



Odyssey Centre Guide

For SFJ Awards Customers

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Revisions and Amendment Register

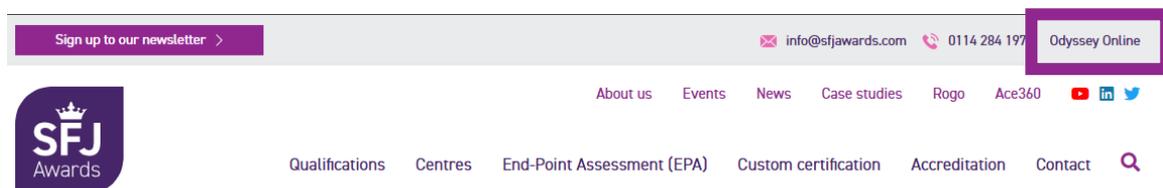
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June 2025	Full		1

1. Get Started with Odyssey

This section covers the initial steps for accessing and setting up your Odyssey account. It includes guidance on navigating the homepage, understanding role-based access, switching between roles or centres and locating key documents. For any further questions, please contact info@sfjawards.com.

1.1. Accessing Odyssey

2. Visit the [SFJ Awards website](#).
3. In the top right-hand corner, click on Odyssey Online.
4. You will be redirected to the Odyssey homepage.



Access Requirements

To access Odyssey, you must be listed as **approved personnel** for your centre. No user access will be granted until mandatory training has been completed with SFJ Awards.

For guidance on how to set up a new user, please refer to **Section 2 – Contact Manager** of this guide.

1.2. Logging in for the first time

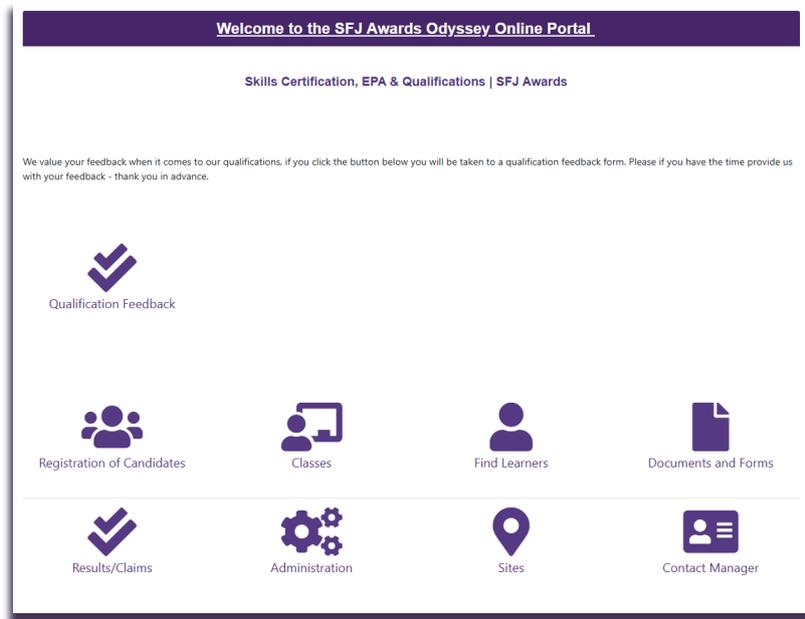
1. On the Odyssey login page, click Forgot Password.
2. You'll be taken to a new screen to enter your registered email address.
3. The system will send an email containing instructions on how to create a new password and activate your account.

Purpose of this step:

- Verifies that your email is genuine.
- Ensures you will receive all future correspondence from SFJ Awards, including system alerts, registration confirmations, and results notifications.

1.3. Navigating the Homepage

Once logged in, you will land on the **Odyssey Home Page**, which serves as the main navigation hub for all system functions. The homepage includes the **Quick Access icons** that allow you to access the most commonly used tools and areas of the portal with ease.



Qualification Feedback

Provides access to a feedback form where centres can submit comments about SFJ Awards qualifications. This is used to help SFJ Awards improve service and delivery.

Registration of Candidates

Use this icon to begin the learner registration process. It will take you to the area where you can create a new class and register learners via single or bulk upload.

Classes

View, manage and edit existing classes. You can access class-level functions such as registering additional learners, entering results, managing units, and viewing documentation.

Find Learners

Search for individual learners across all classes using various filters e.g. name, registration number. Useful for updating records or checking progress.

Documents and Forms

Access key documents, including registration forms, guidance documents, the CTR 11 form and other downloadable resources.

Results/Claims

Submit and manage results or assessment claims for learners. This area also allows you to track claims through to certification.

Administration

Access administrative functions, including:

- Viewing e-results status
- Manage centre preferences
- Reviewing claim statuses

Sites

View and manage your centre's approved delivery locations. Useful when assigning learners or staff to specific delivery sites.

Contact Manager

Add, edit and manage personnel associated with your centre. This includes assigning roles such as Assessor, IQA, Exams Officer and Centre Coordinator.

1.4. Role-Based Access

Access to Odyssey features are determined by the role type assigned to your user account, with each role carrying specific permissions that control what you can view and do within the system. Different roles have varying levels of access; if you are unsure about your assigned role or believe you require additional permissions, please contact your organisation's administrator or SFJ Awards support.

Centre Coordinator

Oversees centre operations and ensures compliance with registration, assessment and quality assurance processes.

Assessor

Assesses learner competence, plans assessments, provides feedback and maintains accurate records.

Internal Quality Assurer (IQA)

Checks assessment quality, supports assessors, and ensures consistency across the centre.

Head of Centre

Has overall responsibility for centre quality and acts as the main contact with SFJ Awards.

Expert Witness

Provides professional testimony to support a learner's competence. Must be vocationally competent and familiar with qualification standards.

Multiple Roles

A person can hold more than one role but must not assess and IQA the same learner.

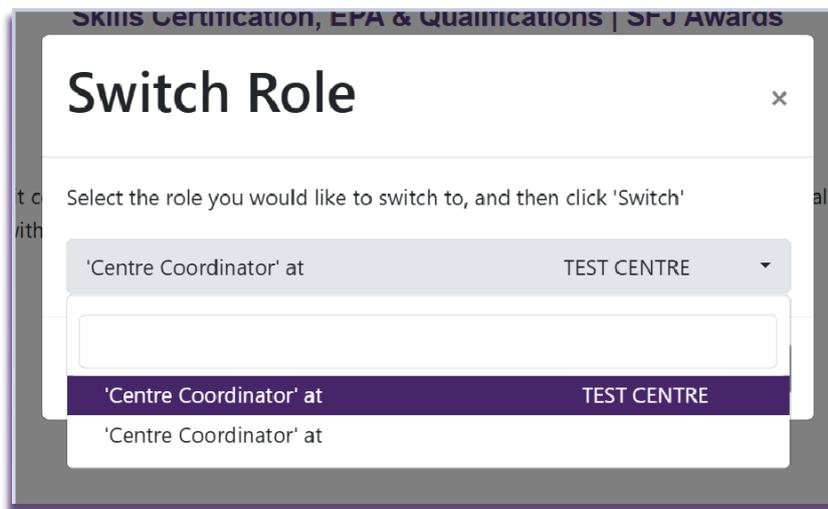
1.5. Switching Roles or Centres (For Users with Multiple Roles)

If you hold multiple roles or are associated with more than one centre, you can switch between them in Odyssey:

1. Click your **name** in the top right-hand corner of the Odyssey screen.
2. From the dropdown menu, select the **role** and/or **centre** you wish to switch to.

or

If you're linked to several centres, you can type the centre name into the dropdown search bar to quickly find and select it.



Note: This ensures you are working within the correct access level and context for the task you are performing.

1.6. Setting a Default Role and Centre

If you regularly use the same role or work under a specific centre, you can set this as your default. This means Odyssey will automatically select your preferred role and centre each time you log in.

