



EU- CERT
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PR4-Handbook



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the European Union



EU-CERT:
European Certificates and Accreditation for European Projects

Project Result 4

Accreditation Handbook

User Guideline

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Project Result 4 – Accreditation Handbook

Guideline A – User Guideline

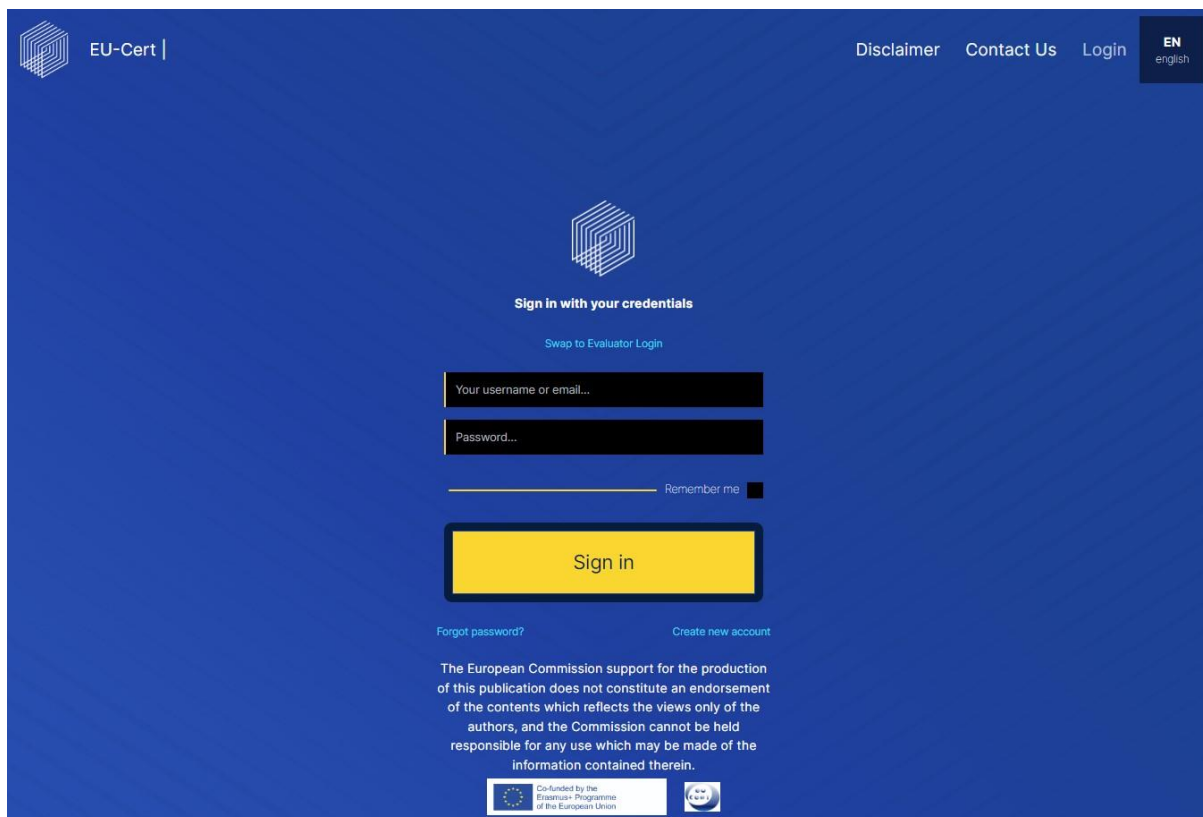
This guideline will help the users of the EU-CERT Accreditation Tool to steer through the accreditation process of the website. There will be screenshots of every step possible and connected explanations.

1. Link to the EU-CERT Accreditation Tool Website

Users need to follow this link to the EU-CERT Accreditation Tool Website:

<https://eucert-tool.eduproject.eu/auth/login>

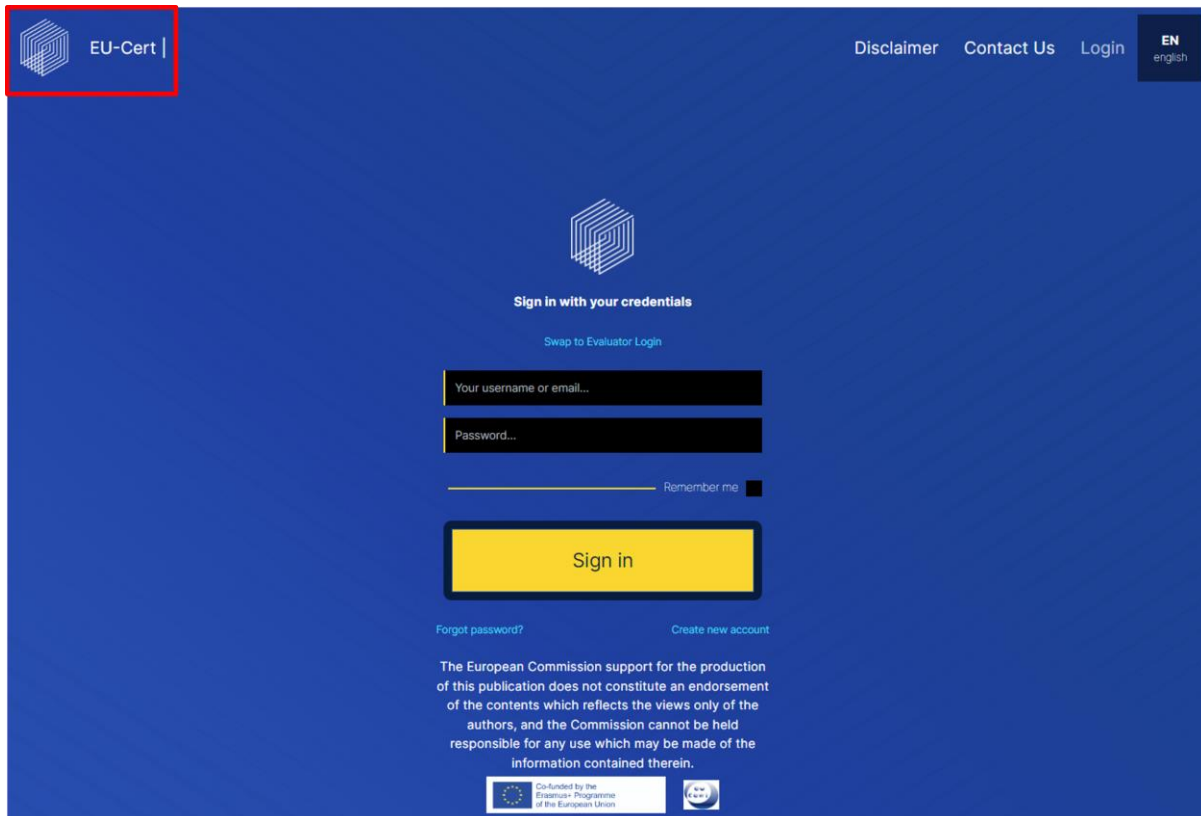
2. Homepage



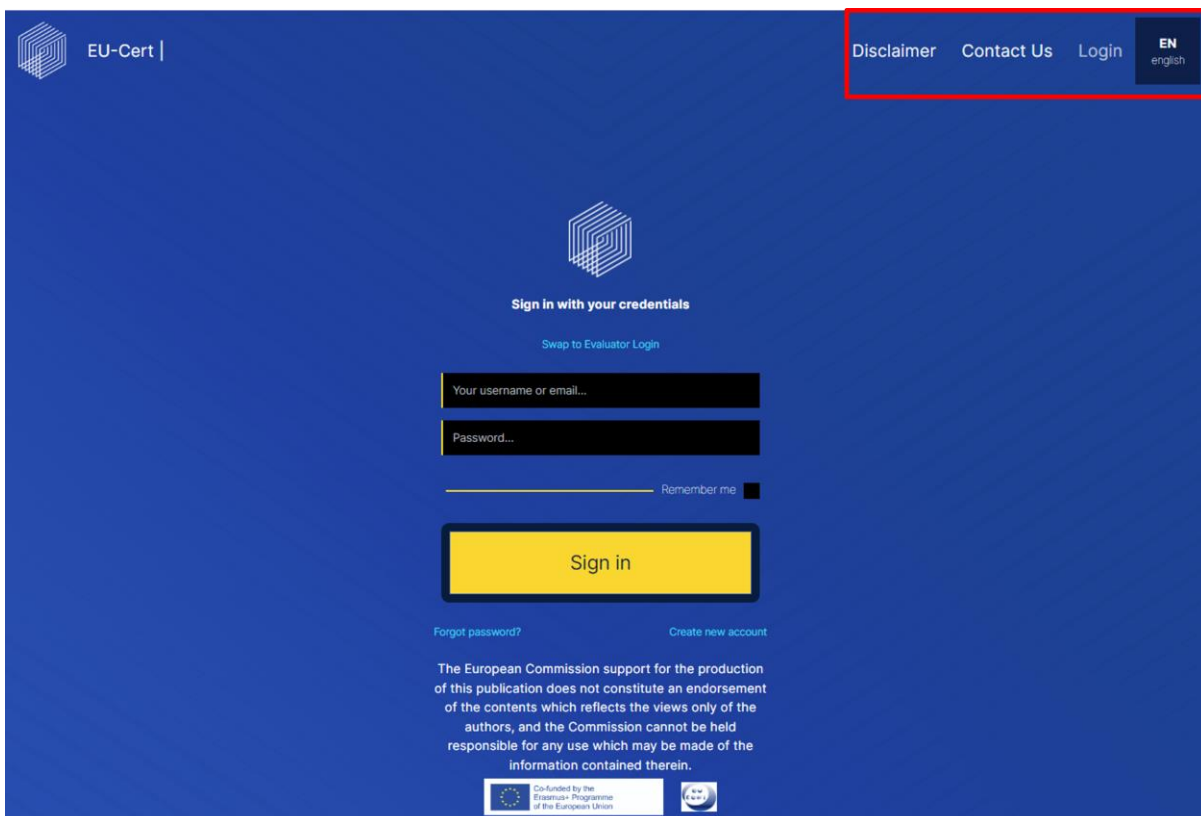
On the homepage of the EU-CERT Accreditation Tool Website, you will find the following items.

In the top left corner, there is the EU-CERT logo of the website. You can click on that symbol anytime and it will lead you back to the start.

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In the top right corner, you can find the disclaimer of the website, a contact form, a login option and the option to change the language of the website.

