

# CertiTrack user guide

April 2024

Version 2.0



## Contents

1. Logging in .....	3
2. Certification History .....	4
3. Viewing certificates.....	4
4. Sharing certificate information with a 3 <sup>rd</sup> party .....	5
5. Ordering a replacement certificate.....	5
6. Ordering a confirmation letter .....	8

## 1. Logging in

1a. Open [CertiTrack](#) and enter the required details, which must match those held by VTCT/Skillsfirst.

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Date Of Birth (DD/MM/YYYY):	<input type="text"/>
VTCT or Skillsfirst Learner Number:	<input type="text"/>

### Learner number

When your training provider (where you are studying/studied your qualification) registered your details with VTCT/Skillsfirst, an enrolment/learner number was generated for you. This number can also be found on any issued certificates.

If you do not know your enrolment/learner number please first contact your training provider who should be able provide you with this information.

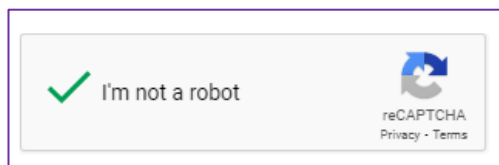
If your training provider is unable to assist please contact us.

- For VTCT issued certificates: +44 (0) 2380684500
- For Skillsfirst issued certificates: +44 (0) 1212705100

Ensure that you have to hand the following information when you call.

- Your full name (at the time you achieved your qualification)
- Your date of birth
- The qualification title and/or the year you completed your qualification
- The name of the training provider where you studied your qualification

1b. Complete the CAPTCHA.



**1c.** You will now be presented with two dropdown lists; If the dropdown lists have not appeared select the Return/Enter key.You

- From the first list select one of the VTCT or Skillsfirst qualifications you have completed
- From the second list select one of the training providers with whom you completed a qualification with

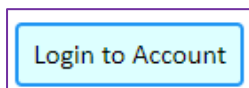
**NB:** The options you are shown within each list have been randomised for security reasons.

Select a qualification you have carried out with VTCT:

Select a training provider you have studied a VTCT qualification with:

**1d.** Select 'Login to Account'.



## 2. Certification History

**2a.** After successfully logging in you are presented with your certification history.

- VTCT issued certificates – all certificates issued post-2009 will be displayed
- Skillsfirst issued certificates – all certificates issued will be displayed

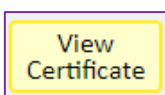
To order VTCT replacement certificates issued between 1995 and 2008 either call +44 (0) 2380684500 or see the [confirmation letter](#) section of this guide. To order VTCT replacement certificates issued pre-1995 call +44 (0) 2380684500.

Please ensure you have a payment method, Debit/Credit card and the following information to hand when you call:

- your full name (at the time you achieved your qualification)
- your date of birth
- the qualification title and/or the year you completed your qualification
- the name of the training provider where you studied your qualification

## 3. Viewing certificates

**3a.** From your Certification History page select 'View Certificate' to the right of the qualification you wish to view.



**3b.** The certificate and related details, and where applicable the unit transcript\*\*, for the chosen qualification will be displayed.

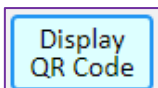
**NB:** Certificates viewed via CertiTrack are digital copies and are not valid as a printed document. Go to [section 4](#) for details on how to share certificate information with 3<sup>rd</sup> parties.

\*\*this feature will be available from 8<sup>th</sup> April 2024.

## 4. Sharing certificate information with a 3<sup>rd</sup> party

**Please ensure you have validated any requests for access to your certificate information before sharing any details.**

**4a.** From your Certification History page select ‘Display QR Code’ to the right of the qualification you wish to share.



**4b.** A QR code will be displayed.

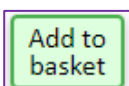
If you are accessing CertiTrack on a PC/Laptop you can now select ‘Copy QR Code to Clipboard’ or you can take a photo of the QR code. Now send the QR code to the 3<sup>rd</sup> party via the applicable communication method, email for example.

If you are accessing CertiTrack on a mobile device you can take a screenshot of the QR Code and send it to the 3<sup>rd</sup> party via the applicable communication method, email for example.