How to set a default:

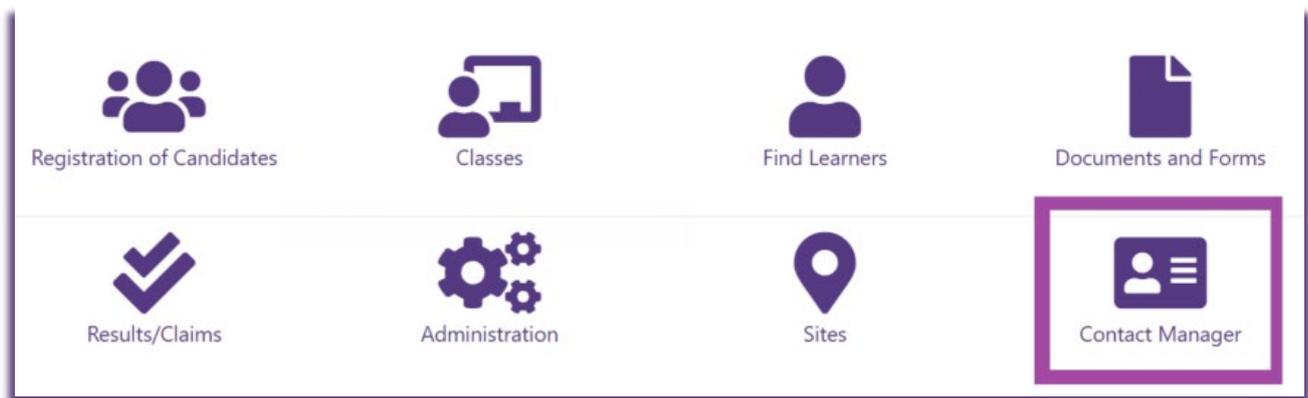
1. Click your name in the top right-hand corner of the Odyssey homepage.
2. Select My Details from the dropdown menu.
3. Choose **Default Role** from the options listed.
4. Locate your preferred role and centre; Then select the Click Here button beside your desired role.
5. The page should automatically refresh and save, applying your default settings.

Your chosen role and centre will now be automatically selected when you log in.

1.7. Locating Documents

How to Access and Download Documents:

1. Starting from the Odyssey homepage, navigate to the Quick Access Icons.
2. Click the **Documents and Forms** button.
3. On the left side of the page, you can either:
 - Use the search bar to search within title
 - Browse by Type and Sub-type
4. Clicking on your chosen document title will automatically download it to your device.
 - A document symbol appears to the left of the document name showing its file type (Word, Excel, PDF, PNG).
 - The last Date Modified is shown for each document. It is recommended to always download the latest version to ensure you have the most up-to-date information.

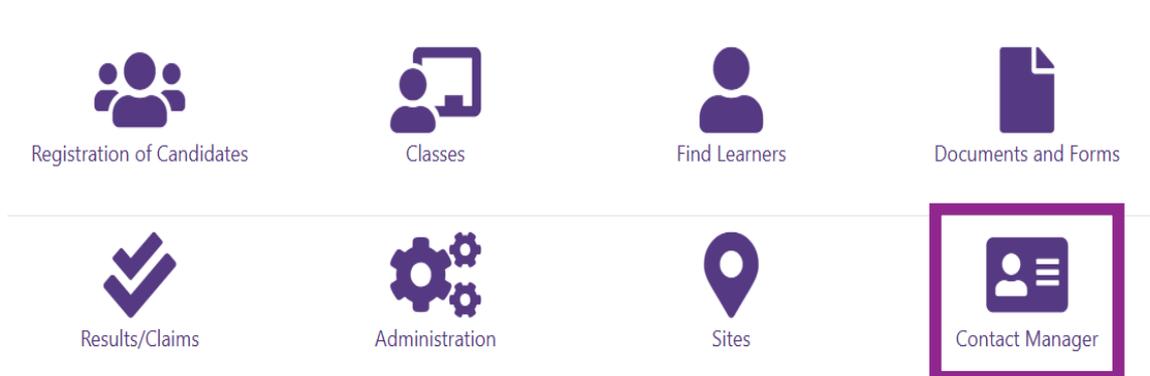


2. Contact Manager

The Contact Manager allows users to add, modify, and manage personnel associated with your centre. It's essential to keep this information accurate, as it directly affects access and communications.

2.1. Accessing Contact Manager

1. Launch Contact Manager by clicking on the **Contact Manager** icon from your **Quick Access icons** on the Odyssey Homepage.



2.2. Adding a New Contact

1. Click Add New Contact.
2. Complete the fields in the pop-up form.

Note: A valid email address is required; this will serve as the contact's Odyssey login ID and will be used for all correspondence from SFJ Awards.

Add a New Contact
×

Forename

Surname

Phone

Job title

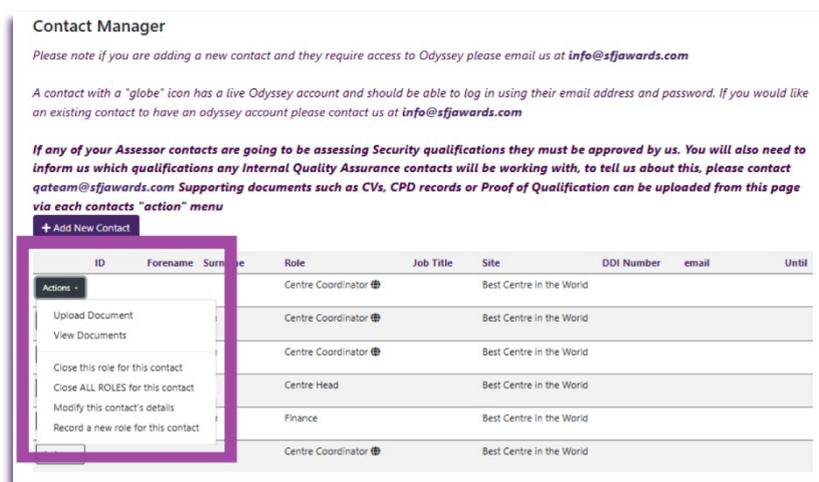
Email

Role

Site

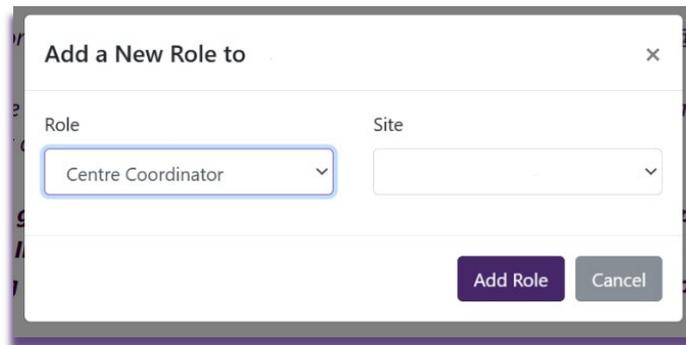
2.3. Adding or Modifying Roles

- For **existing centres**, new users should be added via **Contact Manager**. This request is submitted to **Customer Services**, who will add the contact to Odyssey.
 - **Centre Coordinators** have the ability to add new users without Customer Service approval.
 - A Centre Coordinator who has been added by another Centre Coordinator (rather than by SFJ Awards) does **not** have the ability to assign roles to other users. Only Centre Coordinators created and approved by SFJ Awards have full permissions to manage user roles.
1. From your Odyssey Homepage, navigate to your quick access icons and select **Contact Manager**, locate the contact you wish to modify.
 2. Click on the Actions tab and you will see the following options to choose from:
 - **Upload document** – Add new documents to this contact’s record (for example certificates or CV’s to evidence competency)
 - **View documents** – Review documents that have already been uploaded for this contact
 - **Close this role for this contact** – Mark this role as closed for this contact (note that if this is the contacts only role their access to Odyssey will be revoked completely)
 - **Close ALL ROLES for this contact** – Mark all active roles for this contact as closed (note that this will revoke the contacts access to Odyssey completely)
 - **Modify this contact’s details** – Update or correct the contact’s personal information
 - **Record a new role for this contact** – Add a new role to this contact, see list item number 3 for further steps*



3. Choose the **record a new role for this contact** action from the dropdown menu and Select the appropriate Role.
4. Select the Site if applicable. (If left blank, it will default to your main/first registered centre.)

5. Click Add Role to complete the process.



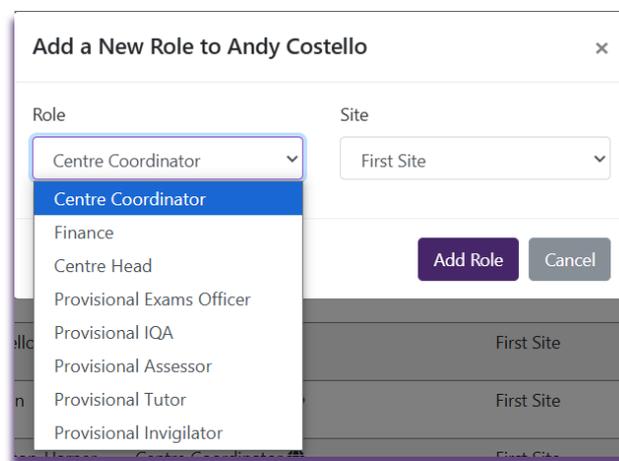
2.4. Role-Specific Requirements

- **Centre Coordinators** and **Centre Heads** are the only users who can add or approve other Centre Coordinators.
- Requests to be added as a Centre Coordinator must come from an **existing Centre Head or Coordinator**. These requests cannot be made on behalf of oneself.
- Other roles such as **Assessor**, **Internal Quality Assurer**, or **Exams Officer** must go through the **Quality Assurance approval process**. For more information, please refer to section 6 of the SFJ Awards Centre Handbook.

