

International Well Control Forum



Official Forum Feedback

10 July 2015



Overview

Forum is the new administration system due for release by IWCF in August. Because this is a brand new system and will pose many changes to those involved, IWCF have been delivering presentations around the world to introduce the system.

The purpose of this document is to summarise the feedback gained from these sessions and provide official IWCF responses to that feedback. An audio presentation has also been made available for IWCF users to download and watch. This can be found at www.iwcf.org. If you have any further questions regarding Forum please email forum.help@iwcf.org.



1. Will the candidate historical data be transferred to the new system?

Yes all previous records will be transferred over as a part of the data migration.

2. Can centres register on a candidates behalf if needed?

IWCF will promote that candidates should create their own accounts and pass the ID numbers to the training centres when booking a course.

We do however note that in some areas this will cause problems and the training centre staff can create the accounts on behalf of the candidate. In this instance a CPIF (candidate personal information form) should be filled out by the candidate and passed to the training centre staff member to create the account. IWCF will not require this form, this is only for training centre records.

When the account is created, it must be created using the candidate personal email address and once approved, an email will be sent to that address. At this time the candidates will be requested to change their login details (password) for security purposes. Only the candidates should access their accounts.

3. If a centre does register on behalf of a candidate, who will accept the terms and conditions? Will the candidate have to confirm that the details are correct and true?

If you register on a candidates behalf then you would be accepting the terms and conditions. The candidate will need to accept the terms and conditions again when they log into their account for the first time.

We may need to have the disclaimer regarding the EU sanctions on the page when they first log into their account along with the terms and conditions. We would then know that the candidate has accepted the T&C's and the disclaimer themselves. Currently the disclaimer will only be on the candidate registration wizard.

4. What if a candidate changes employers and has a new email address?

Candidates will be able to update their details when they log into their account. We would suggest that they use a personal email address to register.

5. Will FORUM automatically approve/reject a candidate who has links to an embargoed country based on the information entered?

The information will be entered and stored into FORUM however this will be a manual check at IWCF Head Office.

6. Can IWCF provide information prior to going live externally i.e. Information on how to register and what the new process is? This will be helpful so centres can circulate to customers and candidates.

IWCF will provide all the necessary information/training prior to going live, and we will ask centres to circulate the information to customers etc. Information and links will be placed on the website and we will also use the E-Zine newsletter. IWCF will ensure that centres are kept up to date with all the latest information.

**7. Will permanent certificates be issued quicker?**

FORUM will definitely speed up the process of issuing certificates as there will be a lot less manual data entry and checks. For paper based tests, we will still require the test materials to be returned in order to carry out the check marking prior to releasing the certificates.

8. Once the candidate has registered, can they be asked to select what centre they will be attending a course at (if they know)? If they select a centre from a drop down list, can the centre selected be notified that the candidate has registered?

As long as a candidate has registered there is no requirement for them to log into FORUM ever again unless they want to (i.e. to change their email address, change their employer details, check their qualifications etc). Registration is just to ensure each Candidate has an online profile that a Centre can allocate to a course or exam space.

Candidates can use FORUM to search for a Centre in a particular location and find their contact details, but they do not select a Centre through FORUM, they or their employer must contact the Centre directly to book a place on a course.

9. If a candidate only has to register once, what will happen if they are linked to an embargoed country and don't update their details two years down the line when they renew their certificate?

The system will record the date of registration for each candidate. For those who have links to an embargoed county, the system will send an automated email to the candidate asking them to update their details every two years.

10. How long will it take to approve a schedule, will there be a timescale?

When you submit a schedule you will receive a standard response with the current status. You will be able to see the status of each schedule under your user account. Schedules are treated as a high priority.

11. As we are uploading the candidates ID into the system, will the candidate's photo be on their certificate?

This will be available at a later date.

12. Can we have a report that shows candidate details, results etc?

FORUM will allow training centres access to candidate records for *their training facility* and will be able to produce reports for all candidates with examination results.

13. How will the system track if the candidate has changed employers? Will it save a record of previous employer details?

The system will prompt candidates to update their personal details prior to booking on a course, including employer details.

14. Can we add in an option to see a 'preview' of the temporary certificate before we print? Currently we cannot see a preview to check for errors. We would like to amend the details before printing if necessary and not have to input a new record.

IWCF will look into the possibility of including a preview option for the temporary certificate which will allow you to amend before printing, but it will not be available on the 'Go Live' date.

15. On the home screen it has the office opening hours, what about when you are closed?

IWCF now operate an *on call service*, we will include details on the home screen along with office hours.

16. What about the candidates' personal details? Will we be able to view their home address and personal email etc.? We need these details to invite them to attend future training and to ship their certificates.

Training centres will not have access to candidates' personal records, but they will be able to view a history of results if they have been completed at your centre or associated centres.

