

How to claim a full certificate

July 2026

Version 5.0



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1. Logging in

Certification administration is performed within our Linx2Online system. For a login link please go to the [Linx2Online](#) page and select 'Log in to Linx2Online'.

1. Upon logging in you will be presented with the Welcome page. The Welcome page displays any important updates so please take a moment to read this page each time you login.

Welcome

18th September 2024 - Linx2Online system maintenance

Linx2Online will be unavailable from 7am - 11am, 22nd September 2024. We apologise for any inconvenience this downtime may cause.

eCertificates

Linx2Online users are now able to generate, download and view eCertificates. For information on how to access and use eCertificates please open the 'Reports and generating eCertificates' guide [here](#).

Online assessments

Where applicable, learners will be available within the online assessment system, Linx2Achieve, the day after registration is confirmed.

Help and Support

Skillsfirst centres please contact: +44 (0) 121 270 5100 / customerservices@skillsfirst.co.uk

VTCT centres please contact: +44 (0) 2380 684 500 / linx2logins@vtct.org.uk - A full suite of user guides is available [here](#).

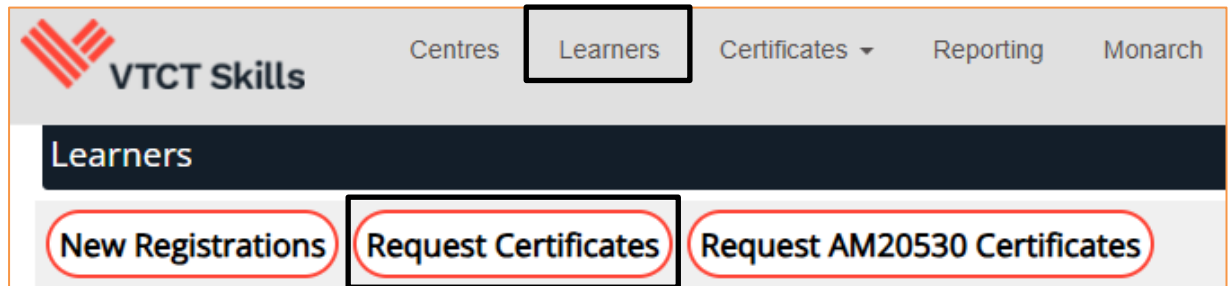
Dismiss

1.1. Claim options

1. [File import claims](#) (if you have prepared a CSV claim file):
2. [On-screen claims](#) (no requirement for a CSV file):