2.5. Roles Requiring Quality Assurance Approval

The following roles must undergo additional quality assurance checks from SFJ Awards:

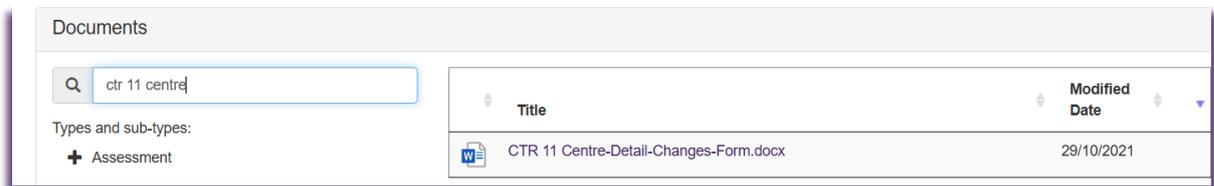
- Internal Quality Assurer (IQA)
- Assessor
- Exams Officer



2.6. CTR 11 Form

For roles that require Quality Assurance Approval:

1. Add the individual to Contact Manager following the steps above. Note that the role will be titled 'provisional' meaning the request has been noted but full approval has not yet been granted.
2. Complete a **CTR 11 Form**
 - Go to the **top task bar** on the Odyssey homepage, select **Resources**, then click on **Documents** to access the available forms. Use the search function to find CTR 11 and download the form.
 - For the following roles complete the following sections of the CTR 11 form:



- Internal Quality Assurer (IQA) – Appendix B
 - Assessor – Appendix B
 - Exams Officer – Appendix A (role = other)
3. Email the completed form to: gateam@sfjawards.com.
 4. Upload supporting documents (CVs, CPD logs, and certificates) to the portal under the relevant contact.

Note: Exams Officers must also complete a short interview and training session with a member of our Quality Assurance team.

2.7. Uploading Documents

To upload supporting documents such as CV, CPD Records or anything else you feel relevant:

1. Select the **Contact Manager** from the **Quick Access icons** on the Odyssey Homepage.
2. Find the relevant individual in the contact list.
3. Click the Actions button next to their name.
4. From the drop down, select Upload Documents.
5. Choose the appropriate document type from the dropdown (e.g. CV, CPD Log, Certificate).
6. Leave any supporting notes in the Notes on this document box, if required.
7. Click the Select File button. A file explorer window will open; navigate to the document you wish to upload and select.
8. Once the file is selected, a green Upload button will appear in the bottom right corner of the screen. Click this to complete the upload.
 - You can repeat this process to upload multiple documents.
 - To exit the upload window, click the X in the top-right corner of the pop-up box.

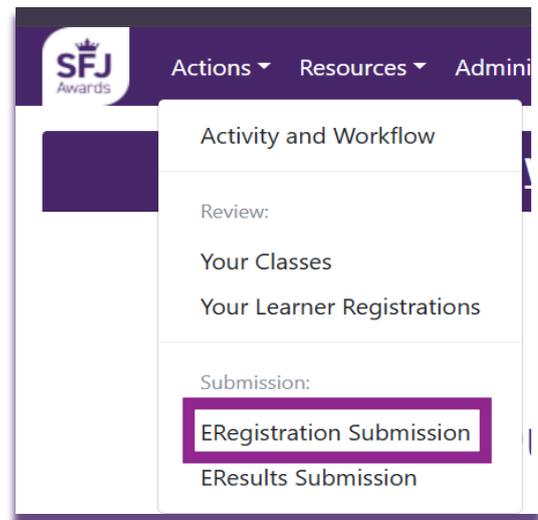
These documents will be reviewed as part of the Quality Assurance approval process. SFJ Awards may contact you if additional information is needed.

3. Registering Learners

To register learners on Odyssey, you must be assigned the Centre Head or Centre Coordinator role. Learners can be registered individually or in bulk using the approved ERegistration spreadsheet. While this is the standard method, we can accommodate other file formats if needed. Please contact us to discuss alternative submission options.

3.1. Access the Registration Portal

1. Go to the **Actions** menu, located on the **top task bar** of the Odyssey homepage.
2. Select ERegistration Submission.
3. This will open the Registration Submission page.



3.2. Select a Programme

1. **The programme/course of learning or apprenticeship:** Use the dropdown menus to select the relevant **Programme**.
Note that this step is mandatory and that only programmes you are approved to deliver will show here. If you cannot locate the programme you wish to register, please contact the customer service team for support.
2. **The Qualification (if relevant) or Apprenticeship Standard:** Use the dropdown menus to select the relevant **Qualification**.
Note that this step is mandatory for registering learners on regulated qualifications or certificate of achievements – failure to complete this step may result in delayed certification processing. Only qualifications you are approved to deliver will show here. If you cannot locate the qualification you wish to register, please contact the customer service team for support.

3. Click **Continue**; You will be taken to the **Class Creation** page.

ERegistration Submission

Please note that you are about to submit a file of registrations for which a new class will be created.
If you wish to add further registrations to a current class then please use the options on the specific class review page. [Click here for a list of your classes](#)

The programme/course of learning or apprenticeship [View Info](#)

The Qualification (if relevant) or Apprenticeship Standard. Please note you must select the required qualification or your learners will not be awarded a full qualification certificate [View Info](#)

[Continue >](#)

3.3. Create a Class

All learners must be registered into a **Class**. A class can contain one or multiple learners and is used to group learners undertaking the same programme or qualification. Other reasons may include;

- Start date and expected end date
- Training provider or intake
- Location (site-based)
- Department or cost-centre

Important Note

The class registration screen may vary depending on your centre's setup. The Odyssey system allows specific fields to be shown or hidden based on what your centre needs to see. If your registration page looks different from the examples in this guide, this is likely due to customised settings applied to your centre.

If you are unsure about any fields or options available to you, or if you require a change to your setup, please contact **SFJ Awards** for guidance.

Class description

Class Start Date

Provider Reference

Purchase order number

Assessment Date

The site [View Info](#)

[Amend Sites](#)

Class Description

- Add this to help you identify this group (such as a location, date etc). This description will also appear on the summary sheet issued with certificates.

Class Start Date

- The Class Start Date should reflect the first day of the course or first scheduled session.
- You can enter a future date, but the system **does not allow backdating**.
- Learners can be added to the class up until the Class End Date.

Provider Reference

- This is your organisations internal reference if you have a way of keeping track of your classes

Purchase Order Number

- If your organisation uses a purchase order system, please enter the relevant number. If not, please indicate that no purchase order is required.

Assessment Date

- The date assessments/exams are due to take place. If the programme/qualification you are registering on does not have exams, this can be left blank.
- This field is only present to centres when it is relevant, it will be enabled based on your centre needs.

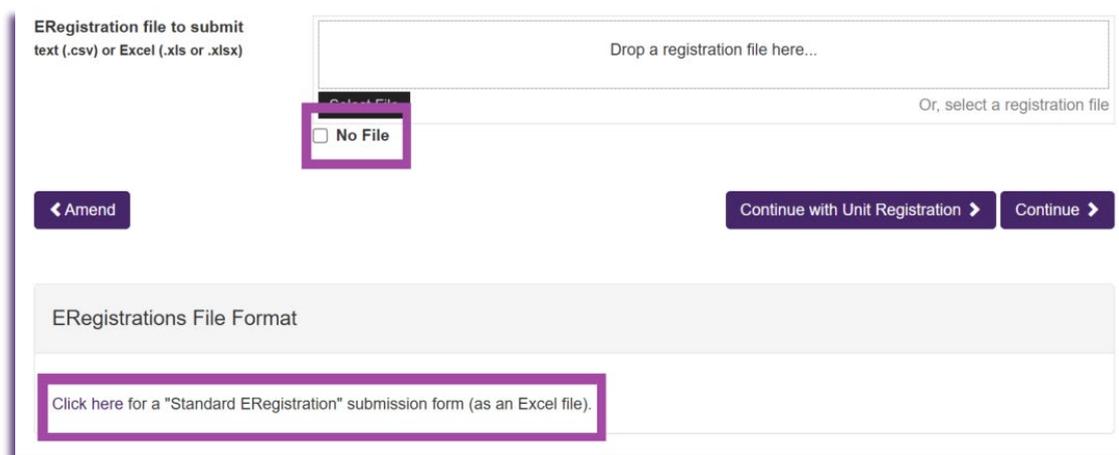
Notes on Submission

- Add any additional information that you wish to tell us here. E.g. New Tutor

E-Registration File to Submit

- For registering multiple learners, download the ERegistration Submission Form by clicking "Click Here" in the section below. An Excel file will automatically download to your device.
- If you do not wish to bulk upload learners at this stage, select no file and continue

For detailed guidance on the multiple learner registration process, please refer to **page 19** of this guide



ERegistration file to submit
text (.csv) or Excel (.xls or .xlsx)

Drop a registration file here...