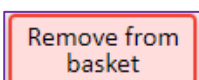
Once received the 3<sup>rd</sup> party simply needs to scan the QR code to access the related certificate information. The information the 3<sup>rd</sup> party will see is identical to the information displayed via [Viewing certificates](#).

## 5. Ordering a replacement certificate

**5a.** From your Certification History page select ‘Add to basket’ to the right of the qualification you wish to order a replacement for.

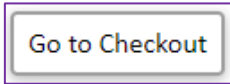


Upon successful selection the ‘Add to basket’ button to change to ‘Remove from basket’.



**5b.** Select 'Add to basket' to the right of any other qualifications you wish to order a replacement certificate for.

**5c.** Upon selecting all applicable items select 'Go to Checkout'.



**NB:** You cannot order replacement certificates and a [confirmation letter](#) within the same order.

**5d.** The replacement certificate(s) added to your order and applicable fees will be displayed.

**NB:** At this stage the Postage costs field will display 'To be confirmed'. This field will update with any associated postage costs upon completion of your address details.

Your basket page will have opened in a separate browser tab. If you need to add or remove certificates from your basket then close the basket window down and use the 'Add to basket' or 'Remove from basket' options on your Certification History page; you can then start the [checkout process again](#).

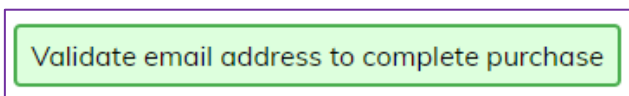
**5e.** Enter your email address. This is required as you will be sent a validation code which you will need to complete your order. An order confirmation email will also be sent to this address once your order is complete.

**5f.** Enter the postal address that you want your replacement certificate(s) sent to. VTCT use recorded delivery where possible.

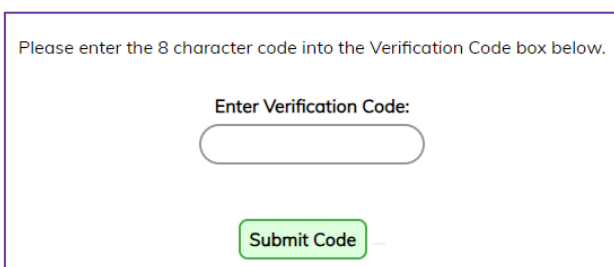
For UK addresses you can enter your postcode and select 'Find Address' or enter the address manually.

If the country selected is outside of the European Union the Postage costs field will now display a fee.

**5g.** Upon entering your email and postal address, select 'Validate email address to complete purchase'.

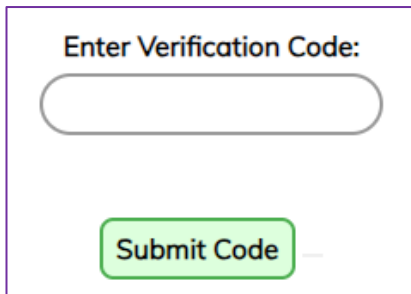


You will now receive the following onscreen message.



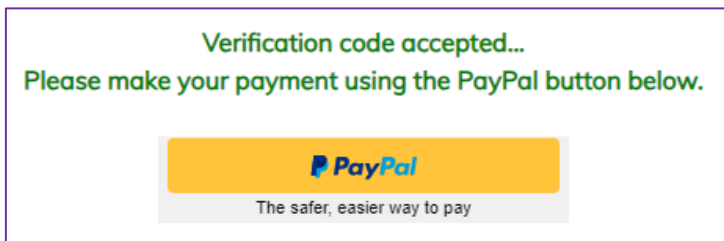
An email containing an 8 character verification code will now be sent to the address you entered. These emails can sometimes take a few moments to arrive so please be patient; you may need to check your junk/spam folders for the email. The subject header of the email is 'Your replacement certificate purchase email validation'.

5h. Enter the verification code from the email in to the onscreen message and then select 'Submit Code'.

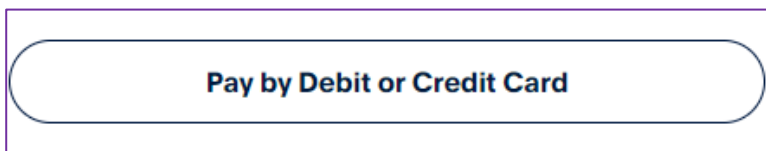


5i. A verification accepted message will be displayed if the verification is successful. To continue to payment select the link to PayPal.

