



تأمم  
**TAMM**

خدمات أبوظبي الحكومية  
Abu Dhabi Government Services

# Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET)

## Claim for Certificate Issue Replacement

*User Guide – V 0.8*

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Secret

Sensitive

Confidential

Open

## Introduction

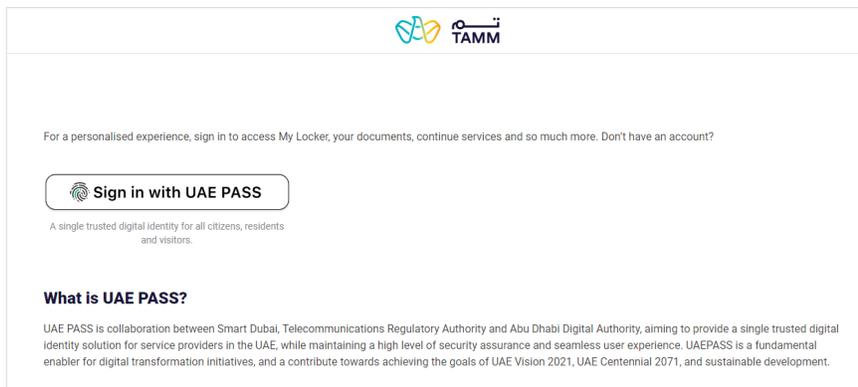
TAMM allows you claim for certifications on behalf of candidates and issue their replacements with the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET).

The following are the ACTVET dashboard features covered in this user guide:

- **Claim for Certifications** – Through this feature, a primary contact of a registered training provider can claim for certifications on behalf of candidates from the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET).
- **Issue Replacement Certificate** – Through this feature, a primary contact of a registered training provider can request for a replacement certificate on behalf of a candidate from the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET).

## Prerequisite

Your valid UAE Pass account is a must to sign in and access ACTVET's dashboard.

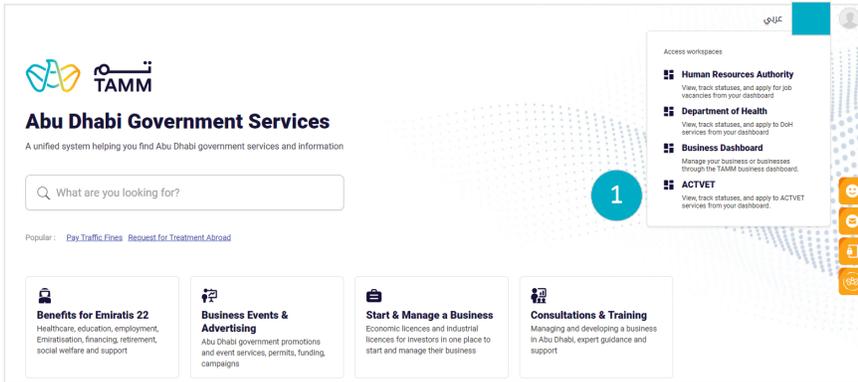


### Sign in to Tamm Digital Services

Click **Sign in with UAE PASS**, and log in using your valid credentials to access the features.

## Getting Started

This section explains, how to access the ACTVET dashboard and navigate to the required pages.

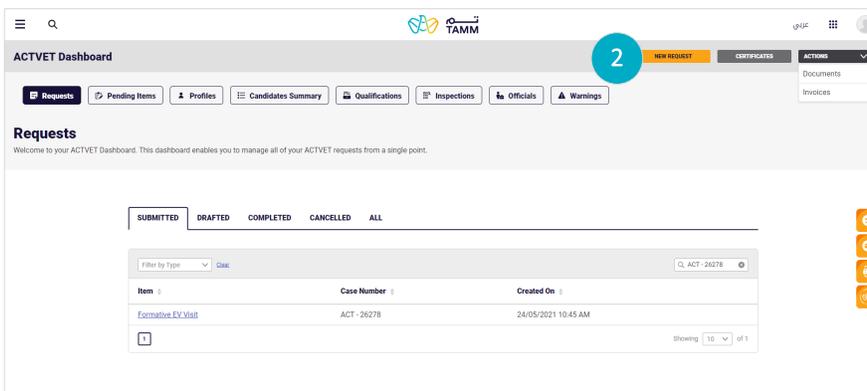


### Access the ACTVET Dashboard

Follow the below instructions to access the ACTVET dashboard.