Or, select a registration file

No File

← Amend

Continue with Unit Registration →

Continue →

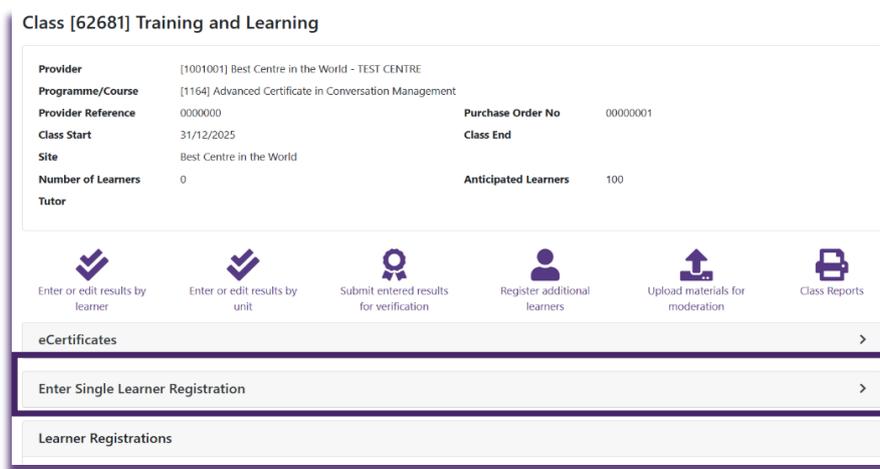
ERegistrations File Format

Click here for a "Standard ERegistration" submission form (as an Excel file).

3.4. Single Learner Registration

This section provides instructions on how to register individual learners. Please note that if the learner already exists on our system (either registered with your centre or another centre), you will not be able to submit a single learner registration for them without their learner registration number. If you do not have the registration number, please contact our customer service team for further assistance.

1. On the **Class Creation page**, tick the **No File** box, then click Continue.
2. A confirmation message will appear. Click **View Class** to proceed.
3. From the class page, go to **Enter Single Learner Registration**.



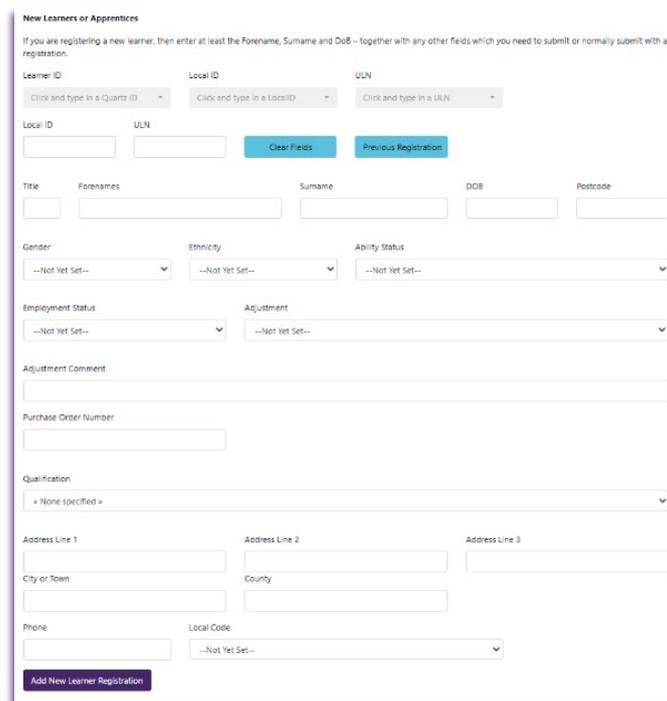
Class [62681] Training and Learning

Provider	[1001001] Best Centre in the World - TEST CENTRE
Programme/Course	[1164] Advanced Certificate in Conversation Management
Provider Reference	0000000
Class Start	31/12/2025
Site	Best Centre in the World
Number of Learners	0
Tutor	
Purchase Order No	00000001
Class End	
Anticipated Learners	100

Enter or edit results by learner
 Enter or edit results by unit
 Submit entered results for verification
 Register additional learners
 Upload materials for moderation
 Class Reports

eCertificates >
Enter Single Learner Registration >
 Learner Registrations

4. Complete all mandatory fields: Forename and Surname, along with any other fields you are required to submit or would normally include during registration.



New Learners or Apprentices

If you are registering a new learner, then enter at least the Forename, Surname and DoB – together with any other fields which you need to submit or normally submit with a registration.

Learner ID: Local ID: ULN:
Click and type in a Quartz ID - Click and type in a LocalID - Click and type in a ULN -

Local ID ULN

Title: Forenames: Surname: DOB: Postcode:

Gender: Ethnicity: Ability Status:

Employment Status: Adjustment:

Adjustment Comment:

Purchase Order Number:

Qualification:

Address Line 1: Address Line 2: Address Line 3:
 City or Town: County:

Phone: Local Code:

Note: If Date of Birth is **not required** for the qualification and confidentiality needs to be maintained, enter 01/01/1900 instead of the learner's actual date.

However, for **Security qualifications** and other programmes where Date of Birth is a **mandatory requirement**, the learner's actual DOB **must be entered**.

5. Click Add New Learner Registration to save.

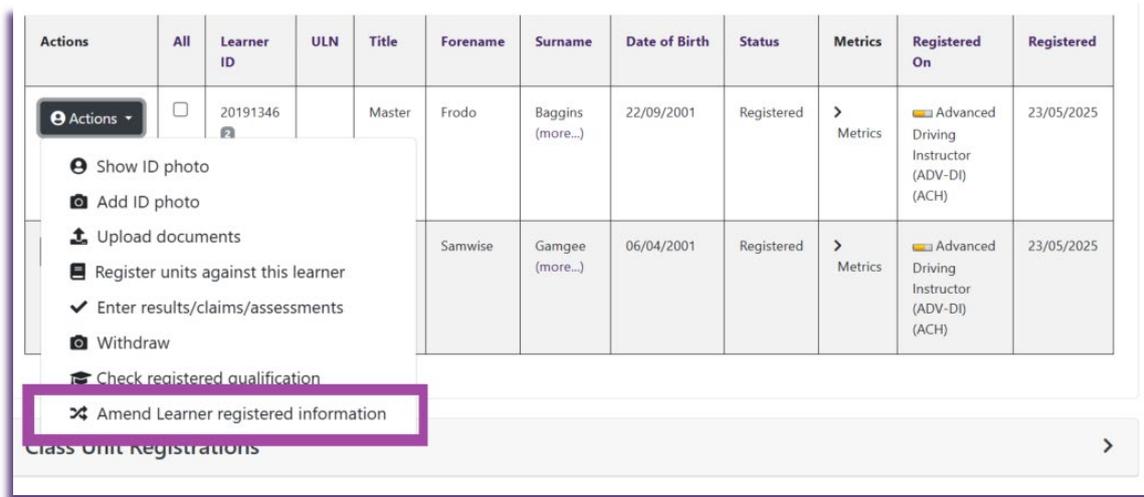
Please Note:

If the learner is already registered on the Odyssey portal, the single registration method may not work. The system is unable to merge duplicate records automatically.

- If you suspect the learner already exists, please contact Customer Services for guidance before proceeding.
- All updates to learner details must be made via the learner's individual record:

1. Go to the learner's **Actions menu** and select **Amend Learner Registered Information**.
2. The request will be reviewed and processed by SFJ Awards.

For full guidance, refer to **Section 4: Managing Your Learners**.



Actions	All	Learner ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions ▾ <input type="checkbox"/> Show ID photo <input type="checkbox"/> Add ID photo <input type="checkbox"/> Upload documents <input type="checkbox"/> Register units against this learner <input checked="" type="checkbox"/> Enter results/claims/assessments <input type="checkbox"/> Withdraw <input type="checkbox"/> Check registered qualification <input checked="" type="checkbox"/> Amend Learner registered information	<input type="checkbox"/>	20191346		Master	Frodo	Baggins (more...)	22/09/2001	Registered	> Metrics	Advanced Driving Instructor (ADV-DI) (ACH)	23/05/2025
					Samwise	Gamgee (more...)	06/04/2001	Registered	> Metrics	Advanced Driving Instructor (ADV-DI) (ACH)	23/05/2025

3.5. Multiple Learner Registration (via Upload)

SFJ Awards Consult House 4 Hayland Street Sheffield S9 1BY		Please do not alter the format of this template. We can accommodate other file formats, if you wish to do this please send a copy of the file format to: info@sfjwards.com													
Leave blank if not SFA funded		You must complete these fields				Leave address fields blank if you wish to use your centre address				Complete this if your learner will be taking an online assessment					
ULN	Centre Learner ID	Forename	Middle Name	Surname	DOB DD/MM/YY	Gender	Address Line 1	Address Line 2	Address Line 3	City	County	Postcode	Mobile Number	Email Address	Learner Purchase Order

- Download the latest ERegistration Submission Form from the bottom of the ERegister Learners page.