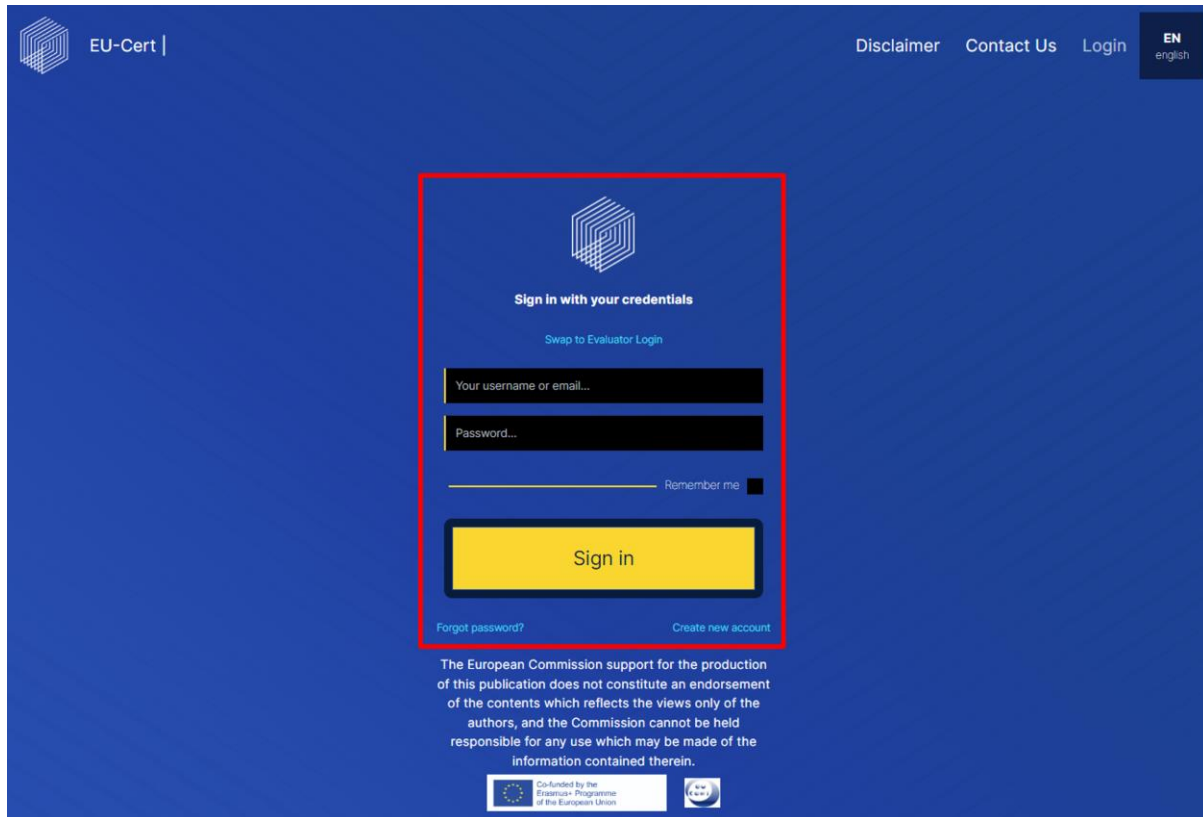


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In the center of the homepage, you can either sign in to your account with your username or email and password, create a new account, or create a new password, if you might have forgotten yours.



On the bottom of the homepage, you can find the disclaimer of the European Commission, the logo of the European Union Funding and the project logo of EU-CERT.

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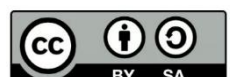




a. Disclaimer

When you click on “Disclaimer” in the top right corner, you can find the disclaimer of the EU-CERT Accreditation Tool Website.

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b. Contact

When you click on “Contact Us” in the top right corner, you can find a form to contact the EU-CERT team who will help you with any questions.

EU-Cert | Disclaimer Contact Us Login EN english

Contact Us
If you have any questions feel free to get in touch.

Name...

Subject...

Your email...

Message...

