



Registration and Certification Policy

Version History

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Original	June 2014	Quality Assurance	
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4	February 2022	Sarah Edmundson	Design Change
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Registrations

Registering learners

Your Centre is required to complete the form on Qualitas in order to register learners with Focus Awards.

On the registration form there are the following fields for you to fill in for each of your learners:

1	First name	
2	Surname	
3	Date of Birth	
4	Postcode	
5	Gender	
6	ULN/Student number	<p>Please request this from your learners to confirm their identity and also to add learning to their profile. ULNs are required when qualifications are funded.</p> <p>Should the qualification be privately funded by the learner a student number will need to be provided. This is a number used in your own systems to identify a learner.</p>
7	Funded	Please tick this box if the qualification has been funded (Advanced Learner Loan, ESFA etc.) and the ULN has been entered.
8	Identification	It is the responsibility of a centre to ensure that a learner's identification is confirmed. As a centre you will be accountable for any issue with registrations such as learner names being incorrect.

Registration time frame

Learners will be registered by the Centre's relevant member of staff no later than at commencement of the course. However, this is not always possible, and learners should be registered on the relevant qualification and/or unit(s) no later than 25% through the course.

Centres Responsibility

It is your responsibility to take all reasonable steps to confirm the identity of the learners and you can do this by requesting sufficient personal data to complete the registration form and inputting a unique learner number -ULN – if the learner opts to have a ULN – to ensure the learner can be clearly and uniquely identified. If no ULN available it is advised that centres input a student number. A student number can be a number which a centre uses to identify a learner*

**Please note, if the learner chooses not to provide their ULN, then you must confirm their identity by other means (passport, driving license etc...).*

Your Centre must nominate personnel who are authorised to check and submit course registration/certification requests. The nominated member of your team is responsible for ensuring that the course has been delivered effectively, the learner has completed the relevant parts of the course, and the identification of the learner has been confirmed. In addition, they will check course paperwork, registration requests and certificate claims to ensure they have been fully and correctly completed, including:

- that result information matches course registration details;
- only appropriately competent tutors, assessors and IQAs were involved in the delivery/assessment;
- the correct Focus Awards documentation was used;
- learner details are correctly completed;
- investigating any suspicious entries or reasons for omissions of key data, resolving any issues with the relevant tutor, assessor and/or IQAs and when required raising the matter with Focus Awards.

Completed learner registration forms must be checked by your Centre to ensure full and clear completion and that the correct qualification and/or unit(s) has been listed, as well as being signed off by a suitable empowered and authorised member of staff.

All completed registration requests will be submitted through the Qualitas system and then the Head of Customer Support will review and ensure their accuracy and arrange for invoicing. The registration you complete within the Qualitas system has a specific field for you to record that the learner has been uniquely identified and detail the evidence that has been viewed. Your Centre must hold this information on file for AO auditing purposes.

Your Centre is responsible for the accuracy and timelines of registrations. Failure to register learners correctly and timely will lead to the matter being passed to our quality monitoring team for evaluation which could result in sanctions being applied and a quality assurance investigation.

Certifications

The initial trigger for all certificate claims rests with your Centre. Only when you are satisfied that a learner has completed the relevant assessments and has reached the specified level of attainment for the units and/or qualification should you make a claim for certification to Focus Awards. You should not claim the full qualification certificate and credits or individual units and credits if the learner failed to complete the entire qualification for whatever reason. This must be verified by your Centre's IQA before claims for certification are made.

If sampling is required, you will be prompted on Qualitas to submit the sampling. When completing the sampling form on Qualitas please ensure all relevant fields are completed. During this submission you will need to include all of the learners you wish to claim certificates for. Upon completion of sampling by your external quality assurer, you will receive an email advising the report is available. If the decision is confirmed, you will be able to claim the certificate request, please see the Qualitas guide on how to complete this.

Note: your internal arrangements for compliance with these arrangements will be monitored from time to time by the external quality assurer allocated to your Centre to ensure robust

arrangements are in place, specified procedures have been followed, and that your Centre has arrangements which minimise the risk of fraudulent or mistaken certificate claims being made. Should any issues arise through these visits or through other means (such as a complaint or via an Ofqual investigation) that calls into question the validity of a certificate claim, then the Head of Centre must be immediately notified, and a formal investigation carried out (in accordance with our malpractice and maladministration policy).

Steps in the Certification Process – Information for Centres

On completion of the course your Centre must complete the certificate claim for each learner via the Qualitas system. This must be verified by the IQA. You are advised to make copies for your own records.