Always download a fresh template each time you complete a submission.

Centres **must not** add, remove or rename any columns, or change the formatting of the spreadsheet. Altering the structure in any way will prevent the file from uploading correctly and may delay learner registrations.

Completing the spreadsheet:

- Mandatory Fields: Learner Name and Date of Birth

Note: Ensure names are entered correctly, as they will appear exactly as typed on certificates. If a mistake is made, contact SFJ Awards promptly.
- If you do not use a ULN number leave this blank.

A ULN is a 10 digit number issued by the Personal Learner Record Services for learners who qualify for funding through the Education and Skills Funding Agency.
- Add your internal references in Provider Learner ID (e.g. employee numbers) – this can be left blank if you do not have any internally used ID's.
- Address field should either contain the learners address, or if this information is confidential, use your centre's default address.
- Save and then upload the completed spreadsheet:
 - Click **Select File** and select the saved file.
 - or**
 - Drag and drop selected file from your devices File Explorer

ERegistration file to submit
text (.csv) or Excel (.xls or .xlsx)

Drop a registration file here...

Select File

Or, select a registration file

No File

- Click Continue, which can be found at the bottom of the page.

3.6. Multiple Learner Registration (via API)

If your organisation would like to register learners directly to Odyssey using API please contact us and our systems team can assist you

3.7. Preview and Submit

1. Odyssey will display a **Preview Screen** to confirm correct data
2. If mapping is incorrect:
 - Reopen and correct the spreadsheet.
 - Save and re-upload it — the updated version will replace the old one.
3. When satisfied click
 - **Continue** – to register the learner(s) on all units within the programme/qualification
 - **or**
 - **Continue with Unit Registration** if only specific units are being registered. (For example, optional units). You will be taken to a separate page to select the units you wish to register the learner(s) against.

3.8. Confirmation and Email Notification

- A confirmation message will appear on-screen showing your submission status.
- You will receive an email confirming your registration has been processed.
- If the system identifies any errors, the submission may be referred for **manual processing** by the SFJ Awards team. In these cases, processing will be completed within **5 working days**, and you will receive further updates by email.

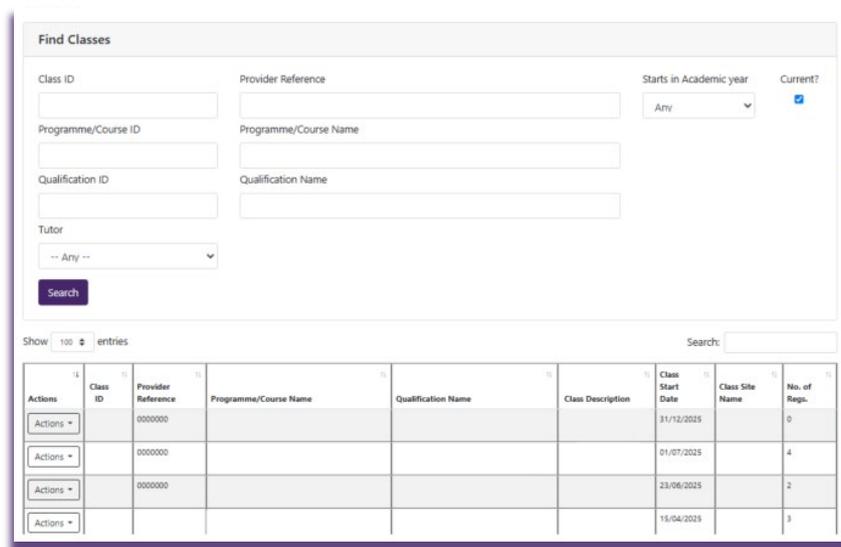
Note: If you don't receive an email, check your **spam** or **junk** folders.

4. Managing Your Learners

Once your learners are registered, you can manage their progress and details through the Class Management Page.

4.1. Finding an Existing Class

1. From the **Actions** tab on the Odyssey homepage, located on the **top task bar**.
2. Select **Your Classes** from the list of options.
3. Use the **search function** or select from the list displayed.
4. Select the relevant **Class ID** to open the class or use the search filters to locate a specific class by:
 - Class ID
 - Provider Reference
 - Starts in Academic Year
 - Programme/Course ID or Name
 - Qualification ID or Name
 - Tutor



Class ID	Provider Reference	Programme/Course Name	Qualification Name	Class Description	Class Start Date	Class Site Name	No. of Regs.
	0000000				31/12/2025		0
	0000000				01/07/2025		4
	0000000				23/06/2025		2
					15/04/2025		3

5. This will take you to the **Class Management Page**, where you can manage all stages of the learner journey. From here, you can view the class details, manage learners, enter results, upload documents, or perform other class-level actions.

Alternative Method: Accessing Class Actions Without Opening the Class

1. Select **Classes** from the **Quick Access icons** on the Odyssey Homepage.
2. Locate the relevant class from the list.
3. Once you've found the class, click the **Class Actions** button next to it.
4. A dropdown menu will appear; you can then select the action you wish to perform.
 - Class Documents
 - Enter Single Learner Registration
 - Submit Additional Learner Registrations
 - Class Unit registration
 - Direct Entry By Individual
 - EResults Submission Forms
 - Assessment Scheduling

Actions	Class ID	Provider Reference	Programme/Course Name	Qualification Name	Class Description	Class Start Date	Class Site Name	No. of Regs.
Actions ▾	62681	0000000				31/12/2025		1
Class Documents						01/07/2025		4
Enter Single Learner Registration						23/06/2025		2
Submit Additional Learner Registrations						15/04/2025		3
Class Unit Registration						11/04/2025		2
Direct Entry By Unit						26/03/2025		2
Direct Entry By Individual								
EResults Submission Forms								
Assessment Scheduling								

Note: The options shown in the dropdown will vary depending on the features enabled for your centre.

4.2. Updating Individual Learners

To update an individual learner's details, navigate to the **Learner Actions** tab within the relevant class and select **Amend Learner Registered Information**. This allows you to:

- Edit personal details
 - Minor corrections, such as spelling mistakes, can be submitted without supporting ID.
 - For more significant amendments, such as full name changes, you must provide supporting documentation.
- Withdraw learners
- Make changes to unit registrations

Important notes:

- Changes are **not** applied automatically. Amendment requests will be submitted to SFJ Awards for **review and approval**; these are processed within 5 working days.
- All changes can be **subject to a fee**. Please refer to your **centre contract** with SFJ Awards for details regarding applicable charges.

4.3. Adding Units to Multiple Learners

If when submitting results against a learner you find that the units you require are not showing, you can manually add these to the learner record yourself by using the following steps:

1. On the class page, select learners using the tick boxes to the right of the **Actions** tab.
 - To select all learners, click the word **ALL** at the top of the column.
2. From the **Unit Registrations** menu, which is located along the **top task bar** within the class; select **Multiple Learner Unit Registration**.
3. Select the required units and click **Add**.
4. When finished, click **Back to Class**.

Note: To add all **mandatory units** at once, select the "Mandatory" module from the dropdown menu and click **Add All**.

4.4. Adding Learners to an Existing Class

You can add learners to an open class at any time using one of two methods:

1. Select the **Classes** from the Quick Access icons on the Odyssey Homepage.
2. Use the Find Classes function to search for and open the class

or

Locate the desired class in your list and click the Actions tab to the left of the class name.

3. Navigate to Learner Registrations and follow the appropriate steps for your chosen method, as outlined on page 10 of this guide.

Single Entry

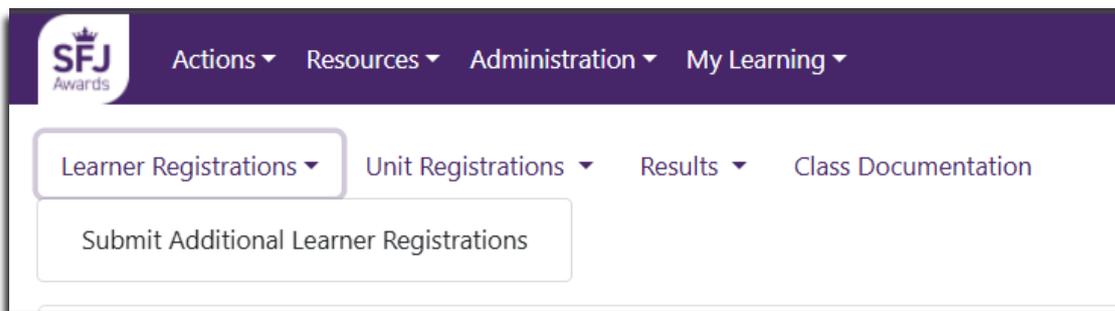
- Select **Enter Single Learner Registration**.