1.1.1 File import claims

1. Ensuring that you are on the Learners page, select Request Certificates.

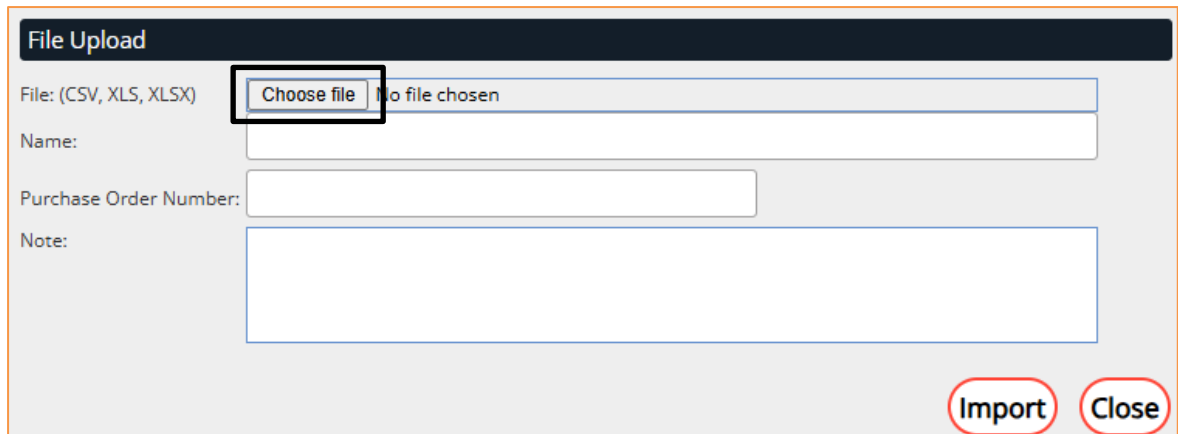


2. Select 'Import a CSV file'.



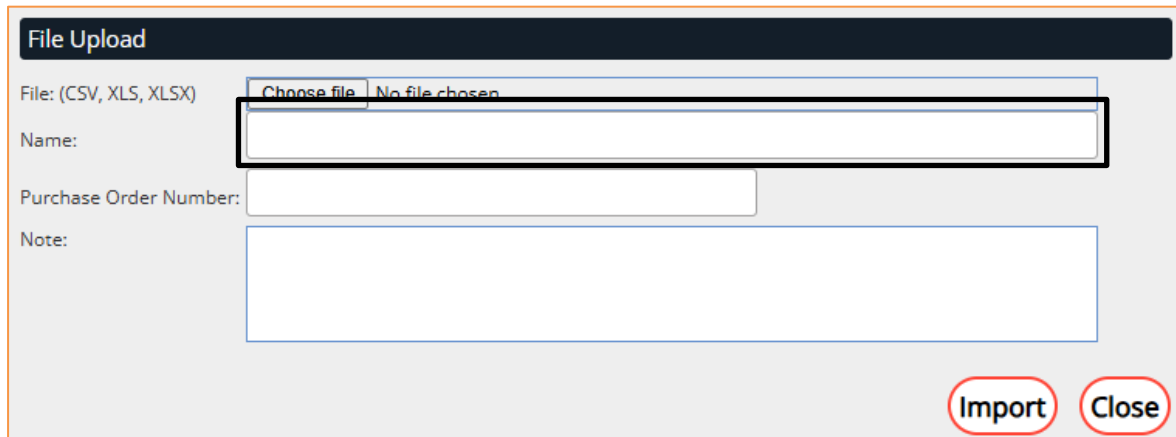
See this [article](#) for certification file templates and guidance on completing the file.

3. Depending on the browser you are using select either 'Choose file' or 'Browse' to locate and select your saved import file.

The screenshot shows a 'File Upload' form. The 'File: (CSV, XLS, XLSX)' field has a 'Choose file' button highlighted with a black box. Below this are fields for 'Name:', 'Purchase Order Number:', and 'Note:'. At the bottom right, there are 'Import' and 'Close' buttons, both highlighted with red ovals.

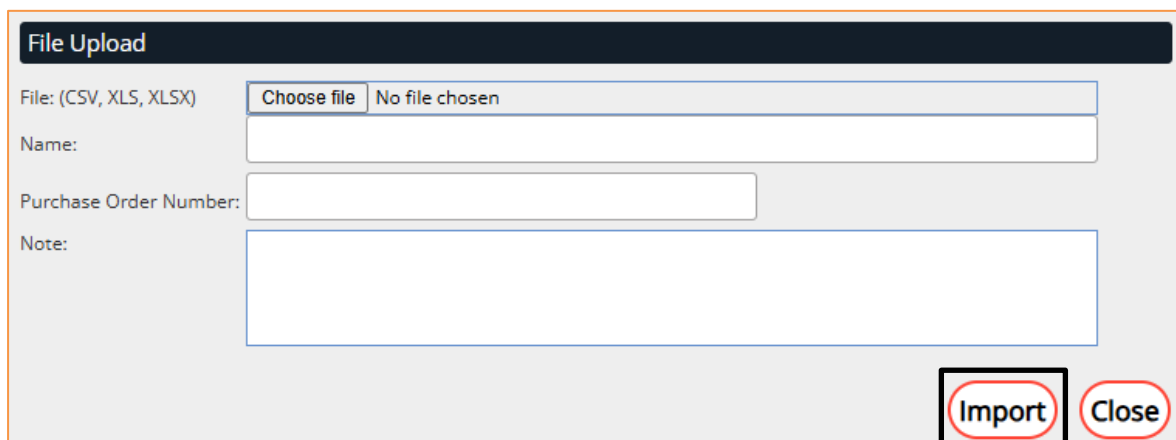
4. Name your file. You may enter any name you wish. An example would be the learner or cohort name.

