

How to claim a graded certificate

July 2026



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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

This guide relates to the following:

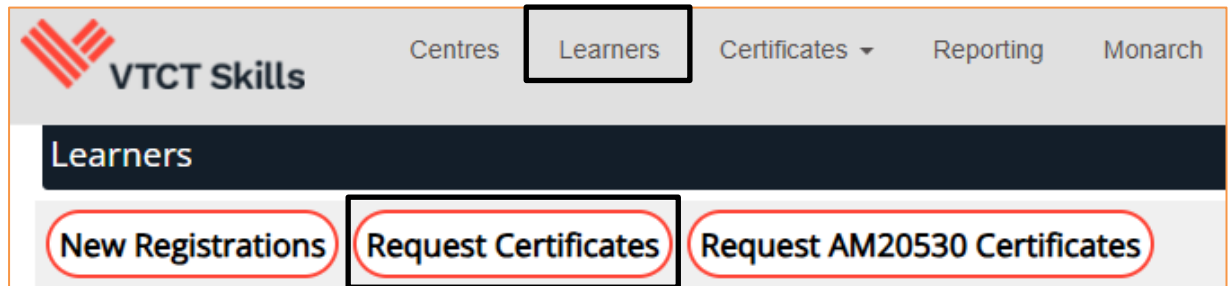
- Level 1 and 2 Skills qualifications
- Level 2 Technical Certificate qualifications
- Level 3 Technical qualifications

There are two ways in which to claim certificates.

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.

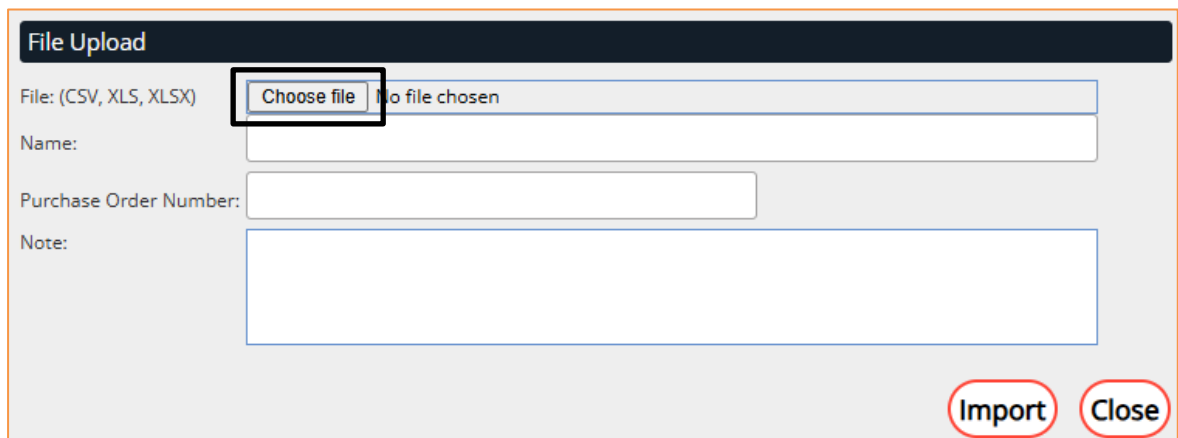


2. Select 'Import a CSV file'.



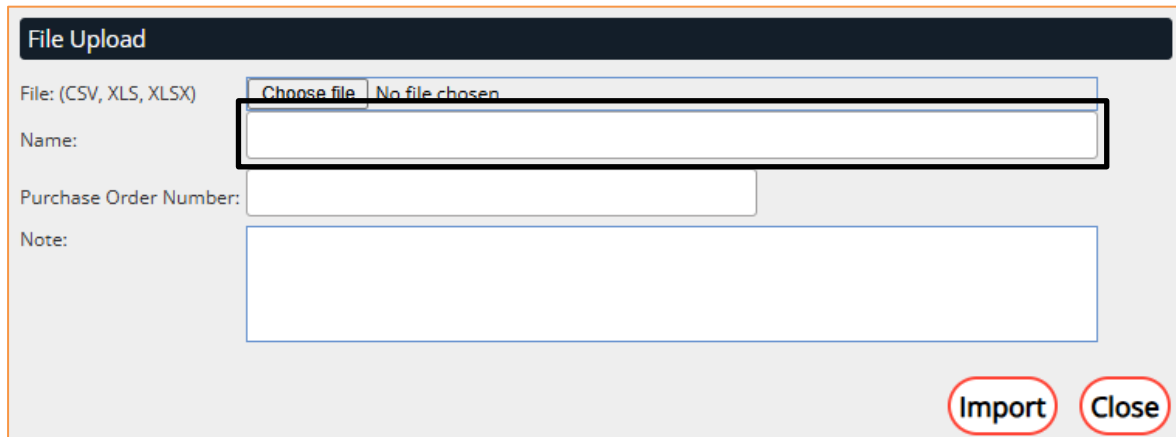
See this [article](#) for certification file templates and guidance on completing the file.