If the learner already exists on the Odyssey system, this method will not work. The system does not support merging duplicate records through single entry.

Bulk Upload

- Select **Submit Additional Learner Registrations** along the task bar and upload a completed ERegistration spreadsheet, as outlined on **page 19** of this guide.

Note: If you're using a **different purchase order** for the new learners, update the details during the submission process.

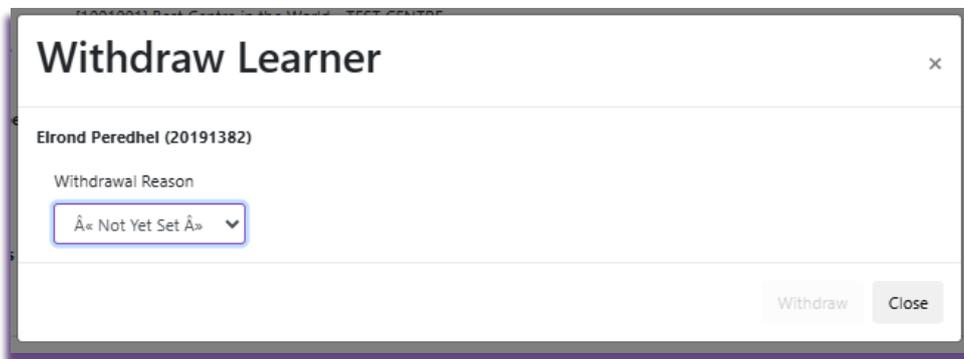


4.5. Withdrawing Learners

Learners can be withdrawn from a qualification directly within Odyssey up to three months after the qualification's end date, for further information on this process; consult the SFJ Awards Centre Handbook.

Follow the steps below to complete the withdrawal process:

1. Go to the **class** the learner is registered in.
2. Navigate to the **Learner Registrations** section within the class.
3. Locate the learner you wish to withdraw.
4. Click the **Actions** button to the left of the learner's name.
5. From the dropdown menu, select **Withdraw**.
6. A pop-up box will appear asking for a **withdrawal reason**.
7. Select the appropriate reason from the dropdown list. Available options include:
 - Learner Requested to Withdraw
 - Maternity Leave
 - Extended or Long-Term Sick
 - Centre Withdrawing from Delivery
8. Once selected, click the **Withdraw** button in the bottom-right corner of the pop-up box to confirm.



- After the qualification expiry date, the withdrawal must be processed by SFJ Awards Customer Services.
- If a learner has been accidentally registered or is to be withdrawn within the first 30 days, you must withdraw the learner in Odyssey and notify SFJ Awards at info@sfjawards.com immediately.

5. E-Assessment

Odyssey allows eligible centres to book their own e-assessments through the secure assessment platform, Rogo. This functionality is primarily available for SIA qualifications but may apply to other qualifications within the sector as well.

This functionality is not available to all centres by default. It will be enabled for your centre only if applicable. If you are unsure whether this applies to your organisation, please contact SFJ Awards.

5.1. Booking an E-Assessment

Once the class is created and learners have been added, you can schedule e-assessments.

1. Go to the class page and select **Results** from the task bar along the top of the screen.
2. Choose **Assessment Scheduling** from the drop down menu, this opens the **Assessment Scheduling** page:
3. Select the unit(s) available for e-assessment from the dropdown menu.
4. Choose the learners to be booked.
 - Learners already booked for a unit will not appear until they have passed or failed.
5. You can tick **Exclude already awarded** to hide learners who have already achieved the unit.

Learners may be booked **up to two times** for the same assessment. For further attempts, contact SFJ Awards.

6. After selecting units and learners, click **Submit**.
7. Review the summary screen.
 - Click **Cancel** to make changes.
 - Click **Confirm** to finalise the booking.

Once confirmed:

- You'll receive a confirmation email, including your **booking reference number**.
- Retain this reference in case you need to contact SFJ Awards.
- All standard exam documentation still applies - **except for the assessment booking form**, which is no longer required when self-booking through Odyssey.

6. Submitting Results

This section explains how to submit results for learners directly within Odyssey. There are a couple of ways this can be done, depending on how your centre is set up. If you're unsure which method is most appropriate, please contact **SFJ Awards** for advice before proceeding.

Results can be submitted into Odyssey using two methods:

1. **Direct Entry** - Ideal for submitting results for a single learner or a small group.
2. **Marksheet Upload** - Recommended for bulk submission when processing results for multiple learners.

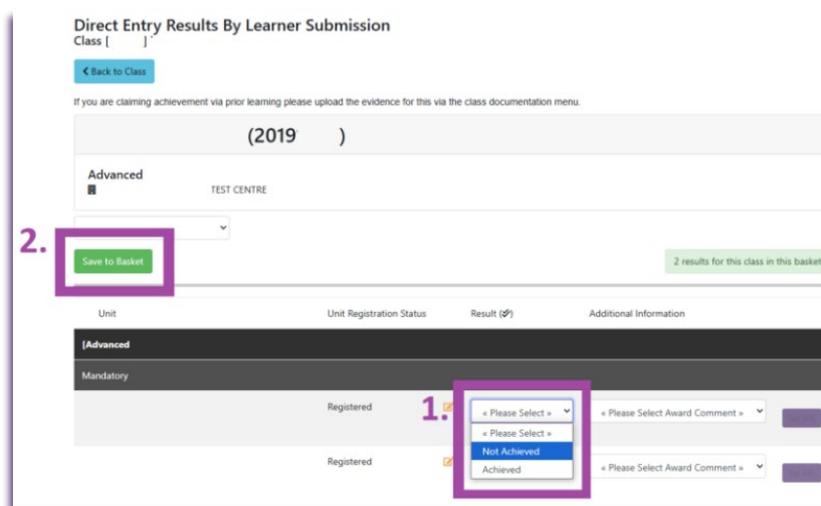
6.1. Direct Entry of Results - Single Learner

1. Open the class that contains the learner.
2. From the learner's **Actions** menu, select **Enter Results/Claims/Assessments**.



Actions	All	Learner ID	ULN	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
Actions ▾	<input type="checkbox"/>			—			01/01/1900	Continuing	> Metrics		23/02/2023
<ul style="list-style-type: none"> Add ID photo Upload documents Register units against this learner <input checked="" type="checkbox"/> Enter results/claims/assessments Withdraw Amend Learner registered information 							01/01/1900	Continuing	> Metrics		23/02/2023
Actions ▾	<input type="checkbox"/>			—			01/01/1900	Continuing	> Metrics		23/02/2023

3. Against each learner, select the appropriate result from the drop down menu (achieved, not achieved) and once all results have been entered click **save to basket**.
Once your basket is complete and you are ready to complete the submission, move to section 5.3 (Submitting Results to SFJ Awards) of this guide.



Direct Entry Results By Learner Submission

Class []

[← Back to Class](#)

If you are claiming achievement via prior learning please upload the evidence for this via the class documentation menu.

(2019)

Advanced

TEST CENTRE

2. [Save to Basket](#) 2 results for this class in this basket

Unit	Unit Registration Status	Result (2)	Additional Information
[Advanced]			
Mandatory	Registered	1. <input type="text" value="Please Select"/>	<input type="text" value="Please Select Award Comment"/>
	Registered	<input checked="" type="checkbox"/> Not Achieved	<input type="text" value="Please Select Award Comment"/>
	Registered	<input checked="" type="checkbox"/> Achieved	<input type="text" value="Please Select Award Comment"/>

6.2. Claiming Prior Achievements

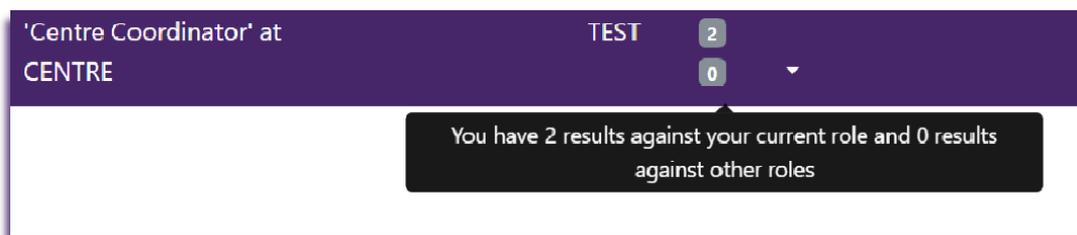
If a learner has previously completed equivalent learning, you can claim unit achievement through APL (Accreditation of Prior Learning). This process differs slightly from a standard results claim.

The prior qualification **does not need to be awarded by SFJ Awards**—it can come from **any recognised awarding organisation**, provided the appropriate evidence is submitted to support the claim.

