## Information and revision history

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<tr>
<th>File Name</th>
<th>LP002 Learning Provider User Guide Issue 3</th>
</tr>
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<tr>
<td>Original Author</td>
<td>Sue Russell</td>
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<th>Version</th>
<th>Date</th>
<th>Author(s)</th>
<th>Revision Notes</th>
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<tr>
<td>V 0.1</td>
<td>20/10/08</td>
<td>Sue Russell</td>
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<tr>
<td>V 0.2</td>
<td>21/10/08</td>
<td>Sue Russell</td>
<td>Minor amends</td>
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<tr>
<td>V 0.3</td>
<td>30/10/08</td>
<td>Sue Russell</td>
<td>Updated following review</td>
</tr>
<tr>
<td>V 1.0</td>
<td>07/11/08</td>
<td>Sue Russell</td>
<td>Approved for issue</td>
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<tr>
<td>V 1.1</td>
<td>12/11/08</td>
<td>Jane Merry</td>
<td>Minor amends to screen shots</td>
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<tr>
<td>Draft 2.1</td>
<td>14/1/09</td>
<td>Sue Russell</td>
<td>Uplift to 4.16 functionality</td>
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<tr>
<td>Draft 2.2</td>
<td>9/2/09</td>
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<tr>
<td>Draft 2.3</td>
<td>27/2/09</td>
<td>Sue Russell</td>
<td>Updated to include CCRs and Release 2</td>
</tr>
<tr>
<td>Draft 2.4</td>
<td>6/03/09</td>
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<tr>
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<td>9/3/2009</td>
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**Supporting documentation:**
- LP003 Trainer Guide
- LP004 Presentation
- LP005 Quick Reference Guide

**Review Panel:**
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- Cath Heath
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<tr>
<th>Name</th>
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<tr>
<td>Paula Chapman</td>
<td>Apprenticeship Director</td>
<td>07/11/2008</td>
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How do I…

Use this Guide

This guide provides step by step instructions on how to carry out the tasks that a Vacancy Manager may need to complete. Use the Table of Contents to identify the task and the relevant page number.

Icons in the User Guide

Icons are used in the User Guide to help you identify what action you need to take to complete a step.

![This icon means that you should type the details.]

![This icon means that you should click with the mouse.]

![This icon is a warning. It tells you something you should know before you proceed.]

Before you start...

All the instructions in this User Guide assume that you have logged into the Apprenticeship Vacancy Matching Service and are at the Home page.

You can return to this Home page at any time by clicking Home in the left hand navigation panel.
How do I...

Use the Tools and Icons

This section explains how to use the general tools and icons that appear throughout the Apprenticeship Vacancy Matching Service.

- **HELP**
  - Click this icon to display Help text.

- **SPELL CHECKER**
  - This will check the text in the associated box.

- **VIEW DETAILS ICON**
  - Opens the record to view more details.

- **EDIT ICON**
  - Opens the record to allow changes to be made.

- **ASTERISK**
  - Shows fields that must be completed.
Calendar Icon
Click this icon to open the calendar.

<table>
<thead>
<tr>
<th>Key Dates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing Date</td>
<td>13/01/2009</td>
</tr>
<tr>
<td>Interview Start Date</td>
<td>10/02/2007</td>
</tr>
<tr>
<td>Possible Start Date</td>
<td>20/02/2007</td>
</tr>
</tbody>
</table>

**Current Month** – This view shows the current month and year.

The arrows either side of the current month will allow the previous/next month to be displayed. On clicking the current month and year the next view is shown.

**Month view** – The arrows either side of the current year will allow the previous/next year to be displayed. On clicking the year displayed at the top the next view is shown.

**Year view** – This allows you to select a year in the future or the past.
How do I…

Log in to the Apprenticeship Vacancy Matching Service


2. Click the link **Existing Learning Provider Login here**
The User Gateway page is displayed.

3. In the User Name text box, type your username in the format: isp\username

4. In the Password text box, type your password.

5. Click the Login button.

Note: If this is the first time you have logged into the system you will be prompted to change your password.

The new password must follow these rules:

- It must be between 8 and 11 characters in length.
- It must contain at least 1 number.
- It must not be the same as a previous password

If you do not have a User Name and Password for the User Gateway, the Super User for your organisation can register you and provide them. If necessary, the Super User can contact NAS Support for further assistance.

Remember your password gives access to confidential data. KEEP IT SAFE.
The Terms And Conditions page is displayed.

6. Having read the terms and conditions, select the radio button:

7. Click Continue

8. If you have more than one site then the Choose Provider Site page is displayed

9. Select the radio button for the site you want to work with.

10. Click Submit
The **Learning Provider Home** page is displayed.

**Home**
- Manage my vacancies
- Vacancy search
- Candidate search
- Maintain my profile
- Reports
- FAQs
- Sign Out

**Tasks**
1. Vacancies requiring further work
2. Vacancies with new applications to acknowledge
3. Filled vacancies not completed
4. Unfilled vacancies whose closing date has passed
5. Withdrawn applications to acknowledge

**Alerts**
1. Vacancies approaching closing date with 0 applications

**Note:** To change to a different provider site, click the [Change Site](#) link.
How do I...

Set up a profile for Candidates and Employers

Visitors to the Apprenticeship Vacancy Matching Service website have an opportunity to search for a Learning Provider. They can search by name or by Apprenticeship type (sector or framework) and region. Selecting a Learning Provider from the search results displays the profile for that Provider, including contact details. A Vacancy Manager needs to ensure the profile of their organisation reflects what they can offer. The following steps explain how to do this.

The process for setting up the original profile is the same as the process for editing it. The only difference is that initially the profile contains no information.

Navigate to the Learning Provider Profile page:

1. From the Home page, select Maintain my profile from the left hand navigation panel.
The **Learning Provider Profile** page is displayed.

There are 5 main profile areas listed as links:

- View/Edit profile for Candidates and Employers
- Step 1: Provider Locations
- Step 2: Provider Frameworks
- Step 3: Total Provider Offer
- View and Print Total Provider Offer

Choose the profile area you want to view / edit. The process to follow for each option is described below.