Certification file names must be unique. If you receive an error, change the file name - for example you add **_v2** to the end of the existing file name. You will need to try different name combinations until a unique file name has been created.



The screenshot shows a 'File Upload' form with a dark header. Below the header, there are four input fields: 'File: (CSV, XLS, XLSX)' with a 'Choose file' button and 'No file chosen' text; 'Name:' with a text box; 'Purchase Order Number:' with a text box; and 'Note:' with a larger text area. At the bottom right, there are two buttons: 'Import' and 'Close', both circled in red. The 'Name' text box is highlighted with a black border.

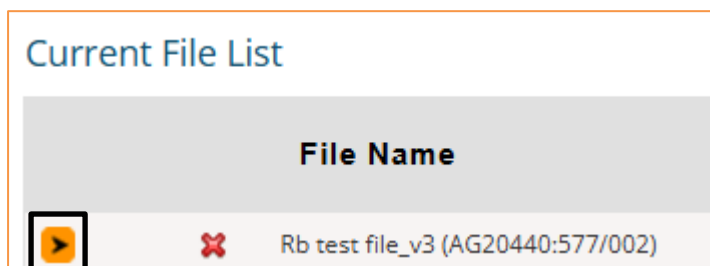
5. Select Import.



This screenshot is identical to the previous one, but the 'Import' button is now highlighted with a black border, indicating it should be selected.

6. The file you have imported will be displayed in the Current File List.

Select the orange/black arrow icon to the left of the file name.



The screenshot shows a 'Current File List' table. The table has a header row with the title 'File Name'. Below the header, there is one row representing the imported file. To the left of the file name is an orange square icon containing a black right-pointing arrow, which is highlighted with a black border. To the right of the icon is a red 'X' icon. The file name is 'Rb test file_v3 (AG20440:577/002)'.

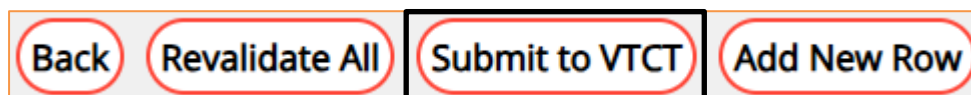
7. Each unit claimed, per learner, will be displayed. Depending on the number of learners/units these may be displayed across multiple pages.

Learner Code	First Name	Last Name	Site - Qualification	Mark	Unit Code	Unit	Grade
1849679	Rb	Learner	577/002 - VTCT Level 2 Award in Equality and Diversity		UV21361	Valuing equality and diversity in society	Pass

8. If any line appears in pink then there is an error with that line (errors are also indicated by an error icon to the left of the learner code and the invalid display line). If this happens, see the 'Correcting an error – Certification' guide [here](#).

Learner Code	First Name	Last Name	Site - Qualification
  1849679	Rb	Learner	577/002 - VTCT Level 2 Award in Equality and Diversity
Total: 1 Valid: 0 Invalid: 1 Note			

9. Once any invalid lines have been resolved, select Submit to VTCT.



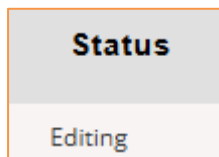
10. The file status will now display 'Awaiting Validation'.

After 30 seconds, refresh your screen to change the status. **NB:** On occasion it may take longer than 30 seconds for the status to change so you may need to refresh multiple times.