We would suggest that training centres include this as part of their joining instructions for the course by asking the candidate to provide you with their home address and personal email etc.

For data protection purposes, the centre will not have access to the candidates personal details stored in their account, as problems may arise if they change training centre.

17. Can the system tell us when a candidate wants to attend our centre?

No the system will not arrange the training centres courses dates and bookings, the candidates will still be required to contact you directly to arrange this.

18. Can a notice be sent to the centre when a dispensation has been accepted?

If a course option cannot be selected as an equivalent, IWCF will review the employer recommendation and approve/decline the request where appropriate. The training centre scheduler will be updated accordingly.

19. What happens with instant re-sits? Does this have to be approved in the system before it goes ahead?

No, the invigilator will have the ability to proceed with an instant re-sit, where the candidate meets the criteria.

20. Is there a way that Centres could edit Candidates' personal information when they come for a test, as the Candidate often puts the wrong name or misspells their personal information?

If the name on their account is correct and they want to enter a different ID then the centre can do this on the first day of the course. They have the opportunity to enter updated ID details and a comment about why there is a mismatch. The updated ID would only be stored for that particular schedule and not saved against the candidate's account unless the candidate updated it themselves or the Centre can ask IWCF to do this if required.

21. Why do we need to enter employer details at all?

This is required for billing purposes (i.e. if employer funded) and also for identifying candidates who work for an employer that requires a higher pass mark than the IWCF pass mark (i.e. IWCF requires a candidate to achieve 70% but the employer may require them to achieve 80% etc).

22. Will there be a test version of the system available?

Yes some Centres will receive a test build which will help us with our testing process.

23. How will test sessions be signed off?

The system will make use of electronic signatures.

24. Is there a user guide to help candidates go through the registration process?

Yes a user guide has been created specifically for this purpose. This will be sent to all Centres so that they can send this onto Candidates. It will also be available on www.iwcf.org.

25. What is the overlap time from introducing the systems and the cut-off for paper use when booking test sessions?

It is hoped that all Centres should be using FORUM before the end of 2015 however in the meantime Centres should continue using the existing process until they have been provided a login and password to the new system.

26. Will information notices still be posted to the website?

Yes information notices will still be available in all normal ways, as well as being available on Forum.

27. Can we add future test sessions?

Yes, you can add a test session as a 'deferred schedule'

28. Must we receive candidate I.D to upload to Forum before the course starts?

No, candidate I.D can be uploaded on the first day of the course.

29. Can you add multiple assessors to a schedule?

Yes, you can select as many approved assessors as you like, this can then be updated on the first day of the course.

30. What happens if the candidate doesn't want to give us their e-mail address?

The employer can register on their behalf or the candidate will have to register themselves. It does not have to be a personal e-mail address or an employer e-mail address. An e-mail address can be created solely for IWCF Forum purposes. Centres are encouraged to collect their own information as part of their registration process also. In the event that a candidate is unable to be allocated a place on a course due to a registration issue, please contact IWCF for help in resolving the issue. We will do our best to ensure that Centres and valid candidates are not negatively impacted by FORUM.

**31. Will authorised signatories still be needed?**

Yes, there will be an electronic sign off for authorised signatories on the Forum.

32. If there are no test nomination forms, CPIFs or candidate registration forms do we still need to keep our old filing system for audit purposes?

Once a Centre is using FORUM these forms will no longer be required unless the Centre has been unable to use FORUM for any reason then these forms can be used as a backup measure. Historical records should be kept for the appropriate legal time.

33. Can we get a set format to send out to candidates when telling them to register?

Yes, we will send out a set format for centres to send to candidates when asking them to register etc. so that everyone receives the same standard information.

34. For practical assessments and results, does it have to be the practical assessor who uploads these?

No, others at the centre are able to do it for those assessors who are not able.

35. Can candidates use the same Candidate user I.D to book onto all courses e.g. Drilling and Well Intervention?

Yes, Candidates will only need to register once. The registered I.D account the candidate has will allow them to book onto all courses.

36. Can secondary centres use the system?

Yes, the primary centre is in control of who can access the system at their end.

37. Will there be an automated e-mail to candidates to tell them they have to re-certify e.g. after the 2 year certification period?

Yes, we are working on an e-mail reminder for candidates to update their details and for when recertification is required. IWCF has no issue with Centres also informing candidates that they need to re-certify.

38. Will the system recognise anniversary dating for certificates?

Yes Forum will be able to calculate anniversary dating automatically from candidate accounts and information from our previous system.

39. I have courses booked post Forum 'Go Live' date. DO I need to ask the Candidates on these courses to go and register on Forum?

Because Candidate Registration is a change in our requirements we are looking at ways of ensuring this can be done with the minimum of disruption to both Centres and candidates. We will work with Centres to ensure that any candidates booked on a course or exam around the time of FORUM going live is not prevented from attending.