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. At the top, it says 'File: (CSV, XLS, XLSX)'. Below this is a button labeled 'Choose file' (highlighted with a black box) and the text 'No file chosen'. There are input fields for 'Name:', 'Purchase Order Number:', and 'Note:'. At the bottom right, there are two buttons: 'Import' and 'Close', both of which are circled in red.

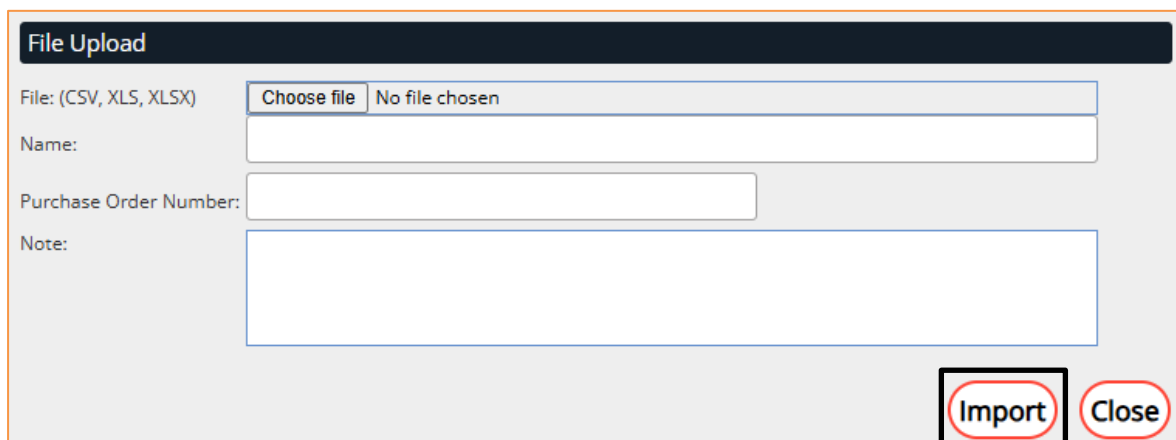
4. Name your file. You may enter any name you wish. An example would be the learner or cohort name.

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 is a 'File: (CSV, XLS, XLSX)' label, a 'Choose file' button, and a 'No file chosen' status. A text input field for 'Name:' is highlighted with a black border. Below it are input fields for 'Purchase Order Number:' and 'Note:'. At the bottom right, there are two buttons: 'Import' and 'Close', both circled in red.

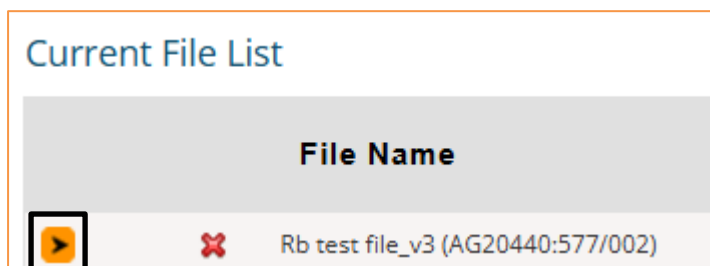
5. Select Import.



This screenshot is identical to the previous one, but the 'Import' button at the bottom right is now highlighted with a black border.

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 header row is grey and contains the text 'File Name'. The first row of data shows an orange/black arrow icon in a square box, followed by a red 'X' icon, and then the text 'Rb test file_v3 (AG20440:577/002)'. The arrow icon is highlighted with a black border.

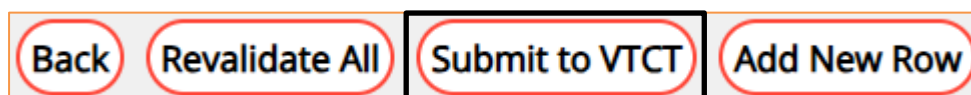
7. Each unit claimed, per learner, will be displayed. Depending on the number of learners/units these may be displayed across multiple pages.