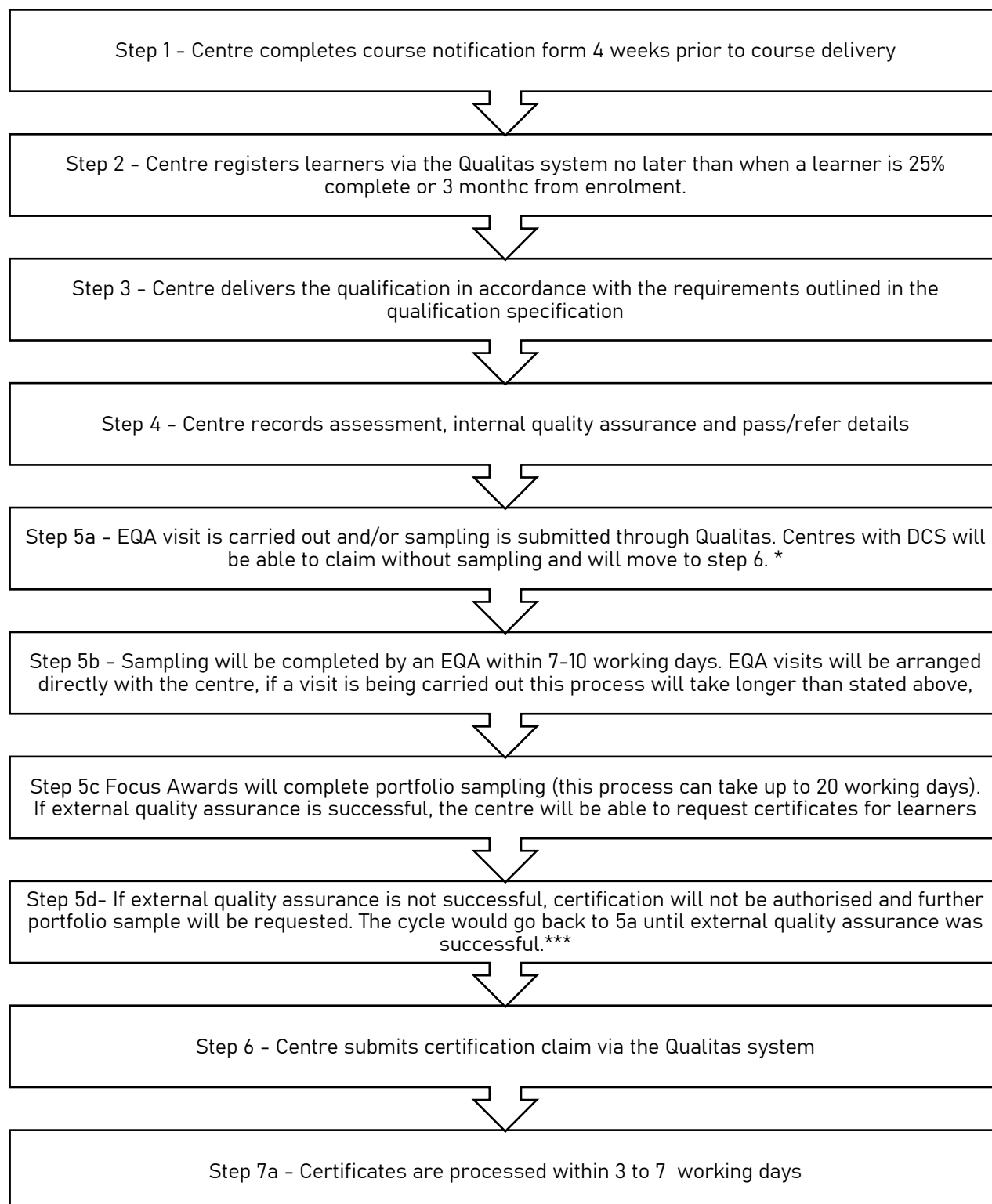
If your Centre holds Direct Claims Status (DCS), upon receipt of the certification claim, Focus Awards will issue certification within seven working days.

If your Centre does not hold DCS, Focus Awards will ask you to submit learner portfolios for desk-based verification. Once the external quality assurance has taken place and Focus Awards is satisfied that your practice is acceptable, certification will be enabled, and you will be able to request certificates *

*Please note, this process may take up to a maximum of 20 working days

- If your Centre has a certificate claim that coincides with an EQA visit, the EQA will sample learner portfolios on site. If the EQA is satisfied that your practice is acceptable they will authorise the claim and report back to Focus Awards.
- It is your responsibility to check the details on the certificates and claims for corrections (e.g., spelling of name), must be made immediately. Claims must be made to the Head of Customer Support and the incorrect certificate sent back to Focus Awards immediately.
- It is your responsibility to forward certificates promptly to your learners. If certificates are handed to learners, signatures confirming receipt should be obtained.
- Certificates sent by post, should be sent by special or recorded delivery and include the sender's address. Any certificates returned to Focus Awards by postal services due to no sender's address will be subject to a processing and postal fee for the return to the centre.
- Replacement certificates can be applied for if a learner has lost the original or where the certificate was lost between your Centre and the learner. There is an additional cost for this service (please refer to Focus Awards Fees List) and a replacement certificate application form must be completed and submitted to Focus Awards.
- Replacement certificates are only issued after steps have been taken to authenticate the claims and reasonable efforts have been made to retrieve the original issued certificate.
- Certificates are issued in the name used by the learner at the time the certificate is requested. Replacement certificates may be provided to accommodate a subsequent name change, however, proof of identity must be provided and there will be an additional fee according to the current Focus Awards fees list.
- Certificates will not be issued to Centres with outstanding payments to Focus Awards.

A chart of the registration and certification process can be found below



** Certificate or sampling claims cannot be made if a learner registration has been on Qualitas for a period less than one month.*

**Focus Awards may apply sanctions or conduct an additional EQA visit for continued non-compliance, which puts the integrity of the qualification at risk.*

Contact us

If you have any queries about the contents of the policy, please contact our support team

E: info@focusawards.org.uk

T: +44(0)333 3447 388