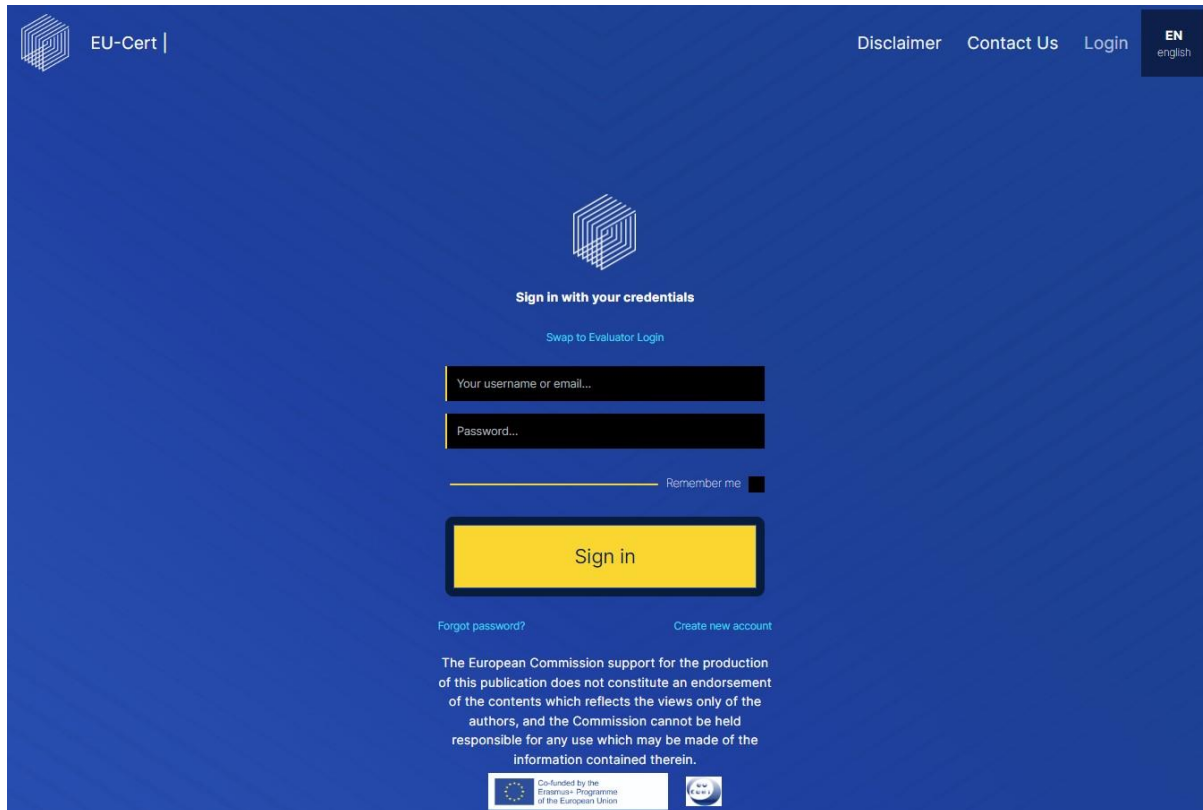
Send Contact

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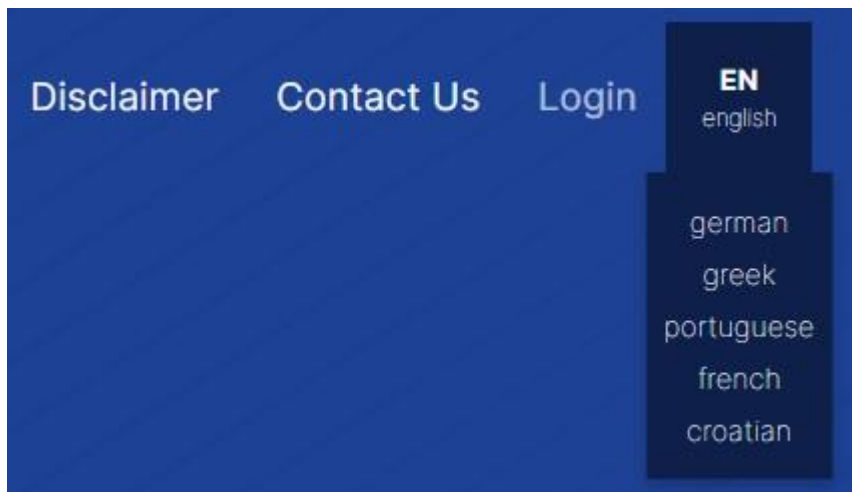
c. Login

When you click on “Login” in the top right corner, it leads you back to the homepage in order to let you sign in or register.

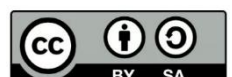


d. Language

When you click on “EN english” in the top right corner, you have the option to change the language of the website into German, Greek, Portuguese, French or Croatian.



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3. Registration

When you click on “Create new account” in the center of the homepage, you can insert your new account details and register as an user of the EU-CERT Accreditation Tool Website. In order to do that, you must agree with the privacy policy which you should read before you agree with it.

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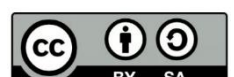


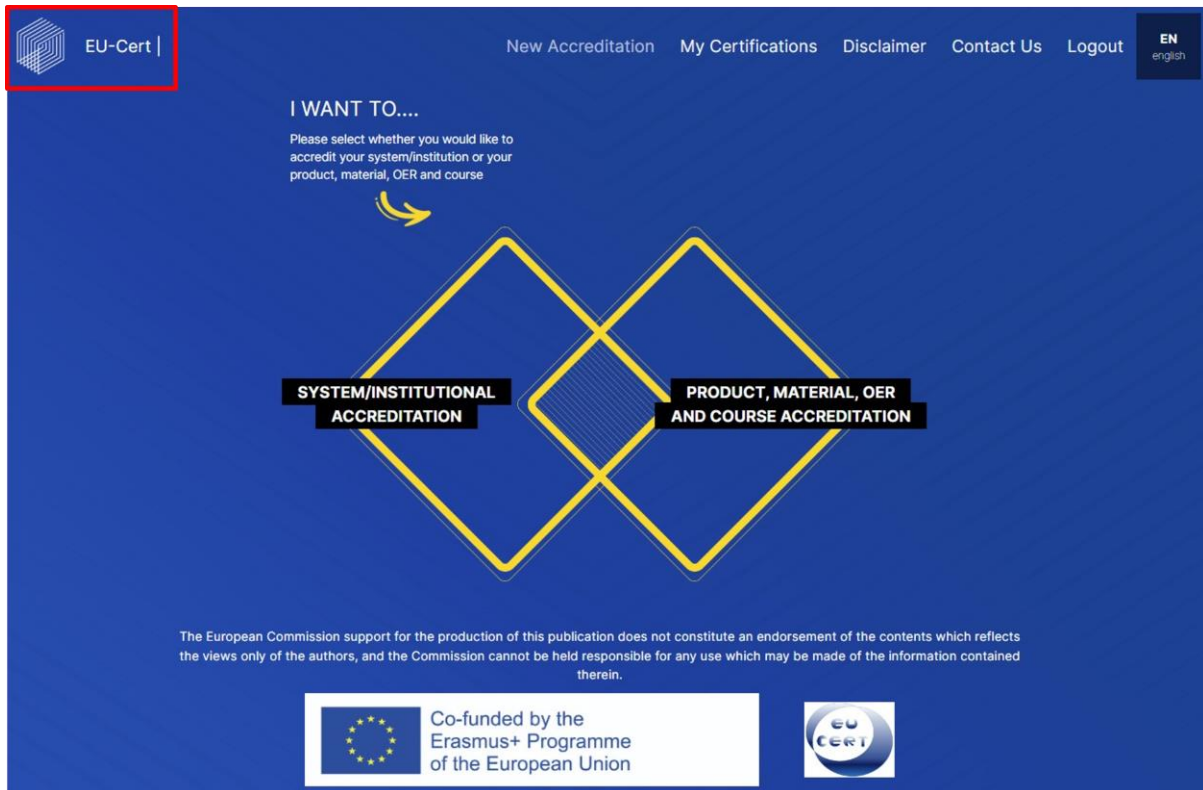
After registration, you will get an email, if your registration has been successful. Then you can go back to “Login” and use your account details.