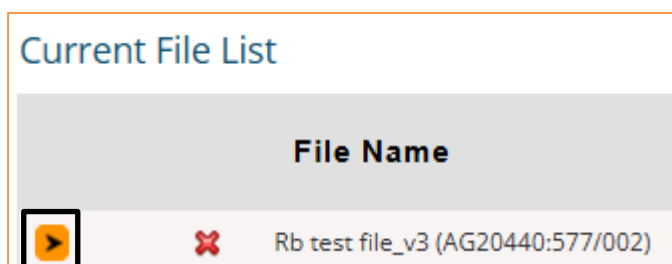
Current File List

File Name	Records	Created	Modified	Created By	Status
  Rb test file_v3 (AG20440:577/002)	1	04/12/2024 14:30:50	04/12/2024 14:41:32	0577/004	Awaiting Validation

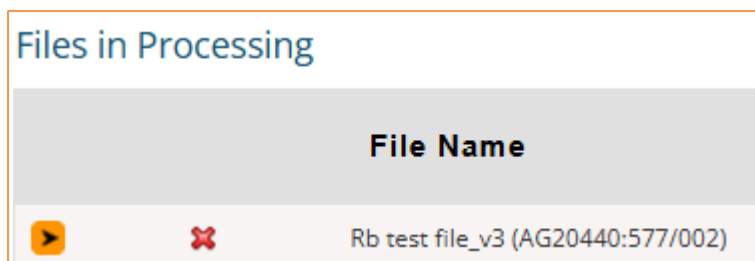
- 11.** After refreshing, if the file validation it will remain in the Current File list and the status will change to editing.



Select the orange/black arrow icon to the left of the file name, investigate and correct any errors. For help, see the 'Correcting an error – Certification' guide [here](#).



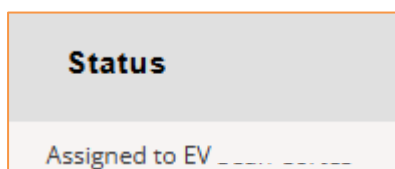
- 12.** Once the file passes validation it will move in to the 'Files in Processing' section.



- 13.** The File Status will now be either:

“Assigned to EV [EV’s name] or Needs EV Approval”

The EQA will receive an email informing them about the claim, and will approve/decline the claim as soon as possible.



or

“Processing” (this status will in most cases be applied where direct claims for the qualification exists).

VTCT Skills need to conduct some final checks.

Status
Processing

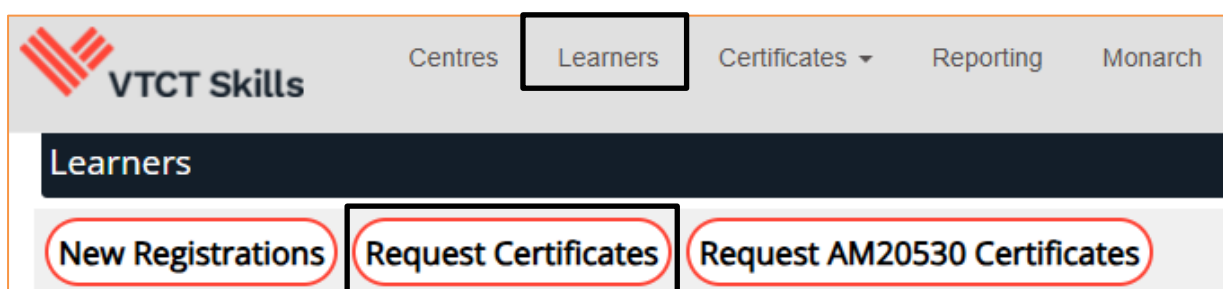
- 14.** The file will move in to the ‘Files Processed’ section once the EQA has approved the file and/or the final checks are complete, and the status will change to “Processed”. At this stage the claim is processed. Providing no other restrictions are in place, the certificates will be printed and dispatched within 20 working days.