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.

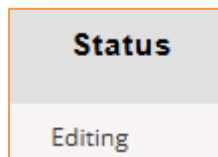


10. The file status will now display 'Awaiting Validation'.

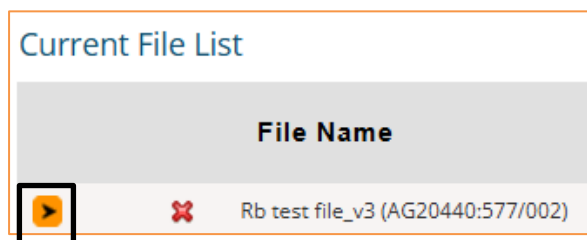
After 30 seconds, refresh your screen to change the status. **NB:** On occasion it may take longer than 30 seconds for the status to change so you may need to refresh multiple times.

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	

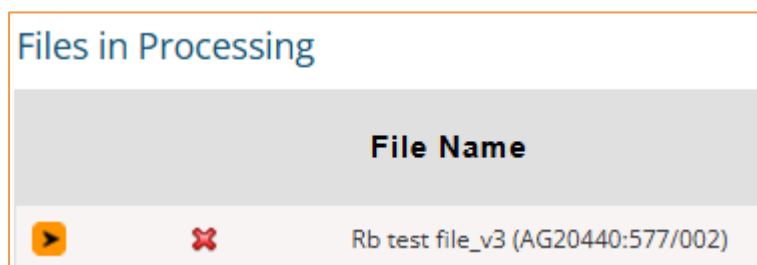
- 11.** After refreshing, if the file fails validation it will remain in the Current File list and the status will change to editing.



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](#).



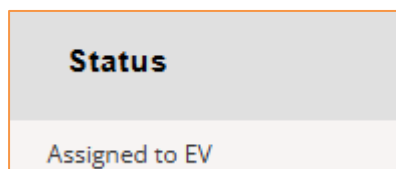
- 12.** Once the file passes validation it will move in to the 'Files in Processing' section.



- 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

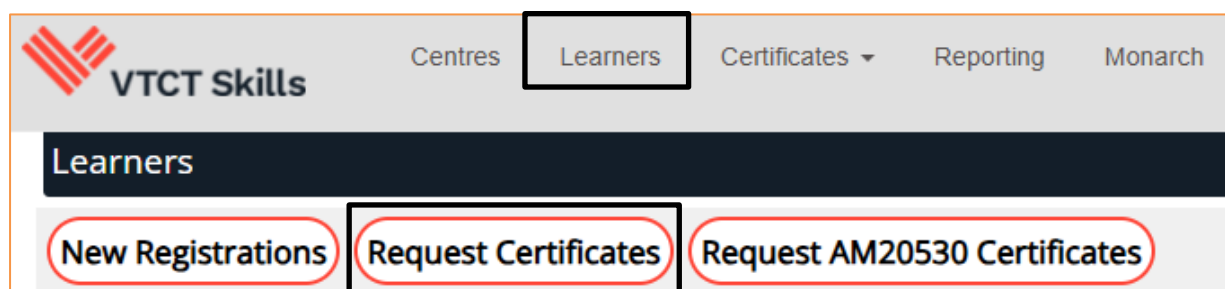
- 14.** The file will move in to the ‘Files Processed’ section once the EQA has approved the file and/or the final checks are complete, and the status will change to “Processed”. At this stage the claim is processed. Providing no other restrictions are in place, the certificates will be printed and dispatched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

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

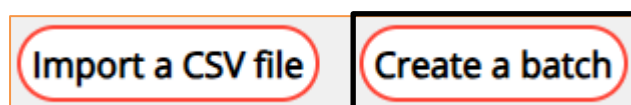
Status
Processed

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.

Leave Default Grade as 'No Grade Entered'.

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
☐	1849685	Graded	Claim	01/01/2002	20/12/2024

8. Select 'Enter Grades'.

<input checked="" type="button" value="Enter Grades"/>	<input checked="" type="button" value="Back"/>
--	--

9. Section 1 - Mandatory units.

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

Although not displayed, the results for any external exam units will be pre-populated.

NB: Alt. Achievement must not be used.