**ALL** the profile areas must be completed. If a profile is incomplete the Learning Provider may not be returned in the search results when an Employer or a Candidate searches for a Learning Provider.
View/Edit profile for Candidates and Employers

Click the link View/Edit profile for Candidates and Employers

The Maintain My Profile page is displayed.

If a profile has already been created, the information is displayed here. If it is empty then no profile has been setup.
The page is divided into three sections, each with its own **Edit** button:

- Profile for Employers
- Profile for Candidates
- Other Details

### Profile for Employers

1. Click **Edit** to add or amend the information.

The **Edit Profile for Employers** page is displayed.

```
Edit Profile for Employers

Profile
Text Count:

Contact Details for Employer
Text Count:
```

In the **Profile** text box, type the description that you want Employers to see.

This should be a short description of the services that you can provide for Employers, similar to the description that might appear on your website or promotional materials.

**Note:** No formatting, such as bold or italics, can be applied. The maximum number of characters is 4,000.

2. Click the **Spell check** icon **ABC** to ensure that there are no errors.

3. In the **Contact Details for Employer** text box type the telephone number (in full). If it is appropriate you can also include the name and/or role of the relevant contact. The maximum number of characters, including spaces, is 256.

4. Click **Save**

Your changes are saved and you are returned the **Maintain my Profile** page.

If you click **Cancel** you will lose all of the changes you have made. You are returned to the **Maintain my Profile** page – there is no warning!
Profile for Candidates

1. Click **Edit** to add or amend the information.

   The **Edit Profile for Candidate** page is displayed.

2. In the **Profile** text box type the description that you want Candidates to see.

   This should be a short description of the services that you can provide for Learners, similar to the description that might appear on your website or promotional materials to attract students.

   **Note:** Maximum length 4000 characters. No formatting can be applied.

3. Click the **Spell check** icon ![ABC](image) to run a spell check to ensure that there are no errors.

4. In the **Contact Details for Candidate** type the telephone number (in full). If it is appropriate you can also include the name and/or role of the relevant contact. The maximum number of characters, including spaces, is 256.

5. Click **Save** to save your changes and return to the **Maintain my Profile** page.

   If you click **Cancel** you will lose all of the changes you have made. You are returned to the **Maintain my Profile** page – there is no warning.
Other Details

1. Click **Edit** to add or amend the information.

The **Edit Other Details** page is displayed:

![Edit Other Details](image)

2. In the **Website Address** text box, type the address of your website (e.g. [www.mywebsite.com](http://www.mywebsite.com)). It will appear as a link in your profile. Visitors can click the link to open a new window and go to your website to find out more about the services you offer.

**Note**: Including a website address is optional.

3. Click **Lookup Address** to test the website address you have typed to ensure that it is linking correctly. Your website will open in a new window. Close the window to return to the **Edit Other Details** page.

4. Option to **Hide From Learning Provider Search Results**?

Candidates or Employers can search for a Learning Provider. As a Learning Provider, if you do not want to be included in the search results returned, select the **Yes** radio button.

**Note**: The default is **No**.

5. Click **Save**

Your changes are saved and you are returned to the **Maintain my Profile** page.

If you click **Cancel**, you will lose all of the changes you have made. You are returned to the **Maintain my Profile** page – there is no warning.

6. Click **Return to Provider Profile**
Step 1: Provider Locations

This step allows you to select the Local Authority Areas where you offer services. It is used by the Provider search facility to identify where Providers are delivering their apprenticeship provision.

1. Click the link Step 1: Provider Locations.

The My Locations page is displayed.

2. If you are a National Learning Provider, select the National radio button and click Save to proceed.

3. If you are a Regional Provider select the Regional radio button.
4. Click the plus sign next to the relevant Region to display the list of Local Authorities.

5. If you are working with all the Local Authorities in a Region, click the check box next to the Region. All of the associated Local Authorities will automatically be selected for you.

**Note:** Click the check box a second time to de-select them all.

6. To select individual Local Authorities, click the check box by each one, as required. Click a check box a second time to if you need to de-select it.
7. Click **Save**

The changes are saved and you are returned to the Learning Provider Profile page.

If you click **Back** you will be returned to the Learning Provider Profile page and any changes you have made will be lost. There is no warning!
Step 2: Provider Frameworks

This step allows you to select the frameworks you offer.

1. Click the link Step 2: Provider Frameworks.

The Provider Frameworks page is displayed.

2. Select the relevant Framework to expand that section.
In this example, **Agriculture and Land Based Services** has been selected.

3. Click the relevant checkbox to select the subject(s) offered.

4. Enter the Sector Success Rate in the **Sector Success Rate %** box.

   **Note:** This is the Sector Success Rate using New Measures of Success methodology as at the end of the last contract year, merging both Advance Apprenticeship and Apprenticeship performance. It is a required field.

   Any Success Rates entered against Frameworks in Release 1 are set to zero. Please enter the Sector Success Rate for each sector that you offer.

5. Repeat this process for any other sectors.

6. Click **Save** at the bottom of the screen.
Step 3: Total Provider Offer

1. Click the link **Step 3: Total Provider Offer**.

The **Total Learning Provider Offer** page is displayed showing the selections you have made in the previous steps.

If you are a national provider or if you are only providing services in one region, the details are displayed on this screen. If you provide services in more than one region, work through them one at a time.

2. Select a region from the drop down and click **Go**.

The selected frameworks are displayed under the first Local Authority area.

3. For each one, indicate whether you offer **Apprenticeship** and/or **Advanced Apprenticeship** by selecting the appropriate checkboxes.
4. Select the next Local Authority to expand that section.

5. Select the type of Apprenticeship as appropriate. Repeat this process until all the Local Authorities in this region have been completed.

6. Click **Save**

7. Click the **Select Location** dropdown and select the next region.

8. Click **Go**

   The Local Authority areas in the selected region are now displayed and you can repeat the process as above.

   Work through each region in turn until they have all been completed and saved.

9. Click **Return to Profile**
View and Print Total Provider Offer

1. Click the link [View and Print Total Provider Offer](#).

The Total Provider Offer page is displayed.
This page displayed summarises the details that have been entered. It lists the frameworks, success rates and region.

