



Home Office

ASPeL – Personal Licence Process

Quick Start Guide for Applicants

Archived

Before you start

You need to have the following readily available to start:

1. Check you have an up to date web browser (see “Browsers” below)
2. Access to the Personal Licence application process on ASPeL - you will need to contact your establishment’s Home Office Liaison Contact (HOLC) to request access to ASPeL (see “Account set-up” below)
3. Your **shared Establishment Key** – your HOLC can supply this
4. Module certificate information including certificate numbers and dates (see “Training” section below)

Browsers

You should be able to access ASPeL using up to date versions of web browsers such as Google Chrome or Firefox. A key feature of ASPeL is that it uses modern web-technologies which work best with up-to-date versions of web-browsers. These improve download speeds and the overall experience for users of the system. Old browsers, such as Internet Explorer 8 will not work.

Account set-up

When an account has been created for you by the HOLC you will be sent an email containing a link to access the system. When you click on the link you will be prompted to reset your password.

When you have successfully reset your password you will be taken to the login page where you will need to re-enter your login details.

Navigating the system

After logging in you will arrive at the dashboard.

Notifications – where all in-system mail messages are posted regarding the status of your applications

Notice Board – where the Home Office posts messages for all to see and also places links to relevant documents on the Home Office website

Tasks – where you access a new personal licence application form.

Applicant Inbox – where you can access the application you have created.

Stub retrieval

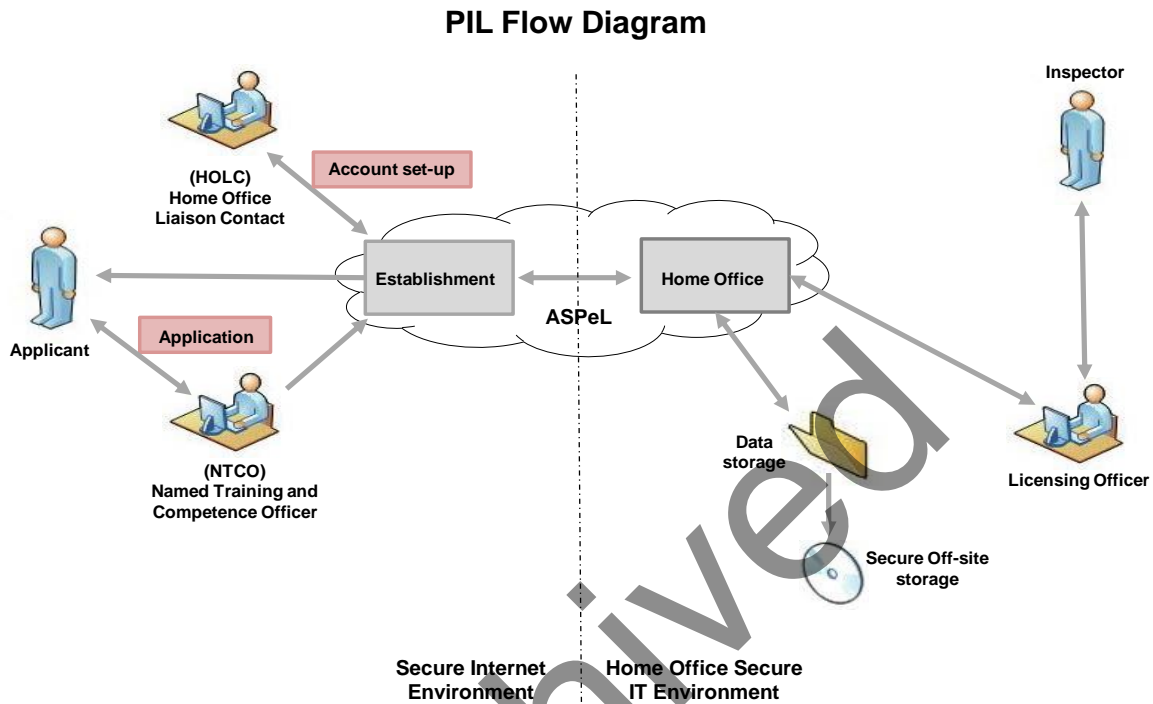
After 14 days of inactivity an application form is archived for security purposes. However, it can be called back at any time. This will happen automatically when you try to open the application and you select the ‘Request Form Retrieval’ button.

Starting a new application

To start a new application click on the ‘Application for a personal licence’ under the ‘Tasks’ heading.

Personal licence application

The diagram below shows the personal licence process on ASPeL.



Completing the form

Application Type

- New – For all new applications
- Amendment – Applications that have been granted on ASPeL which you are now submitting an amendment or where you have a paper licence which now requires amendment and you are submitting this on ASPeL.
- Conversions – To convert a paper licence to ASPeL where no amendments are being applied for.

Module Training

You will need to complete a template for all mandatory modules for personal licence applicants. You can find the mandatory modules in Figure 4 of the Guidance on the Operation of the Act.

If you have held a personal licence which required the same modules you may be able to claim exemption on the grounds of 'recent equivalent personal licence authority'. You must discuss requirements and exemptions with your Named Training and Competence Officer (NTCO).

Moving from one establishment to another – requesting the revocation of the old licence

If you are moving to a new establishment and have an existing ASPeL licence at another establishment please use the 'Other relevant experience and training box' to provide details of the licence to be revoked.

Application returned from your Named Training and Competence Officer (NTCO)

If your application has been returned to you for revision by your NTCO, you will receive a notification to login to ASPeL. Their comments can be viewed at the top of the application form. These comments will remain on the application form until it has been submitted to the Home Office.

Receiving your licence

If your application for a licence is granted, a pdf of the licence will be sent to the central contact point at your establishment. You must not start work until you have received and checked the licence thoroughly.

Licence amendments

Do not start a new application form. When your licence has been granted your application form will be returned to you and can be accessed on your dashboard in the 'Applicant Inbox'. The form can be amended and then submitted to the NTCO.

When submitting an amendment for a licence that has been granted on ASPeL – change the application type to 'Amendment'

Hints and tips

Passwords

Note: Your password link can only be used once to set up your account; once your account has been created, you should log in by typing in the url address:

<https://www.aspel.homeoffice.gov.uk/user/login>

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- ❖ **Note:** There is a 3-day time limit for changing passwords. If you don't do this the link will expire and you will need to contact your Home Office Liaison Contact to request a password reset.

ASPeL Help Desk

The ASPeL help desk will be open from 9:00am – 17:00pm Monday to Friday.

Email: ASPELQueries@homeoffice.gsi.gov.uk

Phone: 020 7035 4469

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