



The Apprenticeship Service

RoATP Application FAQ's

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I have come through to the Course Directory Provider Portal, does this mean that my RoATP application has been successful?

Unfortunately, it doesn't mean you have been successful, the Course Directory is a secondary part of the application process in which The Apprenticeship Service request that you add the Apprenticeship provision you are going to deliver if successful in your application to the Portal. User guides and content guidance for your upload can be found here:

<https://www.gov.uk/government/publications/find-apprenticeship-training-how-to-submit-data>

Why do I need to upload Apprenticeship data to the Course Directory?

This forms part of your Application to the RoATP. If successful in applying to the RoATP the data will then show on the Find Apprenticeship Training Website:

<https://findapprenticeshiptraining.sfa.bis.gov.uk/> where employers can search for training providers in their area, and make contact with you to arrange it.

Which Internet browser should I use?

You can use Google Chrome or Internet Explorer version 10 or later to access the portal.

What do I do if I have forgotten my password?

On the main log in page to the Portal you will be able to click on the forgotten password link where you will be prompted to enter your username, a password reset link will then be sent to your email address. Alternatively, you can contact an Information Adviser on 0844 811 5073 or email support@coursedirectoryproviderportal.org.uk who will be able to assist you.

What happens if I don't receive a password reset link?

Please contact the support team on 0844 811 5028 or email support@coursedirectoryproviderportal.org.uk. Please also ensure to check your Junk & Spam mailboxes as the emails can often fall in there.

My Provider/User details are incorrect, how do I change this?

For any changes to your Provider details you will need to click on the Provider Details tab. You can only amend the details on the left-hand side of the page. Any UKRLP details in the blue box cannot be changed by yourself or the Course Directory Support Team, you will need to log a case with UKRLP on

0345 202 1600 or helpdesk@ukrlp.co.uk. www.ukrlp.co.uk. To make any changes to users on your account, click on the Manage Users tab then view all users. Here you can add or edit details and change user permissions. Only superusers have this function.

Who can I contact if I have any queries regarding the Portal?

You can contact the support team by calling 0844 811 5073 or email support@coursedirectoryproviderportal.org.uk and the Information Advisers will be able help you.

I am applying under 'X' name but we operate beneath them as 'Y' name, can our provider name be 'Y' on the Portal?

The provider name could only be 'Y' on the Portal if you have this registered as your trading name with the UKRLP and with The Apprenticeship Service. If not, your provider name must match your legal name on UKRLP.

I want to deliver an apprenticeship but it's not ready for delivery yet (either at trailblazer stage or not approved) what do I need to do?

In this case we request that you complete the Brief Overview of your Organisation section on the Provider Details tab and send an email to support@coursedirectoryproviderportal.org.uk to confirm you have completed this section, that you cannot add the Apprenticeship and why. Our team will then Quality Check your Brief Overview text and give feedback to you about this via email, we will follow this up by logging on the Portal the reason that you can't add your Apprenticeship/s so that The Apprenticeship Service are aware.

I want to reflect that I am a national provider, how can I do this?

You can add your head office/main location address to your apprenticeships as a delivery location and enter a radius of e.g. 400+ miles. However, the draw back to this would be that once your information goes on to the Find Apprenticeship Training website you will not show very far up the search results as they are filtered by distance from postcodes. Alternatively, you can add multiple addresses for each area in the UK you can deliver in. If you are offering apprenticeships at the employer's location only, you should add a sufficient number of postcodes to represent the geographical coverage that you offer. You can adequately cover the entire country with 50 location postcodes, and associated radius values, with the expectation of no more than 100 locations per apprenticeship listed.

What does it mean if my Apprenticeship/s are pending?

If your Apprenticeships are pending it is because you need to add a location to it. See our Portal user guide on how to add locations available here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/649251/Course_directory_provider_portal_user_guide_v5.pdf or contact the support team on 0844 811 5073 or email support@coursedirectoryproviderportal.org.uk.