2. Click **Print**

3. Click the **Back** button to return to the **Learning Provider Profile**.

The Learning Provider Profile is now complete.
How do I …

Create a Vacancy

A vacancy is created by the Vacancy Manager. It should provide details about the Apprenticeship opportunity which are informative and will attract suitable applicants.

The first step is to create a vacancy proposal on the system and this is then submitted to National Apprenticeship Service (NAS) Support for review and approval. If there are any review comments they are added to the vacancy proposal by NAS Support and it is returned to the Vacancy Manager. You should then update the proposal to take account of the comments and resubmit it. Once the vacancy has been approved by NAS Support, it will be published, that is made available to potential applicants when they search.

Navigate to the Create New Vacancy page

1. From the Home page, select Manage my vacancies from the left hand navigation panel.
The Employers page is displayed, with a list of all the Employers that are associated with you as the Learning Provider.

![Employers page screenshot]

**Note:** To add a new employer to this list, provide NAS Support with the details of the Employer, including details of their primary contact. They will then register them for you.

**Search Criteria**

If you are associated with a large number of Employers you can search using **Employer** or **Postcode**. You can type a few characters from the Employer’s name, or the name in full. Generally this should be sufficient to return a manageable number of results, but there is also an option to search using the entire Postcode, if necessary.

Click **Search** or press Enter to start the search.

The linked Employers that match the search criteria entered are displayed in the bottom half of the screen.

2. Click the **View Details** icon under **Action** for the relevant Employer.

![Employers search results]

![View Details icon]
The Employer Details page is displayed.

3. Click **Create New Vacancy**

The **Create New Vacancy – Step 1/4** page is displayed.
There are 4 steps to creating a new vacancy proposal:

- Vacancy Details
- Employer and Learning Provider Details
- Candidate Details
- Application Details

Different information is entered on each page.

Required fields are marked with an asterisk *. The required fields must be completed on each page before you can move on to the next.

**Note:** Refer to the **Tools and Icons** section for more information about how to use the icons that appear.

Follow the steps below to complete each page in turn.
Vacancy Details

1. In the **Vacancy Title** text box type a title for the vacancy that accurately and succinctly identifies the type of role offered. There is no need to use the words Apprenticeship or Advanced Apprenticeship in the title as they will be included at a later stage.

The **Vacancy Reference Number** is a unique number generated automatically by the system. You will be able to use this reference number to search for the vacancy later.

The **Employer Name** is the full registered name of the employer as it is recorded on the Employer Data Service (EDS – also known as Blue Sheep). It cannot be changed here.

2. In the **Vacancy Short Description** text box type a summary of the role and what it involves. You can use a maximum of 256 characters, including spaces.

This description and the vacancy Title are seen by candidates when they view the initial search results. They should give enough detail to either entice the candidate to read more (the full description) or know that this vacancy was not what they were looking for.

3. Click the **Spell check** icon to run a spell check to ensure that there are no errors.

4. In the **Vacancy Full Description** text box type a much richer and more detailed description of the role. However, be careful not to repeat elements that are covered in other fields you are about to complete e.g. hours, wage or candidate requirements.

Consider including some or all of the following:

- A high level description of the role and how it fits within the organisation
- The specific area or department that the vacancy applies to
- The key responsibilities of the role
- Who the vacancy will interact with on a day-to-day basis

5. Click the **Spell check** icon to run a spell check to ensure that there are no errors.
6. In the **Number of Positions** text box type the number of positions that are available for this vacancy.

7. In the **Weekly Wage** text box type the amount in pounds and pence, e.g. 96.50. Do not type the £ sign – this is added by the system. The amount must be a minimum of £80 per week (rising to £95 from August 2009).

8. In the **Working Week** text box type the number of hours in the average working week. It should include a clear statement of the days and times, including any shift patterns. This should include any off-the-job hours at a College which forms part of the content of the Apprenticeship, not just the on-the-job hours.

9. **Future Prospects** – this field is optional. It is helpful for a candidate to be able to see how the role is likely to progress and it will make the vacancy more attractive to potential applicants. However, it must be realistic.

10. In the **Contact Name** text box type the name of the person who NAS Support should contact to in relation to this vacancy. It is an optional field and any information provided will not be published with the vacancy. It is helpful to NAS Support if you include name, telephone and/or email address in this box.

11. Click **Next** to save the details entered and move the next page.

If you click **Save** instead, the details will be validated and, if correct, saved. This page will then be re-displayed.

The system checks the information you have entered before it is saved. If there are any validation errors they are displayed at the top of the page. You must correct these errors before you can continue.

The **Create New Vacancy – Step 2/4, Employer and Learning Provider Details** page is displayed.
There are three sections to be completed on this page.

- **Employer Details**
- **Vacancy Location**
- **Learning Provider Details**
Employer Details

The **Employer Name** is completed automatically by the system (from EDS, also known as Blue Sheep).

1. If the Employer has requested that their name is not published on the vacancy, select the **Employer Anonymous** check box and complete the **Employer’s Anonymous Name** box.

   This name should succinctly describe the main activity of the organisation, such as ‘Fast food retailer’ or ‘Packaging manufacturer’.

   **Note:** Feedback has indicated that naming the employer generates more applications for vacancies.

2. In the **Employer Description** text box type a fuller description of the employer’s main activity. This should be expressed in terms that make the vacancy attractive to potential applicants, such as ‘We are a prominent local engineering company with international contracts. We have built an enviable reputation for the high quality and reliability of our products’. **Employer Description** is a required field.

3. In the **Employer Website** text box type the website address. This will appear as a link on the vacancy. Please check that it is correct and links to the most appropriate page.

4. **Upload logo** allows you to include a small graphics file of the company logo to be displayed with the vacancy. The maximum file size is 10k (about 150 pixels).

   **These file formats are supported:**

<table>
<thead>
<tr>
<th>File Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMP</td>
<td>Device Independent Bitmap</td>
</tr>
<tr>
<td>GIF</td>
<td>Graphics Interchange Format</td>
</tr>
<tr>
<td>JPEG</td>
<td>File Interchange Format</td>
</tr>
<tr>
<td>PNG</td>
<td>Portable Network Graphics Format</td>
</tr>
</tbody>
</table>

   Click **Select** to navigate to the appropriate folder and select the logo file. Click **Open** to upload the file.
Vacancy Location

5. This is the address where the Apprenticeship will be based. In the **Postcode** text box type the full postcode with a single space between the two parts e.g. B4 6DU then click **Lookup Address**. You can use lower case or capital letters. The vacancy search uses this postcode to identify the location of vacancies.