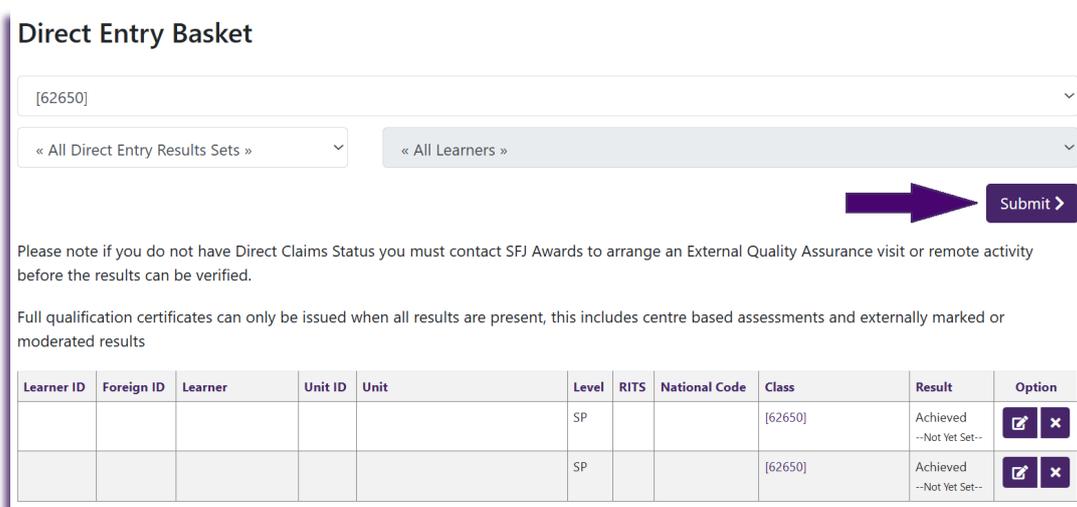
1. Add the relevant unit(s) to the results basket as normal.
2. Once added, locate the unit in the basket and click the APL button next to it.
3. A confirmation prompt will appear asking you to confirm the APL claim and enter the date of achievement. Complete the required fields and confirm.
4. Click Amend Basket to save the changes. The claim will now show as APL.
5. Upload supporting documentation e.g. certificates, transcripts, or verified records via the Class Documents tab.

6.3. Submitting Results to SFJ Awards

1. Open your Submissions Basket (located at the top right-hand corner of the Odyssey screen near your login).
2. Click the grey square to open the basket.



3. Review your results. You can edit or remove any items before submission.
4. Click "Submit" and confirm the submission when prompted.

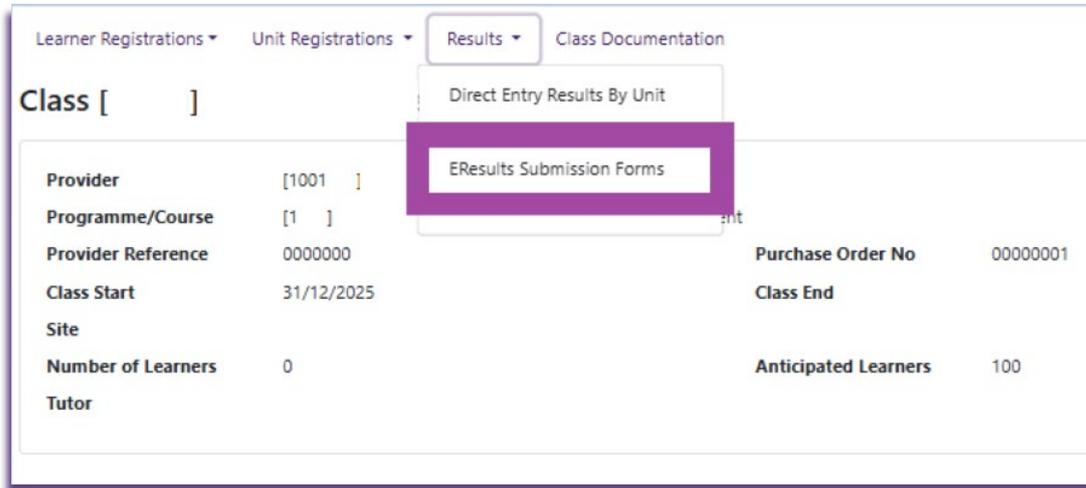


Note: You can track your submission status through the "E-Results" page under the "Administration" menu.

6.4. Submitting Results Using a Marksheet

Use this method if you need to submit results for multiple learners.

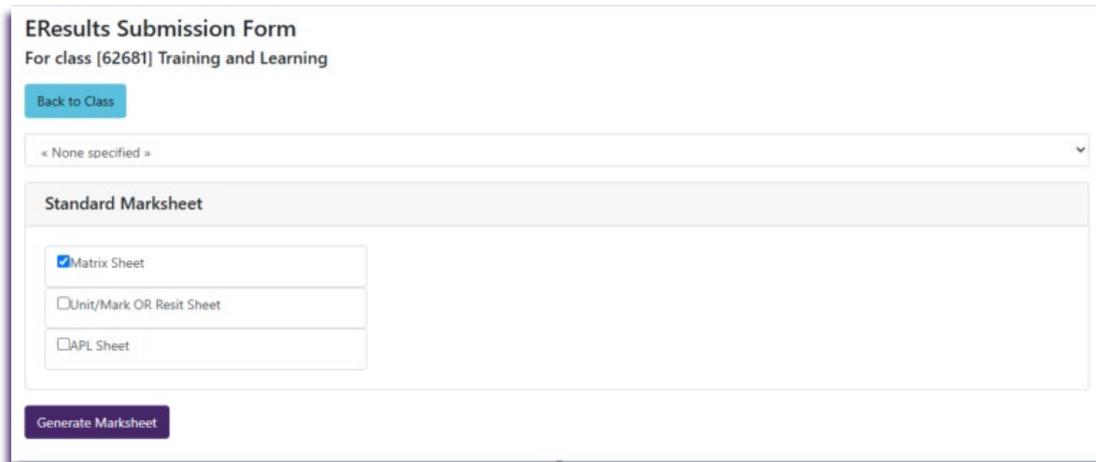
1. Open the relevant class.
2. From the class menu, select "Results," then "E-Results Submission Forms."



The screenshot shows a navigation menu with 'Learner Registrations', 'Unit Registrations', 'Results', and 'Class Documentation'. The 'Results' dropdown is open, showing 'Direct Entry Results By Unit' and 'EResults Submission Forms' (highlighted with a purple box). Below the menu is a class information table:

Provider	[1001]		
Programme/Course	[1]		
Provider Reference	0000000	Purchase Order No	00000001
Class Start	31/12/2025	Class End	
Site		Anticipated Learners	100
Number of Learners	0		
Tutor			

3. Ensure the "Matrix Sheet" option is selected (it should already be ticked by default), then click Generate Marksheet.



The screenshot shows the 'EResults Submission Form' for class [62681] Training and Learning. It includes a 'Back to Class' button, a dropdown menu set to '< None specified >', and a 'Standard Marksheet' section with three radio button options: 'Matrix Sheet' (checked), 'Unit/Mark OR Resit Sheet', and 'APL Sheet'. A 'Generate Marksheet' button is at the bottom.

4. Download and save the marksheet to your computer. It will download as a macro-enabled Microsoft Excel spreadsheet. Enable editing and content when prompted.
5. On the second tab (the matrix grid), tick the boxes next to the learners and/or units as required. Use the dropdowns to select "Achieved" or "Not Achieved" for each unit. Save the completed file.
6. Go to the "Actions" menu and select "E-Results Submission."
7. Upload your completed marksheet and follow the on-screen instructions.
8. You will receive an automatic email confirming successful submission.

7. Accreditation and Recognition of Prior Learning (APL/RPL)

Accreditation of Prior Learning (APL) and Recognition of Prior Learning (RPL) are processes used to award unit achievement to learners based on previous qualifications or relevant experience. In Odyssey, both are referred to as APL, but the process applies to both accredited learning (APL) and unaccredited but recognised learning (RPL).

This function allows you to claim credit for individual learner units based on prior achievement.