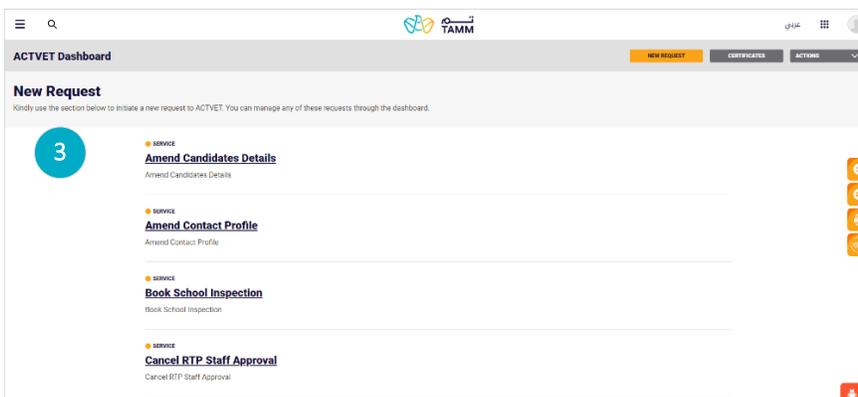
1. On Tamm home screen, click the 'Workspace' icon and select **ACTVET** from the list.

The following screen displays the ACTVET Dashboard homepage.



2. Click the **NEW REQUEST** button.

The following screen displays the **New Request** section.



3. Search the required feature and click on the link to initiate the request.

The screen corresponding to the selected feature will be displayed.



## Claim for Certifications

### Specify Qualification

Specify the candidates' qualification that you wish to claim certificates. Optionally, you can also choose the related campus to have a filtered list of candidates. And when completed, proceed to view and agree to the terms and conditions.

#### Qualifications List

Filter by  Clear

Qualification (English)	Qualification (Arabic)	Code	Level
> <input type="radio"/> Diploma in Aircraft Maintenance (Airframe and Powerplant)	دبلوم في صيانة الطائرات (هيكل ومحركات الطائرات)	DEF05002RQ17	Level 5

Showing 10 of 1

#### Select Campus (Optional)

#### Campus Details

Filter by  Clear

Name	City	Code
> <input type="radio"/> Campus Test	Abu Dhabi	300

Showing 10 of 1

#### Accept Terms and Conditions

Please read and accept the terms and conditions and also select on whose behalf the terms and conditions are being accepted.

ACCEPTED ON BEHALF OF

Abdalla

I have read and agree to [Terms and Conditions](#) outlined by ACTVET to claim the certifications.

**NEXT** → [Cancel](#)

## Claim for Certifications

### Specify qualification

1. Select the qualification of the candidates for which the certificate has to be claimed from the list.
2. Optionally, specify the campus of the candidates.
3. Read and accept the **Terms and Conditions**.  
**Note:** Depending on the profile, you may need to select the name of the person on behalf of whom the terms and conditions are being accepted.
4. Click **NEXT** to proceed.
  - a. To close the application, click **Cancel**.

The following screen displays the **Specify Candidates** section.

## Specify Candidates

Review and select one or more candidates for whom you are claiming the certification.

### Qualification and Campus Details

Qualification **Diploma in Aircraft Maintenance (Airframe and Powerplant)**

Qualification Code **DEF05002RQ17**

Campus **NA**

### Registered Candidates List

Search

<input type="checkbox"/>	Candidate Name	Emirates ID	Qualification Start Date
<input type="checkbox"/>	HAMAD	784-0000-0000000-0	09/09/2018
<input type="checkbox"/>	SAIF	784-0000-0000000-0	09/09/2018
<input type="checkbox"/>	FAHAD	784-0000-0000000-0	09/09/2018
<input type="checkbox"/>	ABDULLA	784-0000-0000000-0	23/09/2018
<input type="checkbox"/>	MOHAMED	784-0000-0000000-0	23/09/2018
<input type="checkbox"/>	ALI	784-0000-0000000-0	23/09/2018
<input type="checkbox"/>	JUMA	784-0000-0000000-0	23/09/2018
<input type="checkbox"/>	NUZUR	784-0000-0000000-0	23/09/2018
<input type="checkbox"/>	Abdulrahman	784-0000-0000000-0	23/09/2018
<input type="checkbox"/>	BADIR	784-0000-0000000-0	23/09/2018

1 2 3 4 5 ... 13 →

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#### Note

Candidates included within other claim certification requests will not be displayed in the list above.

← **BACK**    NEXT →    [Cancel](#)

## Specify candidates

Review the **Qualification and Campus Details** specified in the previous step.

5. Select the candidates for whom the certificate is to be claimed from the list.
6. Click **NEXT** to proceed with the application.
  - a. To return back to the previous page, click **BACK**
  - b. To close the application, click **Cancel**.

The following screen displays the **Specify Grades** section.