You do not need to hold a PayPal account; an option to pay by debit or credit card will be available after selecting the PayPal link.

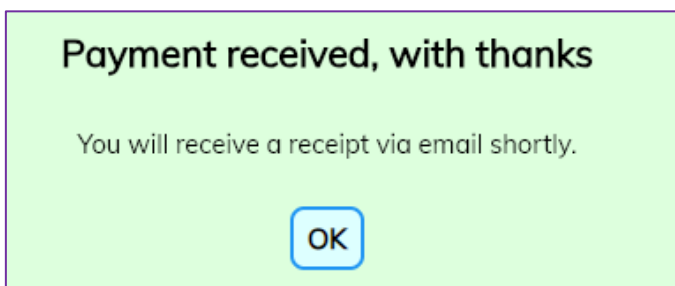


5j. Now log in to your PayPal account or select 'Pay by Debit or Credit Card'.



**NB:** The replacement certificate(s) you've requested will be sent to the postal address you provided earlier. This address will be used regardless of any details entered during the PayPal payment process.

5k. Once payment is complete you will be taken back to CertiTrack and the following message will be displayed; select 'OK'.



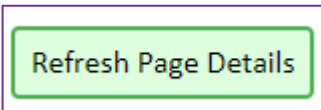
You should receive a payment receipt email from PayPal to the address associated with your payment.

5l. Read the onscreen message.

**Replacement Certificate Order Form**

You can close this window now. Click on **Refresh Page Details** on the previous page to see the current status of your replacement certificate request.

Once back on your Certification History page select the ‘Refresh Page Details’ button – **NB:** If you use your browser’s refresh button as you will be logged out of CertiTrack.



5m. Your order will now be displayed in the ‘Replacement Certificate Order History’ section.

Replacement Certificate Order History							
VTCT Reference	Date Ordered	Certificate Number	QCA Number	Qualification	Training Provider	Date Awarded	Reprint Status
BFE314B1-8B8C-426B-B7F6	29/03/2024	145	603/4606/1	VTCT (Skillsfirst) Level 2 Functional Skills Qualification in English	VTCT Test Site	25/01/2024	To be generated

You will now receive an order confirmation email. The subject header of the email is ‘Your replacement certificate receipt’. You may need to check your junk/spam folders for the email.

- The ‘Reprint Status’ will change from ‘To be generated’ to ‘To be printed’ once VTCT have received and begun to process the order
- The ‘Reprint Status’ will change from ‘To be printed’ to ‘Printed’ once VTCT have printed the certificate(s)

You can check the status of order anytime by logging in to CertiTrack.

## 6. Ordering a confirmation letter

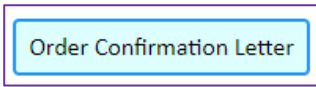
6a. Confirmation letters can be requested in place of certificates by some employers or government agencies.

A confirmation letter, also known as an Academic Transcript, is an official letter confirming:

- For VTCT, all achievement held on record for you from 1995
- For Skillsfirst, all achievement held on record for you since 2010



**6b.** From your Certification History page select ‘Order Confirmation Letter’.



**NB:** You cannot order a confirmation letter and [replacement certificates](#) within the same order.

**6c.** Your basket will open in a new window, and the confirmation letter details and fee will be displayed.

**NB:** At this stage the Postage costs field will display ‘To be confirmed’. This field will update with any associated postage costs upon completion of the address details.

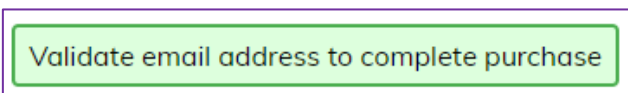
**6d.** Enter your email address. This is required as you will be sent a validation code which you will need to complete your order. An order confirmation email will also be sent to this address once your order is complete.

**6e.** Enter the details of the postal address that you would like the confirmation letter sent to.

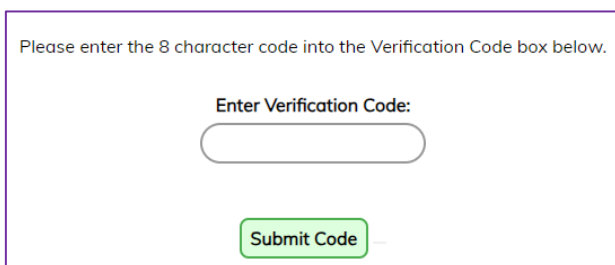
For UK addresses you can enter your postcode and select ‘Find Address’ or enter the address manually.