6. Select the correct address from those listed to populate the full address details automatically.

There is no facility to enter an address manually. If the postcode is not found, check the details carefully. If there is no apparent error, try using a Postcode finder such as the Royal Mail Postcode Finder ([http://postcode.royalmail.com](http://postcode.royalmail.com)) to check the postcode.

**Note:** Only one address can be entered here. If there are several positions available with the same job description and the same Employer but in different locations, they need to be created as separate vacancies. Finish creating this vacancy first so that it is stored as a Draft, then clone it and change the location details. See **How do I… Clone a Vacancy** for more information.
Learning Provider Detail

The name of the Learning Provider is populated automatically.

7. Select the Occupation Type (Sector) for the Apprenticeship from the drop down list.

8. Select the Job Role (Framework) from the drop down list.

9. Select the Vacancy Type, as appropriate (Apprenticeship, or Advanced Apprenticeship).

10. In the Training to be Provided text box outline the specific skills for which training will be offered. Include any professional awarding bodies, if appropriate. It may be appropriate to describe the contents of the apprenticeship framework as young candidates in particular may not be familiar with them.

11. Click the Spell check icon to run a spell check to ensure that there are no errors.

12. In the Expected Apprenticeship Duration text box enter the approximate duration of the training. You can use any format, e.g. ‘up to 12 months’ or ‘up to 1 year’. Include ‘up to’ to allow for differing ability levels.

13. Click to save the details entered and move the next page.

The system checks the information you have entered before it is saved. If there are any validation errors they are displayed at the top of the page. You must correct these errors before you can continue.

The Create New Vacancy – Step 3/4, Candidate Details page is displayed.
Candidate Details

This page has three sections:

- **About the Candidate**
- **Additional Details**
- **Supplementary Application Form Questions**
About the Candidate

This section of the form allows you to specify the key requirements that the Employer is looking for. Providing clear information here will help to improve the suitability of the candidates applying. However, it should be realistic.

Note: A Spell Checker is available for each of the sections on this page.

1. In the **Skills Required** text box provide details of the key skills and experience (both technical and soft skills) that are necessary for success in this role. Ensure that they are specific and appropriate to the level of the vacancy but not so prescriptive that people with experience but lacking in formal qualifications are excluded.

2. In the **Personal Qualities** text box provide details of the personal characteristics that are indicative of success in this role. For example, ‘interested in science, conscientious with good attention to detail’ may be appropriate for roles in a pharmacy or laboratory.

3. In the **Qualifications Required** text box provide the details of any specific qualifications that are necessary for success in this role, including the grade required. Always include ‘or equivalent’ to avoid discrimination.

Additional Details

4. In the **Reality Check** text box include any factors that might be regarded as off-putting for some potential candidates. For example, working outdoors in all weathers or being on your feet for extended periods of time. It can be left blank if there is nothing to add.

5. In the **Important Other Information** text box include any other requirements that applicants should be aware of. For example, state if there is a requirement to work away on occasion or the need to study for additional examinations.
Supplementary Application Form Questions

6. You can include up to two additional, vacancy specific questions. Use these questions to help to identify any additional requirements for the vacancy that have not already been covered, or to elicit the candidate’s broader aspirations or motivation. The questions should be clear, impartial and unambiguous.

5. Click the Spell check icon to run a spell check to ensure that there are no errors.

6. Click Next to save the details entered and move the next page.

<table>
<thead>
<tr>
<th>Cancel</th>
<th>Cancels any changes you have made to this page (after confirmation).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back</td>
<td>Saves the details and returns to the previous screen.</td>
</tr>
<tr>
<td>Save</td>
<td>Saves the changes and stays on the current screen.</td>
</tr>
</tbody>
</table>

The system checks the information you have entered before it is saved. If there are any validation errors they are displayed at the top of the page. You must correct these errors before you can continue.

The Create New Vacancy – Step 4/4, Application Details page is displayed.
Application Details

There are two sections to be completed on this page:

- **Key Dates**
- **How do you want the Candidate to Apply?**

### Key Dates

This section allows you to specify the time line for the receipt and processing of applications. You can type the dates directly or click the calendar icon to select them. Refer to the **Tools and Icons** section for more information about how to use the calendar. All three dates are required.

1. In the **Closing Date** text box enter the last date for the receipt of applications. The closing date must be at least 2 weeks in the future.

2. In the **Interview Start Date** text box specify when interviews are expected to begin. Depending on the timetable for the selection process, it is possible to set the **Interview Start Date** to a date that is earlier than the **Closing Date**.

3. In the **Possible Start Date** text box specify when it is expected that the successful candidate(s) would start the Apprenticeship. If there are a number of places and start dates are phased, this can be set to a date that is earlier than the **Closing Date**, if required. It will not be earlier than the **Interview Start Date**.
How do you want the Candidate to Apply?

4. Click a radio button to select whether you want applications to be channelled through the Apprenticeship Vacancy Matching Service (default) or through the Employer’s recruitment website.

If you select to use the Employer’s recruitment website you will need to provide the website address to appear as a link on the vacancy and instructions as to how to apply.

Applications received through an Employer’s website are not visible to NAS Support. They will be unable to assist you through the process of managing applications received through this channel.

5. Click Next to save the details entered and move the next page.

- Cancel: Cancels any changes you have made to this page (after confirmation).
- Back: Saves the details and returns to the previous screen.
- Save: Saves the changes and stays on the current screen.

The system checks the information you have entered before it is saved. If there are any validation errors they are displayed at the top of the page. You must correct these errors before you can continue.

The Vacancy Preview Details page is displayed.
Vacancy Preview Details

This page allows you to preview the vacancy as it would be displayed to potential candidates. Check the details carefully to ensure that there are no errors, that the information is factually correct and that the language used is appropriate. In particular, check to ensure that there are no statements that could be interpreted as discriminatory and in breach of equal opportunities legislation.