Files Processed	
File Name	
	Rb test file_v3 (AG20440:577/002)

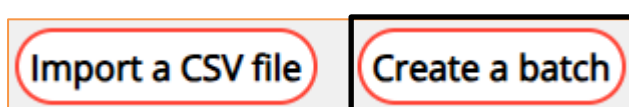
Status
Processed

1.1.2 On-screen claims

- Ensuring that you are on the Learners page, select ‘Request Certificates’.



- Select ‘Create a batch’.



3. Select the site that the learner(s) is registered at.

Site	Select Site...
------	----------------

4. Select the qualification that the learner(s) is registered on.

Qualification	Select Qualification...
---------------	-------------------------

5. Enter the date that the learner(s) completed.

Select 'Pass' for the default (mandatory units) grade.

Default Date	04/12/2024
Default Grade	-- No Grade Entered --

6. Select 'Full Certificate' and then 'Select Learners'.

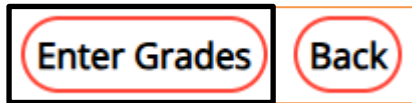
Default Certificate Request	☒ Full Certificate	☐ Partial Certificate
<input checked="" type="button" value="Select Learners"/> <input checked="" type="button" value="Back"/>		

7. Learners registered, but not yet claimed, for the selected qualification will be displayed.

Select the learner(s) you want to certificate by clicking on the check box to the left of their learner code – you can select all learners displayed by selecting the top check box next to 'Learner Code'.

☐	Learner Code	First name	Last name	DOB	Registration Date
☐	1849680	Os	Test	01/01/2002	03/12/2024

8. Select 'Enter Grades'.



9. Section 1 - Mandatory units.

The mandatory units, per learner, will be listed in section 1.

Providing you selected Pass for the [default grade](#), you do not need to do anything with the mandatory units.

NB: Alt. Achievement must not be used.

1. Enter results for units already registered without a grade

☒ Show these units

Last Name	First Name	ULN	Learner Code	Qualification Code	UAN	Unit Code	Unit Title	Date	Grade	Alt. Achievement
Test	Os	1849680	AB30493	AB30493	L/601/3962	UV30403	Provide facial electrotherapy treatments	04/12/2024	Pass	☐
Test	Os	1849680	AB30493	AB30493	K/601/3953	UV30404	Provide body electrotherapy treatments	04/12/2024	Pass	☐
Test	Os	1849680	AB30493	AB30493	D/601/3559	UV30424	Provide body massage	04/12/2024	Pass	☐
Test	Os	1849680	AB30493	AB30493	T/601/4457	UV30468	Client care and communication in beauty-related industries	04/12/2024	Pass	☐
Test	Os	1849680	AB30493	AB30493	R/600/8780	UV30491	Monitor and maintain health and safety practice in the salon	04/12/2024	Pass	☐

10. Section 2 -Optional units.

There are two ways to add optional units.

Optional unit selection - **Option 1:**

If each learner has completed different optional units and/or achieved different grades then you will need to add each unit and grade individually, per learner.

Option 1a) Select the learner. Do not use Alternative Achievement during this process.

2. Enter results for units not included above

Enter the learner code and unit details below, then click the Add button.

Learner Code

Option 1b) Select the unit.

Unit	M (UV30403) Provide facial electrotherapy treatments ▼
------	--

Option 1c) Select the assessment date.

Assessment Date	04/12/2024
-----------------	------------

Option 1d) Select add.

Add

Option 1e) The unit will now appear under 'Rows already added'. Repeat these steps for each unit/learner.