4. Landing page after login

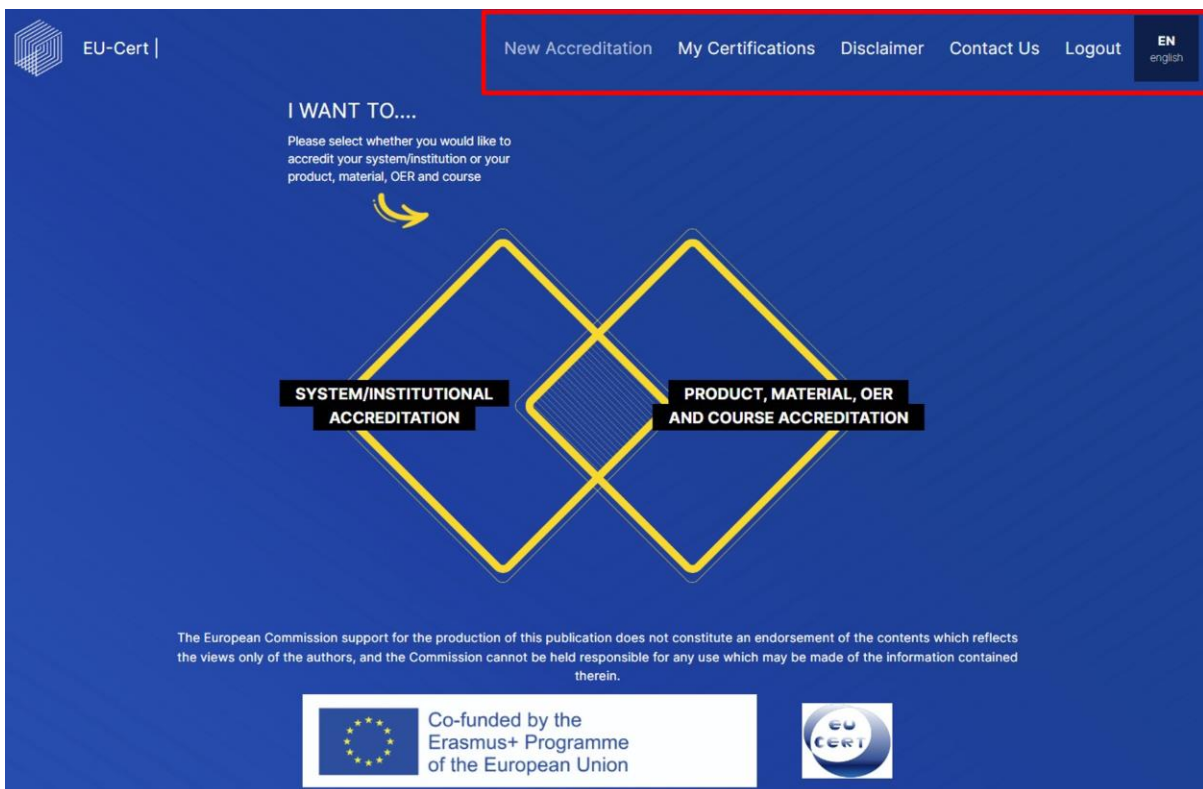
After you have logged in with your account details, you will be on the landing page of the EU-CERT Accreditation Tool Website.

In the top left corner, there is the EU-CERT logo of the website. You can click on that symbol anytime and it will lead you back to the start.





In the top right corner, you can decide if you want to start a new accreditation, go to your previous certifications, have a look at the disclaimer, contact the EU-CERT team, log out of your account or choose another language for the website.



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5. New Accreditation



Here you can choose if you would like either a system/institution or product, material, OER and course to be accredited.

For the next steps of a system/institutional accreditation, see chapter 6.

For the next steps of a product, material, OER and course accreditation, see chapter 7.

6. System/Institutional Accreditation

The screenshot shows the EU-Cert website interface. At the top, there is a navigation bar with links for 'New Accreditation', 'My Certifications', 'Disclaimer', 'Contact Us', and 'Logout'. A language selector is set to 'EN english'. The main content area is titled 'I WANT TO...' and asks the user to select whether they want to accredit their system/institution or their product, material, OER and course. Below this, there are two diamond-shaped options: 'SYSTEM/INSTITUTIONAL ACCREDITATION' (highlighted with a red box) and 'PRODUCT, MATERIAL, OER AND COURSE ACCREDITATION'. At the bottom, there is a disclaimer and logos for the European Commission and EU-CERT.

If you choose to start a „System/Institutional Accreditation“, the system is going to give you a note on how to prepare for the accreditation process. Before starting, you can download all required questions as a PDF.

The screenshot shows the 'Before starting...' page on the EU-Cert website. It provides instructions on what to expect in the upcoming sections, such as uploading files or providing links to specific materials. It also recommends downloading an informative PDF about the structure of the form, preparing answers and files, and then continuing with the submission. A red box highlights the 'DOWNLOAD FORM PDF' button, and a yellow button labeled 'Continue to questions' is visible at the bottom.

After that, you can prepare yourself and continue to the questions.

a. Questionnaire

The questionnaire is divided into two parts. The first part is all about formal criteria, the second is about subject-/content-related criteria.

The layout of the questionnaire is always the same. In the top, you can see whether you are in the first or second part (formal or subject-/content-related criteria).

EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

I. Formal Criteria

Start 1. Description of institution / adult education provider >>> 2. Mission Statement >>> 3. Service Areas >>> 4. Description of the quality management system (QMS) >>> 5. Staff Training & Qualifications >>> 6. Stakeholder Communication >>> Finish

Identification

Please enter the name of your institution/adult education provider

Please enter the official address of your headquarters

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EU CERT

Previous Step Fill in the texts before proceeding Next Step

In the top you can also find a progress bar, which shows you your current status of the questionnaire.

EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

I. Formal Criteria

Start 1. Description of institution / adult education provider >>> 2. Mission Statement >>> 3. Service Areas >>> 4. Description of the quality management system (QMS) >>> 5. Staff Training & Qualifications >>> 6. Stakeholder Communication >>> Finish

Identification

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EU CERT

Previous Step Fill in the texts before proceeding Next Step

In the bottom of the page, you can see a footer which gives you the option of going back to the previous page and move forward to the next questions. In the middle of this footer, you can see what you have to do in this step of the questionnaire.



EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

I. Formal Criteria

Start 1. Description of institution / adult education provider >>> 2. Mission Statement >>> 3. Service Areas >>> 4. Description of the quality management system (QMS) >>> 5. Staff Training & Qualifications >>> 6. Stakeholder Communication >>> Finish

Identification

Please enter the name of your institution/adult education provider

Please enter the official address of your headquarters

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EU-CERT

Previous Step Fill in the texts before proceeding Next Step

If you haven't filled something out correctly, the system won't let you move forward.

EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

I. Formal Criteria

Start 1. Description of institution / adult education provider >>> 2. Mission Statement >>> 3. Service Areas >>> 4. Description of the quality management system (QMS) >>> 5. Staff Training & Qualifications >>> 6. Stakeholder Communication >>> Finish

Identification

Please enter the name of your institution/adult education provider

Please enter the official address of your headquarters

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EU-CERT

Previous Step Please make sure that all fields are filled in before moving to the next questions. X

Above the footer you can also see the disclaimer of the European Commission, their funding logo and the EU-CERT project logo.

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EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

I. Formal Criteria

Start 1. Description of institution / adult education provider >>> 2. Mission Statement >>> 3. Service Areas >>> 4. Description of the quality management system (QMS) >>> 5. Staff Training & Qualifications >>> 6. Stakeholder Communication >>> Finish

Identification

Please enter the name of your institution/adult education provider

Please enter the official address of your headquarters

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EU CERT

Previous Step Fill in the texts before proceeding Next Step

In the center of the page you can find the questions. The questionnaire consists of different kind of question formats.

Open question: Here you can see open questions, in which you can type in your answer in the blank.

EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

I. Formal Criteria

Start 1. Description of institution / adult education provider >>> 2. Mission Statement >>> 3. Service Areas >>> 4. Description of the quality management system (QMS) >>> 5. Staff Training & Qualifications >>> 6. Stakeholder Communication >>> Finish

Identification

Please enter the name of your institution/adult education provider

Please enter the official address of your headquarters

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EU CERT

Previous Step Fill in the texts before proceeding Next Step

Yes/No: There are questions which you can answer with a simple yes or no. In most cases, if you choose yes, more questions will occur.

Do you have a mission statement, that summarizes your institutional purpose, values and goals?

Yes No

Drop down menu: With some questions, you will have the chance to choose an answer out of some answers by simply clicking on the arrow on the right. Then you can choose your answer.

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4 What size is your institution? (Selected: Micro-institution (<10 employees))

4 What size is your institution?

- Micro-institution (<10 employees)
- Small business (<50 employees)
- Medium-sized institution (<250 employees)
- Large institution (250+ employees)

Multiple choice: Some questions want you to choose answers by ticking the box. Here you can also see that the items are explained on the right.

5 What type of Institution does your Institution/adult education provider belong to? What is the primary focus?

1. Educational Institution <input checked="" type="checkbox"/>	7. Community Colleges <input type="checkbox"/>	1. Educational Institution These institutions are focused on providing formal education and training, and include schools, colleges, universities, and vocational institutions.
2. Research Institution <input type="checkbox"/>	8. Continuing education providers <input type="checkbox"/>	

Others: If some answers don't fit to yours, you can also write your own answer.

16 Others?

Rating: Here you can see a rating system, in which you can rate your agreement with the statement. You just have to choose one of the colored circles.

13 Please rate the items based on which the institution selects employees. Do you check the ...

	Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree
School/ Highschool/ University degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work experience in years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extensive and varied curriculum vitae	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foreign language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hint: Sometimes you will see a yellow question mark within the statement. Here you can hover over the symbol and it will give you a hint.

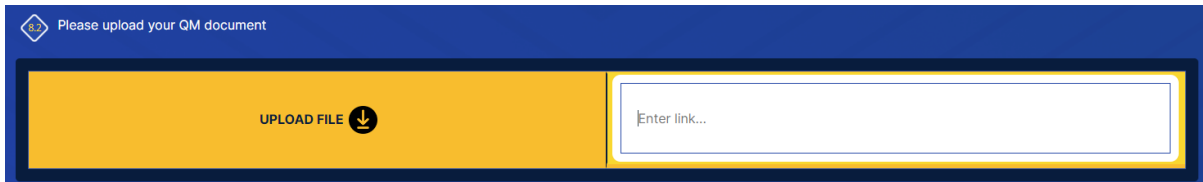
The curriculum provides interactive learning and teaching tasks ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The curriculum provides interactive learning and teaching tasks ? e.g. HSP learning and teaching tasks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Upload function: Sometimes you have the option to upload a file and/or a link. If you want to upload a file, just click on the button and choose the file out of your computer.