Use this checklist:

<table>
<thead>
<tr>
<th>Age Discrimination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is an age group specified?</td>
</tr>
<tr>
<td>Is a length of experience specified?</td>
</tr>
<tr>
<td>2 years experience of shop work.</td>
</tr>
<tr>
<td>Is a ‘young’ person specified?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Racial Discrimination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is a specific race or religion mentioned?</td>
</tr>
<tr>
<td>Is there an equal opportunities statement on the Employer’s website?</td>
</tr>
<tr>
<td>Is there any reference to standards of dress such as ‘short skirts’ or ‘no trousers’?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability Discrimination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there terms such as: ‘able bodied’ ‘fit’ ‘agile’?</td>
</tr>
</tbody>
</table>
1. If you need to make any changes, click **Back** to return to the last of the **Create New Vacancy** pages (Step 4/4). Use the buttons **Next** and **Back** to move between the pages. Any changes you make will be validated and saved as you move between the pages.

2. Click **Submit for Approval** to send the vacancy proposal to NAS Support for review and approval.

A confirmation screen is displayed

3. Click **Yes** to continue.

The **Vacancy Sent to Support** screen is displayed.
The message confirms that the vacancy has now been submitted for review in preparation for publishing.

4. Select an option as appropriate:

- Click **Done** to create another vacancy with this Employer.
- Click the **Return to Home** link to return to the **Home** page.
How do I...

Clone a Vacancy

If you have a new vacancy that is with the same Employer, you can take a copy of the existing vacancy and modify it. This process is called cloning.

Navigate to the Employers page

1. From the **Home** page, select **Manage my vacancies** from the left hand navigation panel.

   ![Home page screenshot]

   The **Employers** page is displayed, with a list of all the Employers that are associated with you as the Learning Provider.
Note: If you are associated with a large number of Employers, the list may extend over more than one page. You can search using Employer or Postcode or navigate using the page controls at the bottom of the list.

Search Criteria

You can type a few characters from the Employer’s name, or the name in full. Generally this should be sufficient to return a manageable number of results, but there is also an option to search using the entire Postcode, if necessary.

Click Search or press Enter to start the search.

The linked Employers that match the search criteria entered are displayed in the bottom half of the screen.

2. Click the View Details icon under Action for the relevant Employer.

The Employer Details page is displayed.

The vacancies are listed in the lower half of the page under Posted Vacancies or Draft Vacancies.
3. Identify the vacancy you wish to copy. This can be a live, closed or withdrawn vacancy or a vacancy that has yet to be published. Click **Clone**.

The vacancy is copied and appears as a new entry in the **Draft Vacancies** list with a status of **Draft**. It has been allocated a new Vacancy Reference number but all the other details are the same.
4. Click Edit to display the first screen – Create New Vacancy Step 1/4, Vacancy Details. The details can now be amended as required.

To edit a field, click into the field. Select the text that is not required and press the Delete key on the keyboard. Alternatively press Delete or Backspace to delete character by character. Type the new details as required.

5. For further guidance on completing this process, see How do I… Create a Vacancy.
How do I…

Delete a Vacancy

If you have created a draft vacancy in error, or it is no longer required, it can be deleted.

A live vacancy cannot be deleted. The only option available for a live vacancy is to withdraw it. Refer to How do I… Withdraw a Vacancy for more information.

Navigate to the Employers page

1. From the Home page, select Manage my vacancies from the left hand navigation panel.

The Employers page is displayed, with a list of all the Employers that are associated with you as the Learning Provider.
Note: If you are associated with a large number of Employers, the list may extend over more than one page. You can search using **Employer** or **Postcode** or navigate using the page controls at the bottom of the list.

**Search Criteria**

You can type a few characters from the Employer’s name, or the name in full. Generally this should be sufficient to return a manageable number of results, but there is also an option to search using the entire Postcode, if necessary. Click **Search** or press **Enter** to start the search.

The linked Employers that match the search criteria entered are displayed in the bottom half of the screen.

2. Click the **View Details** icon under **Action** for the relevant Employer.

The **Employer Details** page is displayed.

The vacancies that can be deleted are listed in the lower half of the page under **Draft Vacancies**.
1. Under **Draft Vacancies** identify the vacancy you wish to delete. Click **Delete**.

2. Click **Yes** to delete the vacancy.
How do I…

Complete Tasks

To help you manage your vacancies efficiently a series of Tasks and Alerts are listed on the Home page. They will help you to identify actions that need to be taken.

Vacancies requiring further work

Once the new vacancy proposal you have submitted has been reviewed by NAS Support, it will either be published as a live vacancy or returned to you with guidance on where amendments may be necessary. If it is returned for further work, it will appear under Tasks on your Home page.

1. From the Home page, under Tasks, select Vacancies requiring further work.

![Home page screenshot showing tasks]

The Vacancies requiring further work page is displayed.

Any vacancy proposals that have been reviewed by NAS Support and been returned for rework are displayed.
2. Click the **Edit Vacancy** icon under **Action**.

The **Vacancy Details** page (Step 1/4) is displayed.

3. An icon next to a field indicates that a review comment has been added. Click the icon to display the comment.
4. If necessary use the scroll bar to display the full details of the comment. Make any changes that are required.

5. Click Next to save the changes and move on to the next page.

   The information entered is checked at each stage to ensure that it meets the validation requirements, for example, mandatory fields have been completed.

   - **Cancel** Cancels any changes you have made to the current page (after confirmation).
   - **Save** Saves the changes and stays on the current screen.

6. Work through all four pages of the vacancy proposal, making amendments as necessary. The review comments should give a clear indication of the changes that are required.

7. Preview the vacancy and submit it to NAS Support for approval, as before. (See How do I... Create a Vacancy for further details).
Vacancies with new applications to acknowledge

When you log in to the Vacancy Matching Service you will be notified under **Tasks** if there are new applications to acknowledge. It is important to review the new applications promptly and notify the Candidates of your decision.

1. From the **Home** page, under **Tasks**, select **Vacancies with new applications to acknowledge**.

   The **Vacancies with new applications to acknowledge** page is displayed.

2. Click the **View New Applicants** icon under **Action**.
The Manage Vacancy page is displayed.

The applications that have yet to be acknowledged are displayed in the New Applications section of the Manage Vacancy ladder. The Manage Vacancy ladder screen displays the step by step progress of the applications through the selection process.