### Specify Grades

Specify the grades for the candidates selected in the previous step by using the edit action button. You can also add or remove candidates by using these action buttons.

Case Number	Created On
ACT - 28701	23 June, 2021 4:00 PM

**ACTIONS**

Candidate Name	Emirates ID	Qualification Completion Date	Status	Actions
> HAMAD	784-0000-0000000-0	09/06/2021	Completed	

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7

8 **ADD CANDIDATES**

**Note**

The above mentioned candidates could have been assigned the same unit, grade or qualification completion date, if the 'apply to all' functionality was used. Please make sure to verify all details before submitting the request.

ADDITIONAL NOTES (OPTIONAL)

Describe any additional information you would like to provide for this service.

0/500

**SUBMIT** [Cancel](#)

### Specify grades

Review the following case related information:

- Case Number
- Created On

7. To modify or remove a candidate, click the [Edit](#) or [Delete](#) icon.
8. To include additional candidates to the application, click [ADD CANDIDATES](#).

Based on the selection, the following screens are displayed:

- [Add Candidates](#)
- [Update Grades](#).

### Add Candidates

Select candidate(s) to be added from the table below.

Registered Candidates List		
<input type="text" value="Search"/>		
<input type="checkbox"/> Candidate Name	Emirates ID	Qualification Start Date
<input type="checkbox"/> SAIF	784-0000-0000000-0	09/09/2018
<input type="checkbox"/> FAHAD	784-0000-0000000-0	09/09/2018
<input type="checkbox"/> ABDULLA	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> MOHAMED	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> ALI	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> JUMA	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> NUZUR	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> Abdulrahman	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> BADIR	784-0000-0000000-0	23/09/2018
<input type="checkbox"/> SAIF	784-0000-0000000-0	11/02/2019

1   2   3   4   5   ...   13   →   Showing 10 of 124

8.1

8.2

  
    
 [Cancel](#)

#### Add candidates

- 8.1 Select the check boxes against the candidate names that must be included in the application.
- 8.2 Click **ADD** to confirm and proceed with the application.
  - a. To return back to the previous page, click **BACK**.
  - b. To close the application, click **Cancel**.

The following screen displays the [Specify Grades](#) section.

## Update Grade

Select and specify the grades for the applicable units in the table below. Please note that the 'Percentage' and the 'Pass / Fail' fields are optional.

Candidate Name	Emirates ID
HAMAD	784-0000-0000000-0

QUALIFICATION COMPLETION DATE

MMDDYYYY 

### Unit and Grade List

<input type="checkbox"/> Units	Code	Grade	Percentage	Pass / Fail
<input checked="" type="checkbox"/> Apply Aerodynamic Principles	DEF04001RU17	Compet... <input type="text"/>	-- 100 +	Pass <input type="text"/>
<input type="checkbox"/> Apply Fundamentals of Mathematics	DEF04002RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Employ Electrical Principles	DEF05003RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Apply Mechanical Physics	DEF05009RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Employ Mechatronics Fundamentals	DEF05010RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Apply Digital Practices in Mechanical Aircraft Maintenance	DEF05011RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Use Metalware and Material in Aircraft Maintenance	DEF05012RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Perform Aircraft Mechanical Maintenance Practices	DEF05013RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Maintain Fixed Wing Structures	DEF05014RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>
<input type="checkbox"/> Maintain Fixed Wing Systems	DEF05015RU17	Select <input type="text"/>	-- 0 +	Select <input type="text"/>

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Apply the same unit, grade and qualification completion date for all the selected candidates.

[Cancel](#)

### Update grade

Review the following candidate information for whom the grades are being updated:

- Candidate Name
- Emirates ID

7.1 Specify the **QUALIFICATION COMPLETION DATE**.

7.2 Select the relevant units and specify the following:

- a. Grade
- b. Percentage
- c. Pass or Fail

7.3 If applicable, select the check box to apply the same unit, grade and qualification completion date for all the candidates.

7.4 Click **SAVE** to confirm and proceed with the application.

- a. To return to the previous page, click **BACK**.
- b. To close the application, click **Cancel**.

The following screen displayed the [Specify Grades](#) section.

### Specify Grades

Specify the grades for the candidates selected in the previous step by using the edit action button. You can also add or remove candidates by using these action buttons.

Case Number	Created On
ACT - 28701	23 June, 2021 4:00 PM

ACTIONS ▾

Candidate Name	Emirates ID	Qualification Completion Date	Status	Actions
> HAMAD	784-0000-0000000-0	09/06/2021	Completed	

1
Showing 10 of 1

**ADD CANDIDATES**

**Note**

The above mentioned candidates could have been assigned the same unit, grade or qualification completion date, if the 'apply to all' functionality was used. Please make sure to verify all details before submitting the request.