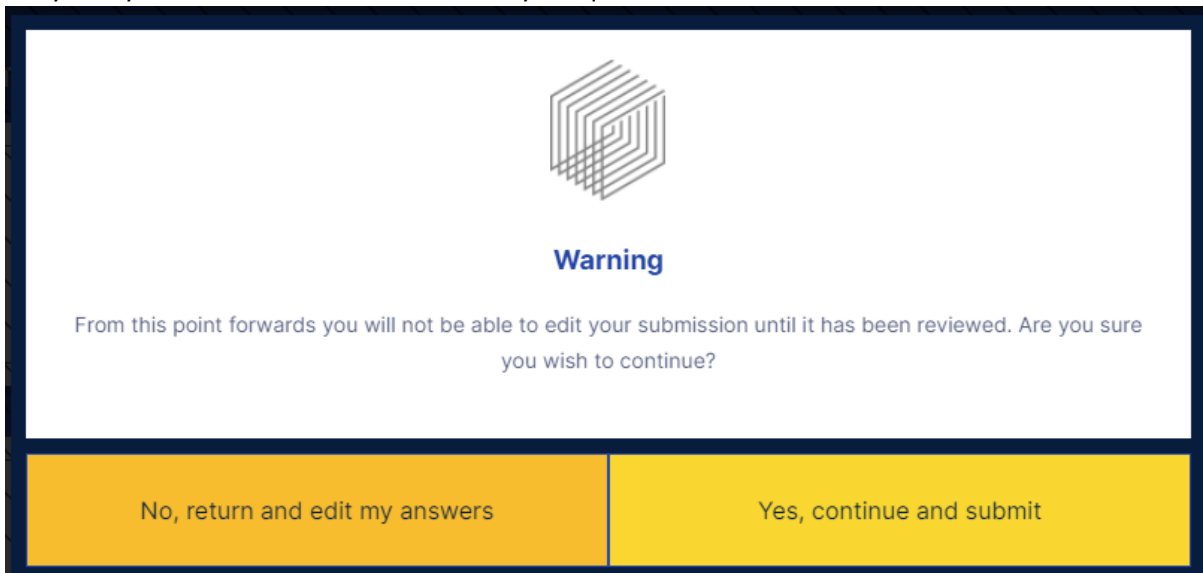
The screenshot shows a blue header bar with the text "Please upload your QM document" and a small icon. Below the header is a yellow bar containing two buttons: "UPLOAD FILE" with a downward arrow icon and "UPLOAD LINK" with a globe icon.

If you want to upload a link, just click on the button and insert the link to a website.



The screenshot shows the same interface as above, but the "UPLOAD LINK" button is highlighted in a darker yellow. To its right is a white text input field with the placeholder text "Enter link...".

When you have answered all of the questions and click on the last "Next step"-button, the tool will ask you if you are sure to leave and submit your questionnaire.



The screenshot shows a white dialog box with a blue border. At the top center is a warning icon (a square with a diagonal line). Below the icon is the word "Warning" in blue. The main text of the dialog reads: "From this point forwards you will not be able to edit your submission until it has been reviewed. Are you sure you wish to continue?". At the bottom of the dialog are two yellow buttons: "No, return and edit my answers" on the left and "Yes, continue and submit" on the right.

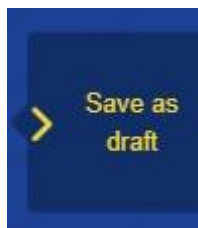
If you click on "Yes, continue and submit", the tool will submit your questionnaire.

If you click on "No, return and edit my answers", you have the chance to go through the questionnaire again and edit your answers.

While completing the questionnaire, you always have the option of saving your progress so far and continuing at another point in time. To do this, you must go to "Save as draft".

b. Save as draft

The "Save as draft"-option is always on the right side of the page.



When you then click on this button, the tool asks you, if you are sure to save the submission. If you are sure, all of the previous steps will be saved on the “My Certifications” page and you can continue at another time. If not, you can continue with the questionnaire.



7. Product, Material, OER and Course Accreditation

The screenshot shows the EU-Cert website interface. At the top, there is a navigation bar with links for 'New Accreditation', 'My Certifications', 'Disclaimer', 'Contact Us', and 'Logout'. A language selector is set to 'EN english'. The main content area features a heading 'I WANT TO....' followed by a prompt: 'Please select whether you would like to accredit your system/institution or your product, material, OER and course'. Below this is a diagram with two overlapping diamond shapes. The left diamond is labeled 'SYSTEM/INSTITUTIONAL ACCREDITATION' and the right diamond is labeled 'PRODUCT, MATERIAL, OER AND COURSE ACCREDITATION'. A red box highlights the right diamond, and a yellow arrow points from the text above towards it. At the bottom of the page, there is a disclaimer: 'The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.' Logos for the European Union and EU CERT are also present.

If you choose to start a „Product, Material, OER and Course Accreditation“, the system is going to give you a note on how to prepare for the accreditation process. Before starting, you can download all required questions as a PDF.

The screenshot shows the 'Before starting...' section of the EU-Cert website. It includes the same navigation bar as the previous screenshot. The main heading is 'Before starting...'. Below it, there is a paragraph: 'In the upcoming sections, you'll be prompted to provide various details for your submission, such as uploading files or providing links to specific materials.' Another paragraph follows: 'It is recommended before starting, to download the following informative PDF about the structure of the form, prepare your answers and files, then continue with your submission.' A blue button labeled 'DOWNLOAD FORM PDF' is highlighted with a red box. Below this is a large yellow button labeled 'Continue to questions'.

After that, you can prepare yourself and continue to the questions.

As the progress is the same as in “System/Institutional Accreditation”, please have a look at chapter 6. a. for further instructions on how to fill in the questionnaire.