Rows already added

	First Name	Last Name	ULN	Learner Code	UN	Unit Code	Date	Grade
✖	Os	Test		1849680	L/601/3962	UV30403	05/12/2024	Pass

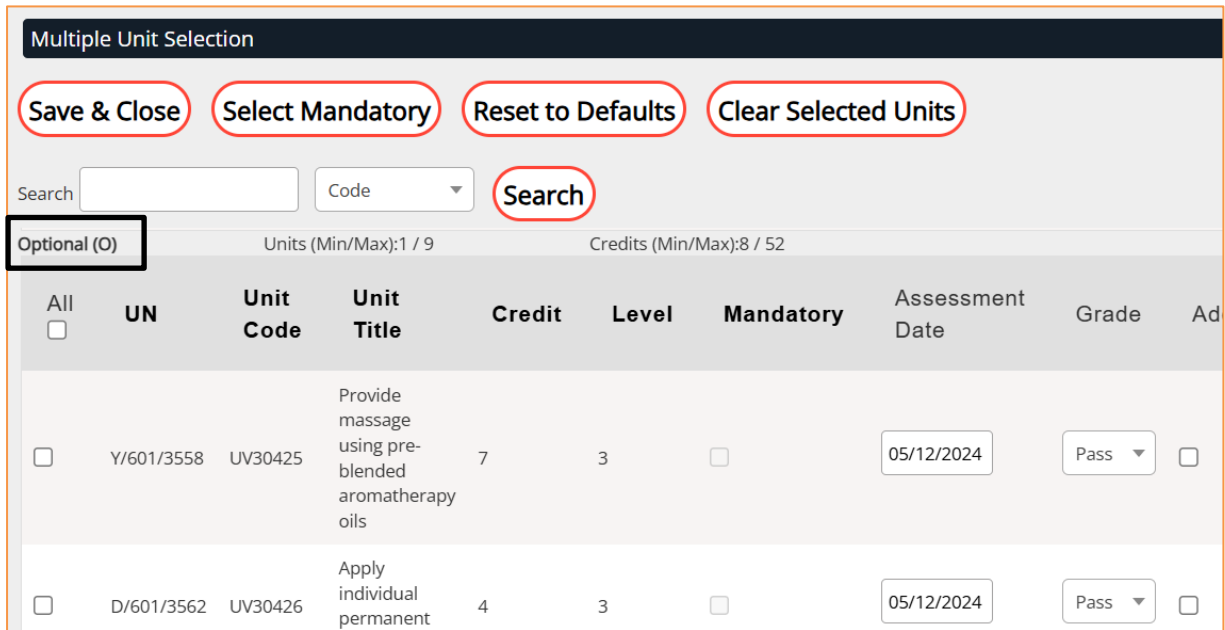
Optional unit selection - **Option 2:**

If each learner has completed the same optional units and achieved the same grades then you can use the multi-add function.

Option 2a) Select 'Select Multiple'.

Select Multiple

Option 2b) The Multiple Unit Selection screen will open. Scroll down to display the optional units.



Multiple Unit Selection

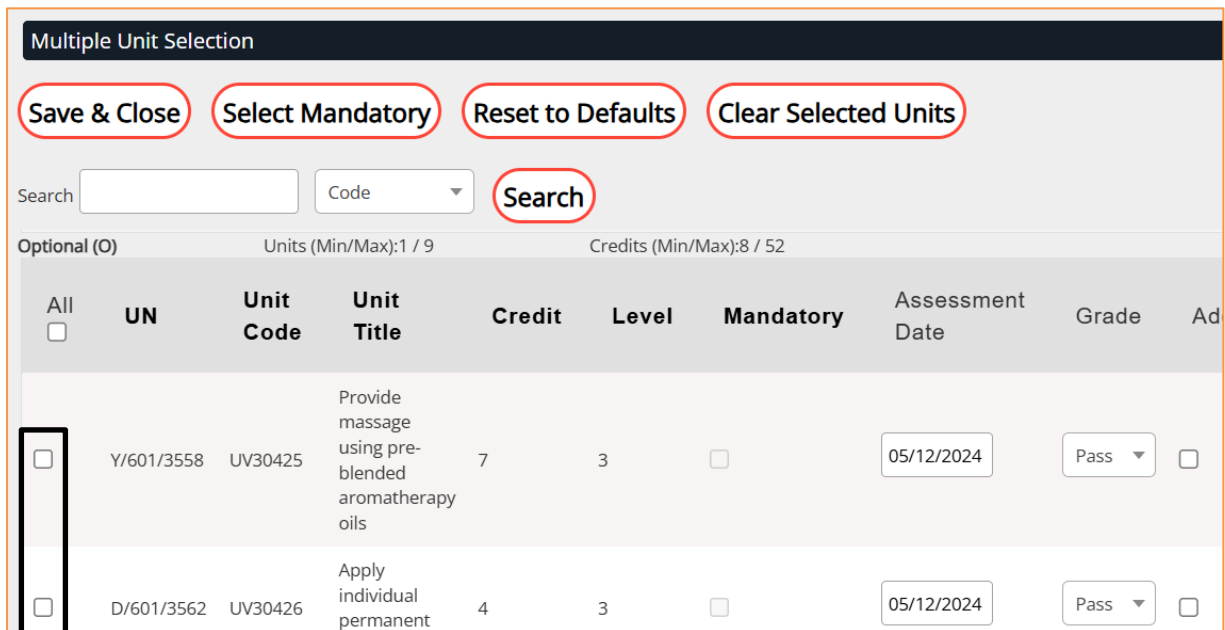
Save & Close Select Mandatory Reset to Defaults Clear Selected Units