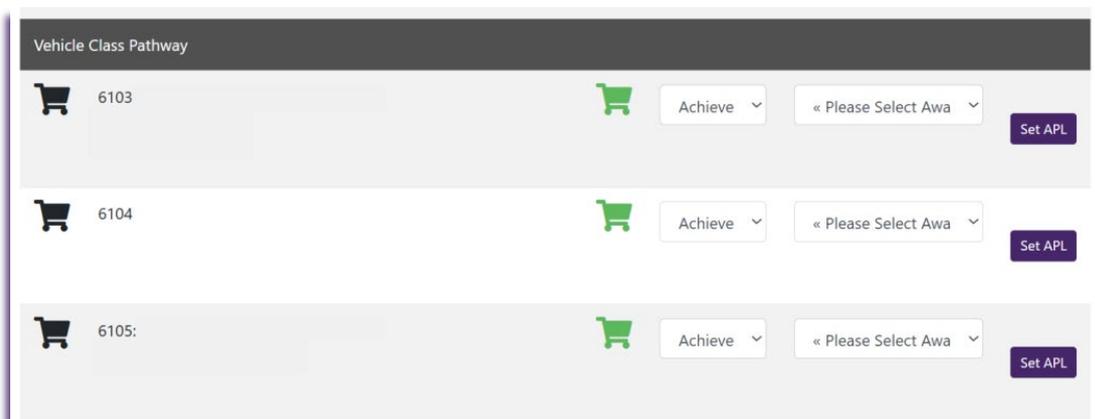
Before starting any APL/RPL claim, we urge you to review the RPL Policy to ensure you have the correct data, documentation and supporting evidence required for submission.

7.1. Submitting an APL/RPL Claim

1. Open the relevant class and go to the **Actions** tab for the learner.
2. Select **Enter results/claims/assessments**



3. Select the unit you wish to claim under APL/RPL, set as achieved and add it to the basket.
4. Once added, the **Set APL** button will appear to the right of the unit.



5. Click the **Set APL** button. A prompt will appear asking you to confirm the APL claim and enter the date of achievement.

6. Complete the required fields, then click **Amend Basket**.

Direct Result Amendment

Learner: [20191379]

Unit: [6103]

Class: [62679]

Achieved/Not Achieved: Achieved ▾

Comment: « Please Select Award Com ▾

APL:

APL Type: --Not Yet Set-- ▾

APL Date:

✎ Amend in Basket

7. The claim will now be updated to reflect APL.

8. Continue to check out the basket as usual from the top of the Odyssey screen.

7.2. Uploading Supporting Documents

- Supporting evidence (e.g. certificates, transcripts, or records of experience) must be uploaded for each learner.
- Go to the **Actions** tab for the learner and use the **Upload Documents** option to submit the relevant files.

Actions	All	Learner ID	ULN	Foreign ID	Title	Forename	Surname	Date of Birth	Status	Metrics	Registered On	Registered
<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Actions ▾ <input type="checkbox"/> </div> <ul style="list-style-type: none"> Add ID photo <li style="background-color: #fff9c4;"> Upload documents Register units against this learner Enter results/claims/assessments Withdraw Check registered qualification Amend Learner registered information </div>		20191379								> Metrics	<div style="width: 10px; height: 10px; background-color: #ffc107;"></div>	
					—	[redacted]	[redacted]	[redacted]	Registered	> Metrics	<div style="width: 10px; height: 10px; background-color: #ffc107;"></div>	[redacted]
		20191381							Registered	>	<div style="width: 10px; height: 10px; background-color: #ffc107;"></div>	

8 E Certificates Download Instructions

Once your learners' results have been processed, you will receive a confirmation email. E-certificates will then be available for download within two working days of that email.

8.1. Downloading E-Certificates

1. Select **Classes** from the **Quick Access icons** on the Odyssey Homepage.
2. Open the relevant class.
3. Select the learners you want to download certificates for by ticking the box to the left of their name.

Under the column "Registered On":

- A green tick next to the qualification indicates a full award certificate is available.
- A yellow and white progress bar indicates that unit certificates / Custom Certification Service certificates are available.

4. Open the E-Certificates dropdown menu.
4. Password Protect (Optional)

When downloading e-certificates, you have the option to set a password to protect the ZIP file. This is recommended if you intend to share the file externally to ensure data security.

- The password is stored against the file and **cannot be changed later**.
 - To proceed without a password, simply clear the password field and move on to step 5.
 - Please note: If you **do not set a password** and later **forward the ZIP file** to someone else, the contents will not be protected.
5. Click **Get Certificates** to download the ZIP file, which will be saved to your browser's usual download location.

9 Checking learners achievement

You can view the achievement status of your learners directly within Odyssey using two methods - one for quick checks and another for generating exportable reports.

9.1. Quick View

1. Select **Classes** from the **Quick Access icons** on the Odyssey Homepage.
2. Open the relevant class.
3. Locate the learner in the list.
4. Under the learner's **Surname**, click the **(More...)** button.
5. This will display the learner's achievement status.

Note: This method is ideal for quick checks but does **not allow you to export** the data.

9.2. Full Report with Exportable Data

1. Select the **Classes** icon from the Odyssey home page and open the relevant class.
2. Along the class task bar at the top of the page, select the **Class Documentation** tab.
3. Scroll down to the **View Report** section. Below this, you will see the **Awards by Class** option. Select this to continue.



The screenshot shows a 'View Report' section with a list of report options. The options are: Report Name, ACE Learner Certification Evidence, Attendance List, Awards By Class (highlighted with a red box), Class List, Class List with Breakdown, and Learner Registrations.

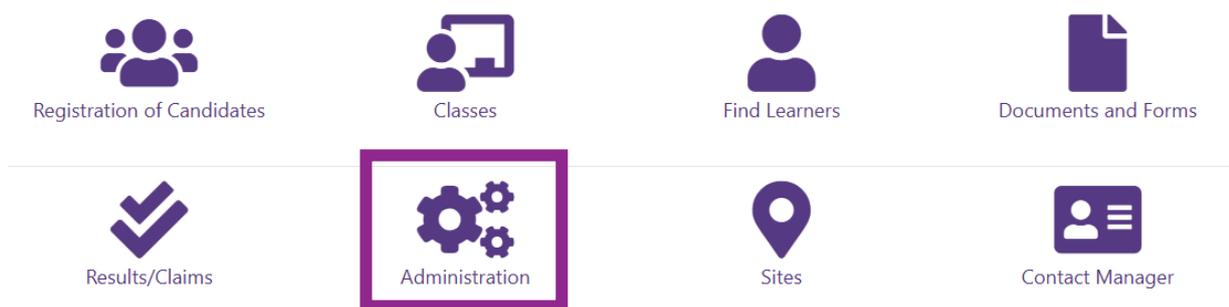
4. Set or adjust the Verification Dates to match the period you wish to check.
5. Click View Report.
 - The report will display a list of learners, their learner ID, Unit ID, Unit Name, QCA Code, Credit and results. Under each learner's name, the assessments they have taken will be listed. On the right-hand side of the report, you can see whether each assessment has been achieved or not

10 Claims

You can check the status of any claims submitted through Odyssey to confirm whether they've been processed or are still awaiting verification.

10.1. How to Check Results Claim Status

1. Select **Administration** from the **Quick Access icons** on the Odyssey Homepage.



1. Click on **E-Results Status**.

This page will display information about your submitted claims, including:

- Whether a claim has been made for learners in a particular class.
- The date the claim was submitted.
- The current status of the claim.

Status explanations:

- **Awaiting QA Verification:** The claim has been submitted and is waiting for external quality assurance (EQA) officer to verify the results.
- **Awaiting Re-Submission:** The claim has been submitted and reviewed by the external quality assurance (EQA) officer and further information is required.
- **Awaiting Processing:** The claim has been submitted and is awaiting certificate generation, the certificate will be available shortly.

Changing a class site once registered

If you need to update the site for a class that has already been registered, this can be done directly in Odyssey.

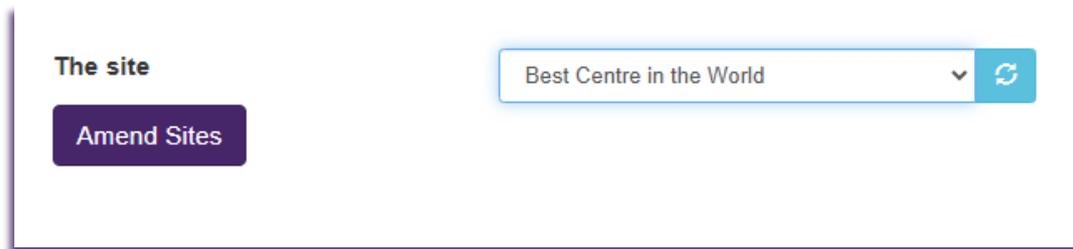
We recommend referring to the Centre Handbook before making changes, as some sites require prior approval by a Quality Assurance Officer.

11.1. How to Change the Site

1. Select **Classes** from the Quick Access icons on the Odyssey Homepage.
2. On the class summary screen, select the **Register Additional Learners** icon.



3. You will be taken to the ERegistration Submission page.
4. Scroll to the field labelled **The Site**.
5. Use the dropdown menu to select the new site from the available options.
6. Once selected, click the **Amend Sites** button to save the change.



Note: Ensure **No File** in the ERegistrations section is ticked before submitting form

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