8. Automated Feedback

After you have submitted the questionnaire, the EU-CERT Accreditation Tool will provide you with a first automated feedback.

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You will get an overview of what you have submitted and how many points the system assigns to your entries.

First, you will see what kind of accreditation you have chosen and also your main information.

EU-Cert | New Accreditation | My Certifications | Disclaimer | Contact Us | Logout | EN english

System/Institution Accreditation

Automated Feedback

Information | Formal Criteria | Subject- / content-related criteria | Total Score

1. Q: Please enter the name of your institution/adult education provider
A:
2. Q: What type of institution does your institution/adult education provider belong to? What is the primary focus?
A:
3. Q: In which country are you headquartered?
A:

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Previous Step | Automated Feedback - Information - 24.04.2024 | Next Step

EU-Cert | New Accreditation | My Certifications | Disclaimer | Contact Us | Logout | EN english

System/Institution Accreditation

Automated Feedback

Information | Formal Criteria | Subject- / content-related criteria | Total Score

1. Q: Please enter the name of your institution/adult education provider
A:
2. Q: What type of institution does your institution/adult education provider belong to? What is the primary focus?
A:
3. Q: In which country are you headquartered?
A:

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Previous Step | Automated Feedback - Information - 24.04.2024 | Next Step

Next, you will see your points within the formal criteria part.

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System/Institution Accreditation

★ ★ ★ Automated Feedback

Information **Formal Criteria** Subject- / content-related criteria Total Score

Section	Acquired points
1. Description of institution / adult education provider	
2. Mission Statement	
3. Service Areas	
4. Description of the quality management system (QMS)	
5. Staff Training & Qualifications	
6. Stakeholder Communication	
Formal Criteria Total Score	

Then you will see an overview of how many points you have reached within the second part, subject-/content-related criteria.

System/Institution Accreditation

★ ★ ★ Automated Feedback

Information Formal Criteria **Subject- / content-related criteria** Total Score

Section	Acquired points
7. Decision-making processes, competencies and responsibilities	
8. Independence of the quality assessments	
9. Resource allocation	
10. Ensurance and continuous development of functionality and effectiveness in relation to adult education quality	
11. Impact	
12. Types of used documentation	
13. Cooperations	
14. Updating the skill set and materials with time	
Subject- / content-related criteria Total Score	

Last, you will see an overview of your total score. You can also download the first automated feedback. The score is only an orientation for the evaluator, it is not your final valuation.

To have a look at all your submissions, you can go to the section of “My Certificates” on the top right corner of the website.

9. My Certifications

You will find all your submissions and certificates within the section of “My Certificates”.

On this page you will find the type of your submission, the current status, the date of submission and when it was last updated.



EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

My Certifications

Type All Status All Created at Last update Descending

You don't have any submissions to present.

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When you have submitted questionnaires, you will see them listed as below.

EU-Cert | New Accreditation My Certifications Disclaimer Contact Us Logout EN english

My Certifications

Type All Status All Created at Last update Descending

Type	Status	Created at	Last update
Product, Material, OER and Course Accreditation	Draft	2024	2024
System/Institution Accreditation	Invalid	2024	2024

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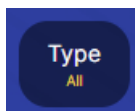
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Previous Page 1 Next Page

Concerning the order of your certificates, you have different options:

a. Type

You can change the order by clicking on the symbol.



With "Type All" you will see all types of certificates.



With "Type Product, Material, OER and Course Accreditation" you will only see those.

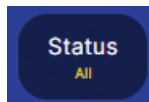




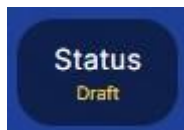
With “Type System/Institution Accreditation” you will only see those.

b. Status

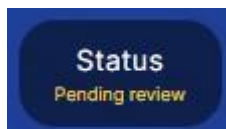
You can change the order by clicking on the symbol.



With “Status All” you will see all of your certificates, no matter their status.



With “Status Draft” you will only see those certificates which are currently saved as draft.



With “Status Pending review” you will only see those submissions, which are currently waiting for a review of the evaluator.



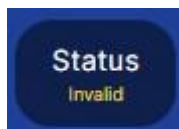
With “Status Pending Re-Review” you will only see those submissions which are currently waiting for the evaluator to re-review your edited submission.



With “Status Needs attention” you will only see those submissions, which were already reviewed by the evaluator and need attention from you to edit your submission and/or send additional documents.



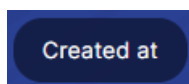
With “Status Certified” you will only see those submissions, which have been certified by the evaluator.



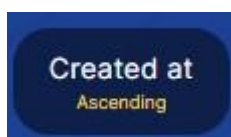
With “Status invalid” you will only see those submissions which are currently invalid.

c. Created at

You can change the order by clicking on the symbol.



With “Created at”, you will see all submissions and certificates, no matter the date of creation.



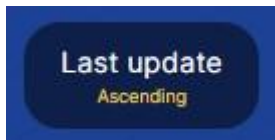
With “Created at Ascending”, you will see your submissions and certificates ascending, so the first one will be on top.



With “Created at Descending”, you will see your submissions and certificates descending, so the last one will be on top.

d. Last update

You can change the order by clicking on the symbol.



With “Last update Ascending”, you will see your submissions and certificates ascending, so the first one will be on top.



With “Last update Descending”, you will see your submissions and certificates descending, so the last one will be on top.

e. My Certifications (edit/delete)

If you have saved a draft, you can edit this questionnaire by clicking on the three dots on the right and clicking on “Edit”.

You can also delete your submission by clicking on the three dots on the right and clicking on “Delete”.

Type	Status	Created at	Last update
Product, Material, OER and Course Accreditation	Draft	2024	2024
System/Institution Accreditation	Invalid	2024	2024