Search Code Search

Optional (O) Units (Min/Max):1 / 9 Credits (Min/Max):8 / 52

All ☐	UN	Unit Code	Unit Title	Credit	Level	Mandatory	Assessment Date	Grade	Ad
☐	Y/601/3558	UV30425	Provide massage using pre-blended aromatherapy oils	7	3	☐	05/12/2024	Pass ▼	☐
☐	D/601/3562	UV30426	Apply individual permanent	4	3	☐	05/12/2024	Pass ▼	☐

Option 2c) Select the required optional units by clicking on the check box to the left of the unit details. Do not use the Alt. Achievement check box to the far right.



Multiple Unit Selection

Save & Close Select Mandatory Reset to Defaults Clear Selected Units

Search Code Search

Optional (O) Units (Min/Max):1 / 9 Credits (Min/Max):8 / 52

All ☐	UN	Unit Code	Unit Title	Credit	Level	Mandatory	Assessment Date	Grade	Ad
☐	Y/601/3558	UV30425	Provide massage using pre-blended aromatherapy oils	7	3	☐	05/12/2024	Pass ▼	☐
☐	D/601/3562	UV30426	Apply individual permanent	4	3	☐	05/12/2024	Pass ▼	☐

Option 2d) Once all optional units have been selected, select 'Save & Close'.

Multiple Unit Selection

Save & Close

Select Mandatory

Reset to Defaults

Clear Selected Units

Search

Code

Search

Optional (0)

Units (Min/Max):1 / 9

Credits (Min/Max):8 / 52

All	UN	Unit Code	Unit Title	Credit	Level	Mandatory	Assessment Date	Grade	Ad
☐	Y/601/3558	UV30425	Provide massage using pre-blended aromatherapy oils	7	3	☐	05/12/2024	Pass	☐
☐	D/601/3562	UV30426	Apply individual permanent	4	3	☐	05/12/2024	Pass	☐

Option 2e) Select 'Add'.

Add

Option 2f) The units selected will now be displayed, per learner, in 'Rows already added'.

Rows already added

	First Name	Last Name	ULN	Learner Code	UN	Unit Code	Date	Grade
✖	Os	Test		1849680	Y/601/3558	UV30425	05/12/2024	Pass
✖	Os	Test		1849680	D/601/3562	UV30426	05/12/2024	Pass
✖	Os	Test		1849680	R/601/3560	UV30427	05/12/2024	Pass
✖	Os	Test		1849680	K/601/5329	UV30430	05/12/2024	Pass
✖	Os	Test		1849680	R/601/4465	UV30451	05/12/2024	Pass

- 11.** Section 3 - Once all units have been added, name the file. You can name the file as you wish, an example would be the learner or cohort name.