3. Click the Silhouette icon to view the Candidate’s Personal information.

4. Click the Page icon to view the Candidate’s Application form.

Once the merit of the Candidate’s application has been assessed, the outcome can be recorded on the system. Follow the steps below to either progress the application to the status of Applied or record the application as Unsuccessful.

Progress

1. To progress the Candidate’s application to the status of Applied, under Action click
The Progress Application page is displayed.

2. Optionally you can allocate the application to a team or team member. Type the name as required. If an application is allocated, the name of the team or person it has been allocated to appears against the vacancy on the Manage Applications ladder screen. There is no other change to functionality.

Click **Progress Application**

The Manage Vacancy ladder is redisplayed. The Candidate will receive a message to inform them that the status of their application has changed. They will see the message when they next log in to the Apprenticeship Vacancy Matching Service.

**Record as Unsuccessful**

1. To record the application as **Unsuccessful**, under **Action** click **Decline Selected**.
The Decline Application page is displayed.

There are two sections to complete:

**Select a reason for not progressing this application further**

**Action taken**

2. Click a radio button to select the appropriate reason.

[Image of Decline Application page]

**Note:** If none of the listed reasons apply, click Other and type a reason in the text box.

3. Select from the list to record the appropriate action taken.
Note: If none of the listed reasons apply, click Other and type a reason in the text box.

4. Click Save to proceed. The Candidate will receive a message to inform them that the status of their application has changed. They will see the message when they next log in to the Apprenticeship Vacancy Matching Service.

Reinstate an unsuccessful application

An application that has been recorded as Unsuccessful can be reinstated. This may be necessary if an application was declined in error or if a further review of the application resulted in a more favourable assessment.

1. Under Action click against the relevant application.

A confirmation screen is displayed.
2. Click Yes to confirm.

The application is moved to the Applied section of the Vacancy ladder.

Note: The notification to the candidate that the application was unsuccessful is withdrawn. The Candidate is not notified that the status of the application has changed unless it was a new application that had not yet been acknowledged. In this case they are notified that the status has changed in the same way as if the application had been acknowledged and progressed.
Filled vacancies not completed

A vacancy is regarded as having been filled when the number of successful applicants is equal to the number of places available.

A vacancy can be completed once the Individual Learner Record (ILR) Start Date has been entered for each successful candidate. The vacancy will then have the status of **Completed**.

1. From **Home** page, under **Tasks**, select **Filled vacancies not completed**.

The **Filled Vacancies not completed** page is displayed.
2. Click the **View Details** icon 📈 under **Action**.

The Manage Application ladder is displayed.

In this example there is one position available and one successful candidate, so the vacancy is now filled. The ILR start date has not been recorded so it needs to be entered now.

3. To record the ILR start date, click the **Edit** icon 📈 under **Action**.
4. Enter the **ILR Start Date**.
   
   You can type the date directly or use the calendar icon to select it.

5. Click **Confirm** to proceed.

   A confirmation screen is displayed.

6. Click **Yes** to continue.
The Manage Vacancy ladder screen is re-displayed with the Candidate’s ILR start date.

7. Click **Complete Vacancy**

The vacancy status is displayed as **Completed**.

There is no confirmation screen. If the ILR Start date has been entered, the status is immediately changed.

8. Click **Back** at the bottom of the page to return to the list of filled vacancies not completed.
Unfilled vacancies whose closing date has passed

You will have been alerted to the fact that the closing date was approaching and there were no applications. (See Alerts – Vacancies approaching closing date with 0 applications). However, once the closing date of a vacancy has passed, no more applications can be received. A vacancy is unfilled if the number of successful candidates is less than the number of places available.

You may need to review the vacancy details if no applicants have been attracted to the vacancy. If you wish to re-open the vacancy you can extend the closing date.

1. From the Home page, under Tasks, select Unfilled vacancies whose closing date has passed.

The Unfilled vacancies whose closing date has passed page is displayed.
2. Click the View Details icon 📆 under Action.

The Manage Application ladder is displayed.

There are a number of different reasons why a vacancy might be unfilled after the closing date has passed. The action you will take will depend on the circumstances but may include one of the following options:

- Reopen the vacancy by extending the closing date.
- Finalise the administration to Complete the vacancy.
- Publish the vacancy again as a new vacancy

Follow the steps below for the appropriate action.
Reopen the Vacancy by Extending the Closing Date

1. Click **Edit** next to **Closing date**.

The **Edit Closing Date** panel is displayed at the top of the screen.

2. Amend the details as required. Type the date directly in the format dd/mm/yyyy) or use the calendar icon to select it.

3. Click **Save**

4. The changes are saved and the **Manage Vacancy** ladder screen is redisplayed.
The amended vacancy will now appear in the Manage Vacancy ladder screen with a status of Live. All the editable vacancy details at the top of the screen can now be changed, if required. The other dates will need to be amended in line with the new Closing Date.

5. Click Back at the bottom of the screen to return to list of unfilled vacancies whose closing date has passed.

Finalise the administration to Complete the vacancy

It may be that the outcome of the selection process has not been recorded on the Apprenticeship Vacancy Matching Service. In this case the successful candidates need to be recorded and the vacancy completed.

If there are any successful offline candidates, the number is entered first.

1. Click Edit alongside Successful Offline Applicants

The Enter the number of Successful Offline Applicants panel is displayed.

2. Type the number of external candidates that have been successful.

3. Click Save

The number of Successful Offline Applicants is displayed with the Vacancy details at the top of the page. This number will be deducted from the Number of Positions to determine the number of places available for successful candidates.
If the Successful Candidates have not yet been recorded there will be a number of Candidates in the **Applied** section of the page.

4. Identify the Candidates that were unsuccessful. Record each one in turn by clicking the 🚫 icon, selecting both the reason their application was unsuccessful and the action taken. (See How do I... Complete Tasks - Vacancies with new applications to acknowledge for further details of this process).

Those Candidates will then appear in the **Unsuccessful** section of the ladder.

5. Identify the Candidates who gained the apprenticeship. Record each one as Successful by clicking the ✅ icon. Enter the ILR Start Date. (See How do I... Complete Tasks – Filled vacancies not completed for further details of this process).