If the country selected is outside of the European Union the Postage costs field will now display a fee.

**6f.** Upon entering your email and postal address, select ‘Validate email address to complete purchase’.

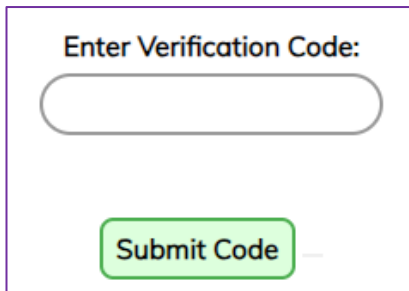


You will now receive the following onscreen message.



An email containing an 8 character verification code will now be sent to the address you entered. These emails can sometimes take a few moments to arrive so please be patient; you may need to check your junk/spam folders for the email. The subject header of the email is ‘Your replacement certificate purchase email validation’.

6g. Enter the verification code from the email in to the onscreen message and then select 'Submit Code'.

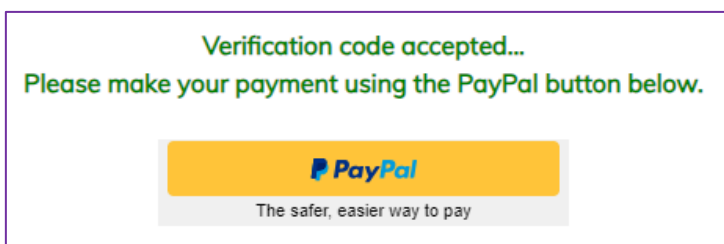


Enter Verification Code:

Submit Code


6h. A verification accepted message will be displayed if the verification is successful. To continue to payment select the link to PayPal.

You do not need to hold a PayPal account; an option to pay by debit or credit card will be available after selecting the PayPal link.



Verification code accepted...

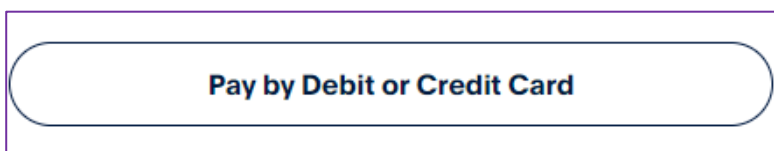
Please make your payment using the PayPal button below.

 **PayPal**

The safer, easier way to pay

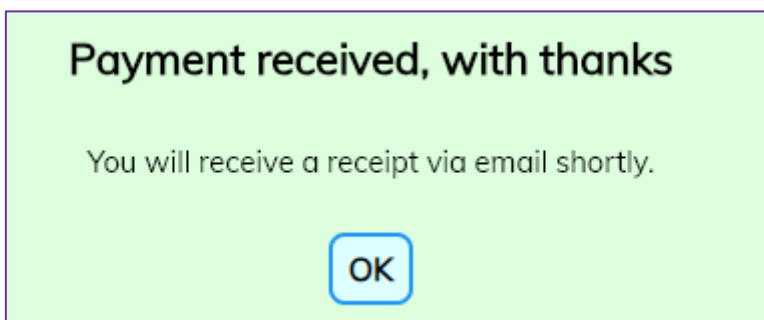
**NB:** The replacement certificate(s) you've requested will be sent to the postal address you provided earlier. This address will be used regardless of any details entered during the PayPal payment process.

6i. Now log in to your PayPal account or select 'Pay by Debit or Credit Card'.



Pay by Debit or Credit Card

6j. Once payment is complete you will be taken back to CertiTrack and the following message will be displayed; select 'OK'.



Payment received, with thanks

You will receive a receipt via email shortly.

OK

**6k.** Read the onscreen message.

### Confirmation Letter Order Form

Your confirmation letter request has been passed to our processing team. You should receive the letter within 10 working days. You can close this window now.

You will now receive an order confirmation email. The subject header of the email is 'Your Confirmation Letter receipt'. You may need to check your junk/spam folders for the email.