ADDITIONAL NOTES (OPTIONAL)

Describe any additional information you would like to provide for this service.

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**SUBMIT** [Cancel](#)

### Specify grades

Review the details in the screen.

9. Click **SUBMIT** to proceed with the application.
  - a. To close the application, click **Cancel**.

The following screen displays the **Request Submitted** section.



## Your Application Has Been Submitted Successfully

Reference number: **ACT - 28701** Submitted on: **23 June, 2021 4:05 PM**

Your request to claim the certificate for select candidate(s) has been submitted successfully for review. You can continue to check the status of your application as required through the 'To-Do list' section of the service request in the dashboard.

### Request Summary

Candidate Name	Emirates ID
HAMAD	784-0000-00000000-0

[GO TO TO-DO LIST](#)

## Request submitted

A confirmation screen with the following information is displayed:

- Reference Number
- Submitted On
- Candidate Name
- Emirates ID.

**Note:** Click **GO TO TO-DO LIST** to review the pending action items related this request.

## Issue Replacement Certificate

### Specify Request Details

Choose the candidate and the respective qualification for which a replacement certificate is required.

#### Select Candidate

	Full Name	Emirates ID
1	<input checked="" type="radio"/> Daham	784-0000-0000000-0
	<input type="radio"/> Saif	784-0000-0000000-0
	<input type="radio"/> Faraj	784-0000-0000000-0
	<input type="radio"/> Ali	784-0000-0000000-0
	<input type="radio"/> Marwan	784-0000-0000000-0
	<input type="radio"/> Sulaiman	784-0000-0000000-0
	<input type="radio"/> Easa	784-0000-0000000-0
	<input type="radio"/> Khaled	784-0000-0000000-0
	<input type="radio"/> Obaid	784-0000-0000000-0
	<input type="radio"/> Mohamed	784-0000-0000000-0

1 2 3 4 5 ... 23 →
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#### Select Qualifications

	Code	Qualification Name	Created On	Expiry Date
2	> <input checked="" type="radio"/> DEF05002RQ17	Diploma in Aircraft Maintenance (Airframe and Powerplant)	15 Mar 2020	01 Jan 1970

### Terms and Conditions

In order to proceed with your application, you are required to read and accept the terms and conditions.

ACCEPTED ON BEHALF OF (OPTIONAL)

3

I have read and agree to ACTVET's [Terms and Conditions](#).

4

## Issue Replacement Certificate

### Specify request details

1. Select the candidate for whom a replacement certificate is required.
2. Specify the relevant qualification for which the certificate is required.

**Note:** The qualifications are dynamically displayed based on the candidate selection.

3. Read and accept the **Terms and Conditions** by selecting the check box.
4. Click **NEXT** to proceed with the application.
  - a. To close the application, click Cancel.

The following screen displays the **Specify Certificate Details** section.

### Specify Certificate Details

Specify the reason for requesting a replacement certificate, and choose the type of certificate required.

Case Number	ACT - 26218
Created On	23 May, 2021
Selected Candidate	Adnan
Selected Qualification	Diploma in Aircraft Maintenance (Avionics)
Portal Status	Not Started

5

REASON FOR REPLACEMENT: Loss  
 CERTIFICATE TYPE: Certificate

6

COMMENTS (OPTIONAL)  
 comments  
 8/300

7

← BACK    SUBMIT    [Cancel](#)

### Specify certificate details

Review the information based on the previous selection:

- Case Number
  - Created On
  - Selected Candidate
  - Selected Qualification
  - Portal Status
5. Select the **REASON FOR REPLACEMENT** and **CERTIFICATE TYPE** from the drop-down lists.
  6. Optionally, mention any additional information related to the request.
  7. Click **SUBMIT** to proceed with the application.
    - a. To return back to the previous page, click **BACK**.
    - b. To close the application, click **Cancel**.

The following screen displays the **Request Submitted** section.



### Your Request Has Been Submitted Successfully

Reference number: **ACT - 26218** Submitted on: **23 May, 2021**

Your request to issue a replacement certificate is submitted successfully. You will be notified of any updates to your application on your dashboard.

Request Summary	
Selected Qualification	Diploma in Aircraft Maintenance (Avionics)
Selected Candidate	Adnan
Replacement Reason	Loss
Certificate Type	Certificate

**GO TO TO-DO-LIST**

### Request submitted

A confirmation screen with the following information is displayed:

- Reference Number
- Submitted On
- Selected Qualification
- Selected Candidate
- Replacement Reason
- Certificate Type

**Note:** Click on **GO TO TO-DO LIST** to review the pending action items related this request.



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