the minimum information should include date of birth, gender and post code.

For all other purposes, including monitoring equal opportunities policies, please enter all details.

After entering the information for each Learner / Delegate click on

√ Save Delegate

4. Certificate Options.

When all your Learners have been entered you will be asked if you want your logo displayed on your certificates. CAN UPLOAD DIRECT FROM OWN COMPUTER. Then click on

√ Finish and Checkout

Shopping Basket and Checkout

5.14   Your shopping Basket will show the number of certificates ordered and cost. If agreed, click on

√ Proceed to Payment

5.15   Please enter your payment instructions and click on

√ Confirm and Place Order

▷   **View previous course**

5.15   Clicking here will give you access to your previous course records.