Empowering Futures

Learner Registration and Certification Policy
Version: 1.0

Date of Issue: 22 May 2025

Next Review Date: 22 May 2026

Approved by: [Insert Name/Role]

1. Purpose
This policy outlines the procedures Empowering Futures will follow to ensure:
- Timely and accurate registration of all learners.
- Secure and efficient certification upon achievement.
- Compliance with the requirements of relevant awarding organisations.
- Maintenance of accurate learner records.

2. Scope
This policy applies to:
- All staff involved in administration, delivery, quality assurance, and learner support.
- All learners enrolled on accredited qualifications delivered by Empowering Futures.

3. Objectives
- Register all learners with the relevant awarding organisation within agreed timescales.
- Provide learners with confirmation of their registration.
- Monitor learners' progress and assess eligibility for certification.
- Claim certification promptly and securely upon learner achievement.
- Maintain accurate and secure learner records.

4. Learner Registration Procedure

4.1 Initial Data Collection
Upon enrolment, learners must complete a Learner Enrolment Form including:
- Full legal name
- Date of birth
- Unique Learner Number (ULN), if applicable
- Contact details
- Equality and diversity information (if applicable)
- Proof of identity
All information must be verified by admin staff for accuracy.

4.2 Registration with Awarding Organisation
The Centre Administrator will register learners with the appropriate awarding organisation within 14 working days of the course start date or in accordance with specified deadlines. Learners will be notified of successful registration and provided with confirmation.

5. Certification Procedure

5.1 Assessment and Internal Quality Assurance
Tutors will assess learner work and submit results for internal quality assurance. The Internal Quality Assurer (IQA) will verify assessments in line with the centre's IQA strategy.

5.2 Claiming Certificates
Once the IQA confirms the learner has met the required standards, the Centre Administrator will submit a certification claim within 10 working days of IQA sign-off. Certification may be claimed:
- Upon full qualification achievement
- Unit-by-unit, where applicable

5.3 Issuing Certificates
Certificates will be checked for accuracy and stored securely. Learners will be informed when their certificates are available. Certificates can be:
- Collected in person (with signed confirmation)
- Posted via recorded delivery (with proof of postage retained)

6. Monitoring and Record-Keeping

A Learner Registration & Certification Log will be maintained, recording:
- Date of enrolment
- Date of registration
- Qualifications or units registered
- Date of achievement
- Date certificate requested and issued

Records will be stored securely (digitally and/or physically) and retained for a minimum of three years after certification.

7. Roles and Responsibilities

Centre Manager: Oversees compliance and reviews policy

Centre Administrator: Manages registration, certification, and records

Tutors: Submit assessments and learner information accurately

Internal Quality Assurers (IQA): Ensure quality and approve certification requests

8. Non-compliance and Appeals

Any issues related to late registration or incorrect certification will be investigated by the Centre Manager. Learners may raise concerns through the centre's formal Complaints and Appeals Policy.

9. Review and Continuous Improvement

This policy will be reviewed annually or following updates to regulatory or awarding organisation requirements. Continuous improvement will be informed by learner feedback and internal audits.

Signed: R. White

Name: R. White
Role: Centre Manager
Date: 22 May 2025