Certification file names must be unique. If you receive an error, change the file name - for example you add **_v2** to the end of the existing file name. You will need to try different name combinations until a unique file name has been created.

3. Enter details for your import

Filename

Default PO Number

Save and Create Import File **Back**

- 12.** Select 'Save and Create Import File'.

3. Enter details for your import

Filename

Default PO Number

Save and Create Import File **Back**

- 13.** Each unit claimed, per learner, will be displayed. These may be displayed across multiple pages.

		Learner Code	First Name	Last Name	Site - Qualification	Mark	Unit Code	Unit	Grade
>	✘	1849680	Os	Test	577/002 - VTCT Level 3 Diploma in Beauty Therapy Studies		UV30404	Provide body electrotherapy treatments	Pass
>	✘	1849680	Os	Test	577/002 - VTCT Level 3 Diploma in Beauty Therapy Studies		UV30424	Provide body massage	Pass
>	✘	1849680	Os	Test	577/002 - VTCT Level 3 Diploma in Beauty Therapy Studies		UV30491	Monitor and maintain health and safety practice in the salon	Pass
>	✘	1849680	Os	Test	577/002 - VTCT Level 3 Diploma in Beauty Therapy Studies		UV30468	Client care and communication in beauty-related industries	Pass
>	✘	1849680	Os	Test	577/002 - VTCT Level 3 Diploma in Beauty Therapy Studies		UV30403	Provide facial electrotherapy treatments	Pass

- 14.** If any line appears in pink then there is an error with that line (errors are also indicated by an error icon to the left of the learner code and the invalid display line). If this happens, see the 'Correcting an error – Certification' guide [here](#).

	Learner Code	First Name	Last Name	Site - Qualification	Mark	Unit Code	Unit	Grade
 	1849680	Os	Test	577/002 - VTCT Level 3 Diploma in Beauty Therapy Studies				Pass

Total: 9
Valid: 8
Invalid: 1

- 15.** Once any invalid lines have been resolved, select "Submit to VTCT".



- 16.** The file status will now display 'Awaiting Validation'.

After 30 seconds, refresh your screen to change the status. **NB:** On occasion it may take longer than 30 seconds for the status to change so you may need to refresh multiple times.

Current File List						
	File Name	Records	Created	Modified	Created By	Status
 	Os test file2 (AB30493:577/002)	8	05/12/2024 14:25:35	05/12/2024 14:31:33	0577/004-jsnowtest2	Awaiting Validation

- 17.** After refreshing, if the file fails validation it will remain in the Current File list and the status will change to Editing.

Status
Editing

Select the orange/black arrow icon to the left of the file name, investigate and correct any errors. For help, see the 'Correcting an error – Certification' guide [here](#).

Current File List	
	File Name
 	Os test file2 (AB30493:577/002)

18. Once the file passes validation it will move in to the ‘Files in Processing’ section.

Files in Processing		
File Name		
		Os test file2 (AB30493:577/002)

19. The File Status will now be either:

“Assigned to EV [EV’s name] or Needs EV Approval”

The EQA will receive an email informing them about the claim, and will approve/decline the claim as soon as possible.

Status
Assigned to EV

or

“Processing” (this status will in most cases be applied where direct claims for the qualification exists).

VTCT Skills need to conduct some final checks.

Status
Processing

20. The file will move in to the ‘Files Processed’ section once the EQA has approved the file and/or the final checks are complete, and the status will change to “Processed”. At this stage the claim is processed. Providing no other restrictions are in place, the certificates will be printed and dispatched within 20 working days.

Files Processed	
File Name	
	Rb test file_v3 (AG20440:577/002)

Status
Processed

2. Help and support

- E: linx2logins@vtctskills.org.uk
- T: +44 (0) 2380 684500
 - Mon-Thurs: 08:45 – 17:00
 - Friday: 08:45 – 16:30