Those Candidates will then appear in the **Successful** section of the ladder.
Once the details of the successful candidates, including ILR Start Dates, have been entered and there are no longer any candidates in the Applied section of the ladder, the Vacancy is complete.

6. Click \textit{Complete Vacancy}

The status is now Completed.

7. Click \textit{Back} at the bottom of the page to return to the list of unfilled vacancies whose closing date has passed.

\textbf{Publish the vacancy as a new vacancy}

If the vacancy did not attract sufficient applicants, it may be because there was insufficient information in the vacancy details, or it was worded in a way that was not sufficiently appealing to potential candidates. The vacancy can be cloned to create a copy of this vacancy, with a new reference number. The details can then be edited, as required and the new vacancy proposal submitted to NAS Support for review and publication.

For details of how to clone a vacancy, see \textit{How do I… Clone a Vacancy}. 

Withdrawn applications to acknowledge

If a Candidate who had applied for one of the vacancies you are managing withdraws their application, you are notified through this task.

The Candidate is automatically moved to the Unsuccessful section of the Vacancy ladder in the Apprenticeship Vacancy Matching Service. However, you will need to update your own recruitment information to record the change.

3. From the Home page, under Tasks, select Withdrawn applications to acknowledge.

The Withdrawn applications to acknowledge page is displayed.

The details of the Candidate, the Vacancy and the date the application was withdrawn are listed. Record the details to update your recruitment process.

4. To see the reason the Candidate has given for withdrawing their application, first click the View Details icon under Action to display the Vacancy ladder.
The Candidate who has withdrawn their application appears in the **Unsuccessful** section of the ladder.

5. Click the **Candidate Details** icon to see the details, including the reason for withdrawal.

6. To return to the **Withdrawn applications to acknowledge page**, click on the Candidate Details, then on the Vacancy ladder screen.
7. Click the **Acknowledge** icon under **Action**.

A confirmation screen is displayed.

8. Click **Yes** to confirm.

The **Withdrawn applications to acknowledge** page is redisplayed. In this example the page is now empty.

9. Click **Back** to return to the Home page.
How do I…

Complete Alerts

Vacancies Approaching Closing Date With 0 Applications

Once a vacancy is within 14 days of the closing date and has no applications, it will be listed as an Alert. This allows the Vacancy Manager to review the vacancy to identify any potential problems and take any remedial action before the closing date is reached. Possible actions might include extending the closing date or increasing the advertised weekly wage.

Only those fields that do not materially affect the status of the vacancy can be edited. Other changes would require resubmission for approval by NAS Support.

1. From the Home page, under Alerts, select Vacancies approaching closing date with 0 applications.

The Vacancies approaching closing date With 0 applications page is displayed.
2. Click the **View Details** icon 📌 under **Action**.

The **Manage Vacancy** ladder screen is displayed.

3. Click **Full Description** at the top of the screen.
The vacancy description is displayed in a new window. You may need to review the vacancy details if no applicants have been attracted to the vacancy. The vacancy description is read only – it cannot be changed here.

4. Click Close at the bottom of the page to close the vacancy details and return to the Manage Vacancy ladder page.

If the vacancy description needs to be changed, withdraw this vacancy and then clone it. The new copy can be edited as required. See How do I… Clone a Vacancy for more information.

If the terms and conditions of the vacancy are not as attractive as some other opportunities it is possible to make some changes.

To change the vacancy details follow the steps below:

**Edit the Working Week**

Click Edit next to the Working Week.

The Edit Working Week panel is displayed at the top of the screen.

1. Amend the details as required. You can include working hours if required.

**Note:** The maximum number of characters is 50.
2. Click **Save**.

The changes are saved and the **Manage Vacancy** screen is redisplayed.

If any Candidates have applied for the vacancy, a message is posted to their Message Board notifying them of the change.
Edit the Weekly Wage

1. Click **Edit** next to Weekly Wage.

The **Edit Weekly Wage** panel is displayed at the top of the screen.

2. Amend the details as required.

   **Note:** You cannot enter less than the minimum wage, there is no maximum.

3. Click **Save**.

The changes are saved and the Manage Vacancy screen is redisplayed.

If any Candidates have applied for the vacancy, a message is posted to their Message Board notifying them of the change.
Edit the Vacancy Dates

1. Click **Edit** next to the relevant date.

![Edit Date panel](image1.png)

The **Edit Date** panel is displayed at the top of the screen.

2. Amend the details as required. Type the date directly (in the format dd/mm/yyyy) or use the calendar icon to select it.

3. Click **Save**.

The changes are saved and the Manage Vacancy screen is redisplayed.

If any Candidates have applied for the vacancy, a message is posted to their Message Board notifying them of the change.
How do I…

Withdraw a Vacancy

There may be circumstances when you need to withdraw a vacancy, for example, if the employer is no longer able to provide the Apprenticeship.

If no applications have been received the vacancy can be withdrawn.

If there are applicants still in the selection process (i.e. not recorded as Unsuccessful), they will need to be marked as Unsuccessful before the vacancy can be closed. These Candidates will receive a notification message confirming this change of status.

Navigate to the Vacancies page

1. From the Home page, select Vacancy search from the left hand navigation panel.

The Vacancies page is displayed.
2. Enter the search criteria to find the vacancy. The **Vacancy Reference Number** is a unique identifier; type this if it is available. Alternatively, enter all or part of the **Employer Name** or any other relevant details. Search criteria can be used independently or in any combination.

3. Click **Search**

The results are displayed in the bottom section of the page.

4. Click the **View Details** icon under **Action**.
The Manage Vacancy ladder is displayed.
5. Click **Withdraw Vacancy** at top of the screen.

A confirmation message is displayed.

6. Click **Yes** to continue.

The **Manage Vacancy** screen is redisplayed. The vacancy status is now **Withdrawn**. The vacancy will no longer be returned in Candidate searches.
How do I...

Run Reports

There are a number of pre-defined reports that can be run by Learning Providers. The reports will only include the data relevant to the Provider’s vacancies on the Apprenticeship Vacancy Matching Service (candidates, applications, vacancies, employers). In each case the parameters for the report can be set when it is run to further filter the output. The report can be output in the form of a count, a list or, if necessary, as a file for export to Excel.