Last Name	First Name	ULN	Learner Code	Qualification Code	UAN	Unit Code	Unit Title	Date	Grade	Alt. Achievement
Claim	Graded	1849685	HB3D1			HB3D1.SYN	Graded Synoptic Assessment HB3D1	20/12/2024	-- No Grade Entere... ▼	☐
Claim	Graded	1849685	HB3D1		L/507/5626	UCO28M	Health and safety in the salon	20/12/2024	-- No Grade Entere... ▼	☐
Claim	Graded	1849685	HB3D1		M/507/5327	UHB124M	Blow-drying and finishing services	20/12/2024	-- No Grade Entere... ▼	☐
Claim	Graded	1849685	HB3D1		H/507/5485	UHB134M	Hair colouring services	20/12/2024	-- No Grade Entere... ▼	☐
Claim	Graded	1849685	HB3D1		F/507/5493	UHB135M	Hair cutting services	20/12/2024	-- No Grade Entere... ▼	☐
Claim	Graded	1849685	HB3D1		H/507/5597	UHB139M	Hairdressing consultation	20/12/2024	-- No Grade Entere... ▼	☐
Claim	Graded	1849685	HB3D1		T/507/5605	UHB147M	Setting and dressing services	20/12/2024	-- No Grade Entere... ▼	☐

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

All Learners ▼

Option 1b) Select the unit.

Unit

M (UCO28M) Health and safety in the salon ▼

Option 1c) Select the assessment date.

Assessment Date	04/12/2024
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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	Additional	Alt. Achievement
✖	Graded	Claim		1849685	A/507/5329	UHB125X	20/12/2024	Pass	False	False
✖	Graded	Claim		1849685	T/507/5426	UHB126X	20/12/2024	Pass	False	False
✖	Graded	Claim		1849685	F/507/5588	UHB136X	20/12/2024	Pass	False	False

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.

Optional Group (O)		Units (Min/Max):0 / 13								
All	UN	Unit Code	Unit Title	Credit	Level	Mandatory	Assessment Date	Grade		
☐										
☐	A/507/5329	UHB125X	Blow-drying and straightening systems	3		☐	20/12/2024	Pass	▼	
☐	T/507/5426	UHB126X	Colour correction services	3		☐	20/12/2024	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.

Optional Group (O)		Units (Min/Max):0 / 13			
All	UN	Unit Code	Unit Title	Credit	Level
☐					
☒	A/507/5329	UHB125X	Blow-drying and straightening systems	3	
☒	T/507/5426	UHB126X	Colour correction services	3	

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 (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 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	Additional	Alt. Achievement
✖	Graded	Claim	1849685		A/507/5329	UHB125X	20/12/2024	Pass	False	False
✖	Graded	Claim	1849685		T/507/5426	UHB126X	20/12/2024	Pass	False	False
✖	Graded	Claim	1849685		F/507/5588	UHB136X	20/12/2024	Pass	False	False

- 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	RequestFull
>	✖	1849685	Graded	Claim	577/002 - VTCT Level 3 Diploma in Hairdressing		HB3D1.SYN	Graded Synoptic Assessment HB3D1	Distinction	☒
>	✖	1849685	Graded	Claim	577/002 - VTCT Level 3 Diploma in Hairdressing		UHB139M	Hairdressing consultation	Distinction	☒
>	✖	1849685	Graded	Claim	577/002 - VTCT Level 3 Diploma in Hairdressing		UHB135M	Hair cutting services	Merit	☒
>	✖	1849685	Graded	Claim	577/002 - VTCT Level 3 Diploma in Hairdressing		UCO28M	Health and safety in the salon	Pass	☒
>	✖	1849685	Graded	Claim	577/002 - VTCT Level 3 Diploma in Hairdressing		UHB147M	Setting and dressing services	Distinction	☒

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

		Learner Code	First Name	Last Name	Site - Qualification	Mark	Unit Code	Unit	Grade	RequestFull
>		✖	1849685	Graded	Claim	577/002 - VTCT Level 3 Diploma in Hairdressing	HB3D1.SYN	Graded Synoptic Assessment HB3D1		☒

Total: 9
Valid: 8
Invalid: 1

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

Back
Revalidate All
Submit to VTCT
Add New Row

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
 	Graded claim test (HB3D1:577/002)	10	20/12/2024 13:48:15	20/12/2024 13:51:23	0577	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 and investigate and correct any errors. For help, see the 'Correcting an error – Certification' guide [here](#).

Current File List	
File Name	
 	Graded claim test (HB3D1:577/002)

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

Files in Processing	
File Name	
 	Graded claim test (HB3D1:577/002)

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	Status
  Graded claim test (HB3D1:577/002)	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