

Registration and Certification Policy

V2.3

Introduction

This is version two of the Registration and Certification Policy and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

Change history to V2.3

Date	Section	Change	Reviewed by	Signed off By
June 2023	Direct Claims Status	Direct Claims a Centre must hold an Amber or Green Risk Rating.	L Earle	R Lowbridge

Change history to V2.2

Date	Section	Change	Reviewed by	Signed off By
March 2023	Direct Claims Status	Risk Rating changed to Amber	L Earle	R Lowbridge

Change history (insert previous version if applicable)

Section	Change
All	Structuring and formatting changes
Regulatory reference	Updated to reflect latest General Conditions of Recognition criteria
Four Week Rule	Registration rules

Scope

This policy applies to all approved Centres offering SFEDI Awards qualifications.

Definition

SFEDI Awards provides a registration and certification system named Registr8 that is available through a web based portal. On successful completion of the centre approval process, or the addition of satellite centres, the nominated users will automatically be allocated both a username and password to allow for use of the system.

This policy should be read in conjunction with the SFEDI Awards Registr8 User Guide.

Centre Responsibilities

Registering Learners

Centres must maintain accurate records of learner data to include course enrolment and learner registration. Centres must be able to demonstrate that the identity of each learner has been confirmed and these records made available to SFEDI Awards upon request.

It is important that registrations are completed accurately on the system. If any of the learner information, including the unit or qualification registered for, is incorrectly provided, or inputted incorrectly by the Centre it may result in the learner having to be re-registered. This will incur an administration charge. These costs are detailed in the SFEDI Awards Product and Price documentation.

Any amendments to learner data must be carried out by SFEDI Awards and not the Centre. Any changes made by a Centre are not recognised by SFEDI Awards through our reporting process.

On the entering of a learner onto the Registr8 system, and the allocation of a qualification or unit of a qualification by the Centre, this will confirm that the Centre is registering an individual and so will be liable for the relevant non-refundable fee for the qualification or unit of a qualification.

SFEDI Awards will not invoice directly to a learner and so all monies owed to SFEDI Awards are the responsibility of the Centre.

If your organisation requires the use of a pre-supplied Purchase Order Number, please ensure that you forward this to the SFEDI Awards Finance Department by email at finance@sfedi.co.uk.

Where a Centre accesses public funding for the delivery of qualifications then a Unique Learner Number must be supplied at the time of registration for each learner. This should be generated by the Centre through the Learner Records Service. SFEDI Awards cannot generate this number on behalf of the Centre.

Four Week Rule

SFEDI Awards operates a four week rule where learners must be registered for the qualification or unit of a qualification within four weeks of commencing the programme of study. Although there is no minimum timeframe from registration to certification, SFEDI Awards will continually monitor centres to ensure that appropriate timeframes are applied as per the requirements of the qualification.

No assessment must take place prior to learner registration. For short courses where certification is required soon after registration it is even more important that Centres are vigilant with timely registrations.

Late registrations for qualifications or units of a qualification will be monitored through ongoing monitoring activities of the Centre and may impact on the approval status if it is seen to be disadvantaging a learner or bringing the integrity of the delivery of a qualification into question.

Claiming Certification

When a learner has completed their qualification and both the assessment and internal quality assurance processes have been completed, the centre should use the Registr8 system to claim for certification.

The Centre must have a robust system in place that ensures that certification is claimed validly and once signed off by an appropriate person, in this instance by the authorised Internal Quality Assurer or External Quality Assurer where Direct Claims Status is not held.

If the Centre does not hold Direct Claims Status (DCS) then SFEDI Awards should be notified to arrange for an External Quality Assurance intervention to take place where one has not already been diarised.

Where a Centre does hold Direct Claims Status (DCS) then certificates will be posted to the centre for distribution to learners.

Please be aware that certificates claimed prior to the completion of a qualification or unit of a qualification and the assessment and quality assurance processes will result in an immediate increase of the Centre's risk rating. Please refer to our Malpractice and Maladministration Policy for further information.

If certificates are claimed in error, or where SFEDI Awards notifies a Centre of a rejection of certification during an External Quality Assurance intervention, then it is the responsibility of the Centre to return the certificate(s) to SFEDI Awards where they will be made null and void.

Certificates can be reclaimed once the appropriate actions notified to the Centre have been completed. Additional charges will be made to the Centre for administration processes.

Withdrawing Learners

Where a learner will no longer complete their qualification or unit of a qualification as they have withdrawn from their programme of learning, the Centre should withdraw the learner using the Registr8 system within a reasonable period of time.

This is important as it will impact on future monitoring activities when samples are chosen as part of the ongoing quality assurance process and may impact on action plans and risk ratings awarded as a result.

Direct Claims Status

Where a Centre has been awarded Direct Claims Status (DCS) for a qualification it has been deemed to have demonstrated both consistency and quality in the delivery, assessment, and internal quality assurance of qualification delivery. Direct Claims Status (DCS) is awarded on a qualification basis and so it may be the case where a Centre holds DCS for certain qualifications but not for others, this is not uncommon.

For a Centre to be considered for Direct Claims Status (DCS) it must demonstrate that it has:

- An Internal Quality Assurer(s) with appropriate knowledge and skills
- An Internal Quality Assurance policy which is being effectively implemented and covers all aspects of Internal Quality Assurance
- Delivered the qualification(s) across multiple cohort(s) of individual(s) to completion and has demonstrated consistency and quality within both assessment and quality assurance
- Received a risk rating of Amber or Green.

Replacement Certificates

SFEDI Awards will supply replacement certificates where learners have:

- Lost their original
- Changed their name
- There are errors on the original

Where possible, the original certificate must be returned to SFEDI Awards with the application and payment made prior to a replacement certificate being issued.

Where individuals wish to apply for a certificate replacement, they should complete a Replacement Certificate Application form or email a request to customerservices@sfediawards.com

Fees

Associated costs are detailed in the SFEDI Awards Product and Price documentation.

Regulation

Any deviation from this policy could be perceived as Maladministration.

Review Arrangements

We will review this policy as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

In addition, this policy may be updated considering operational feedback to ensure our arrangements for dealing with Registrations and Certifications remain effective.

If you would like to feedback any views, please contact us via the details provided at the end of this policy

Other Related SFEDI Policies and Documents

- Direct Claims Status Policy
- Fees and Invoicing Policy
- Malpractice and Maladministration Policy
- Replacement Certificate Application Form
- Registr8 User Guide

Contact Us

If you have any queries about the content of this policy, please contact our customer service department.

SFEDI Awards, 19 Victoria Road, Darlington DL1 5SF

customerservices@sfdiawards.com

0845 224 5928

@sfdiawards