The steps below explain how to produce a report on Vacancies. The process for producing other reports is similar although the parameters available may vary.

1. From the **Homepage**, select **Reports** in the left hand navigation panel.

   ![Homepage screenshot](image)

The **Reports** page is displayed.

![Reports page screenshot](image)
Provider Reports:

These are the reports that will be available to Employers/Learning Providers with the Vacancy Manager role:

- Applications Received
- Candidates with Applications
- ILR Start Date
- Candidates with Applications - Data Export
- Registered Employers
- Vacancies
- Vacancy Summary

This example explains how to run the Vacancies report.

2. Click Vacancies Provider in the Provider Reports list.

The Vacancies reporting page is displayed in a new window.

The top part of the page displays a list of parameters you can set for the report. The settings will vary according to the nature of the report required.

All the parameters are displayed as drop down lists. Click the arrow to display the list and select the appropriate option.

3. Select the parameters, as required.
### Report Parameters

These are the options available:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type</strong></td>
<td>Select from: All, Local Authority, Postcode</td>
</tr>
<tr>
<td></td>
<td>Depending on the option selected here, some of the other parameters may become unavailable.</td>
</tr>
<tr>
<td><strong>Local Authority</strong></td>
<td>Only available if <strong>Local Authority</strong> is selected under <strong>Type</strong>.</td>
</tr>
<tr>
<td></td>
<td>Select a Local Authority from those listed (alphabetical order).</td>
</tr>
<tr>
<td><strong>Postcode Range</strong></td>
<td>Only available if <strong>Postcode</strong> is selected under <strong>Type</strong>.</td>
</tr>
<tr>
<td></td>
<td>Display the list.</td>
</tr>
<tr>
<td></td>
<td>Select the checkbox next to a postcode to include it in the report (alphabetical order).</td>
</tr>
<tr>
<td></td>
<td>You can select 1-5 postcodes. Do not use Select All. If you select more than 5 postcodes you will get an error when the report is run.</td>
</tr>
<tr>
<td><strong>Sector</strong></td>
<td>Select an industry sector from the list (optional).</td>
</tr>
<tr>
<td><strong>Framework</strong></td>
<td>Select a framework from the list (optional).</td>
</tr>
<tr>
<td><strong>Vacancy Type</strong></td>
<td>Select from: All, Apprenticeship, Advanced Apprenticeship</td>
</tr>
<tr>
<td><strong>Date From</strong></td>
<td>Define the period to be included in the report by specifying the start and end dates (required).</td>
</tr>
<tr>
<td><strong>Date To</strong></td>
<td>Type a date in the format dd/mm/yyyy or use the calendar icon to select a date.</td>
</tr>
<tr>
<td><strong>Display Results</strong></td>
<td>Specify how the results are to be displayed (required).</td>
</tr>
<tr>
<td></td>
<td>Select from: List, Count by Sector, Count by Learning Provider</td>
</tr>
<tr>
<td></td>
<td>If you are unsure how much data will be returned, select a <strong>Count</strong> option first. You can then run the report as a <strong>List</strong>, or refine your criteria if there are too many results.</td>
</tr>
</tbody>
</table>
4. Click **View Report** to run the report.

The report is generated and displayed in the bottom of the page.

The parameters used for the report are listed together with the data in the form of a count or a list, depending on the selection made.

If you have selected **Count**, the number of records is shown at the top of the report.
A toolbar is displayed at the top of the report giving access to these tools.

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![Page Navigation](image1) | This control allows you to move through the pages of the report.  
Click the inside single arrows to move one page forwards, or one page back.  
Click the outside double arrows to move to the first or last page. |
| ![Page Zoom](image2) | This control allows you to change the display of the report.  
Click the drop down and select from the list of options. |
| ![Search](image3) | This control allows you to search for a specific value (text or numbers) within the report.  
Type the text and click **Find**.  
Click **Next** to move to the next occurrence. |
| ![Export](image4) | This control allows you to export the report as a file.  
The supported options are:  
- CSV (comma delimited)  
- Acrobat (PDF) file  
- Excel  
Select the relevant option and click **Export**. |
| ![Refresh](image5) | This is the **Refresh** icon; it allows you to update the page with the latest information. |
| ![Print](image6) | This is the **Print** icon; it allows you to select a printer and print the report. |
Report Content

For all reports that Vacancy Managers can run, the reports are restricted to returning results that match the report selection criteria plus the following rules:

- Only **Vacancies** that have been created by this Vacancy Manager
- Only **Employers** that have a relationship established with the Learning Provider.
- Only **Candidates** that have applied to Vacancies created by this Vacancy Manager.
- If the Vacancy Manager is registered at the level of a Training Provider Site; only results for the **Vacancy Manager’s site** (chosen by the User when they log into the System) will be returned; not results for the full Training Provider organisation.

Candidates with Applications

This report focuses on Candidates using the system to apply for Apprenticeship Vacancies within the reporting period (from and to dates); the report is driven by applications submitted between the specified dates.

There are a number of parameters that can be set in addition to the date range:

- LSC region, Local Authority and Postcode
- Age range
- Last college or school attended

ApplicationsReceived

This report focuses on Candidates using the system. The report will retrieve information on the Candidates registered in the system during the specified reporting period that meets other specified reporting criteria.

There are a number of parameters that can be set in addition to the date range:

- LSC region, Local Authority and Postcode
- Age Range
- School Information
ILR Start Dates

This report identifies Candidates with offers updated as being successful during the reporting period for which ILR Start details have been entered (or should have been entered) in the system.

Registered Employers

This report focuses on Employers registered in the Apprenticeship Vacancy Matching system. The report shows the volume of vacancies being posted by Employers and the Apprenticeship Frameworks being covered.

Vacancies

This report is focused on vacancy volumes posted in the system and the Apprenticeship Framework coverage. If the option to report by “date posted” is selected, the posting date of a vacancy is used to determine whether a vacancy should be included in a report. If the option of “vacancy status” is selected, the status at the end of the reporting period is used.

Candidates with Applications - Data Export

This report provides a full list of all candidates who have made an application to the Learning Provider, regardless of status. It does not include the facility to provide a date range but it can be filtered by status, if required.