



**Skills &
Education
Group Awards**

Learner Enrolment Policy

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1. General

- 1.1 Skills and Education Group Awards¹ only accepts enrolments from Centres who have been recognised and approved to deliver its qualifications.
- 1.2 Registration is an initial notification by the Centre of learners' intentions to study a qualification. Registration supports the requirements for learner identification for external quality assurance/independent assessment and award.
- 1.3 All registrations must be submitted online through the Online Registration Service (ORS) by authorised Centre personnel. Skills and Education Group Awards publishes ORS user guidance for Centres which explains in detail how to register, withdraw, claim and transfer learners.
- 1.4 Staff from Recognised Centres may apply for an ORS account using this link: [Online Registration Service \(ORS\)](#)
- 1.5 Centres must inform customersupport@skillsedugroup.co.uk if any member of staff leaves so that the account can be closed. New requests for accounts must be authorised as per 1.4 above.

Centre staff must not share passwords or use the passwords or accounts of staff who have left their organisation.
- 1.6 For the vast majority of qualifications, once learner evidence has been internally assessed and external quality assured and/or externally assessed the Centre must confirm registration and claim the appropriate units/qualification.
- 1.7 In the case of the Road Haulage and Passenger Transport ('CPC') qualifications, Skills and Education Group Awards will manage the issuing of results and certification. Centres do not need to confirm registrations or make any certificate claims as detailed in 1.6 above.

2. When to Register Learners

- 2.1 We expect approved Centres to recruit with integrity based on a learner's ability to contribute to, and successfully complete all the requirements of a qualification. Before enrolling learners, it is important for Centres to identify any prior achievement or experience through their standard recruitment and induction procedures.
- 2.2 Centres should not register learners on units for which they later

intend to claim by exemption or credit transfer as they will be charged. Exemption and credit transfer must be notified at the point of planning external quality assurance and identified online when confirming registration and claiming certification.

- 2.2.1 In the case of CPC qualifications, any request for exemption or credit transfer must be sent to CPC@Skillsedugroup.co.uk for consideration.
- 2.3 Learners on courses up to and including 10 weeks in length must be enrolled within 28 working days of the course start date.
- 2.4 Learners on courses greater than 10 weeks in length must be enrolled within 60 working days of the course start date.
- 2.5 Centres that do not have traditional start and end dates for their learners' programmes and where these programmes last a total of 28 working days or fewer may make special arrangements for enrolments with a Customer Support Officer. These arrangements must be agreed in writing either at qualification approval or prior to implementation.
- 2.6 In the case of qualifications which have a restricted period for registering, i.e. CPC qualifications, the registration timescales are published separately.
- 2.7 Centres will not be able to enrol learners on qualifications that have passed their operational end date.

3. Information Required at Registration

- 3.1 Centres are expected to give sufficient information about their learners to allow identification and to support the ongoing monitoring and verification of achievement. The following information is requested, some of which is mandatory (M).
 - 3.1.1 Identification of units on which the learner wishes to be registered (M).
 - Where Centres do not know which optional units of a full qualification a learner may ultimately complete, registrations may be submitted for the mandatory units only and optional units added at a later date either by email request to a Centre Support Officer or when confirming registrations and submitting a claim for certification.
 - 3.1.2 Site name and address where learning and assessment are to take

place (Mandatory for some qualifications).

- 3.1.3 Assessor name(s) and emails (M) to enable quick and efficient dissemination of information relating to the qualification/units.
- 3.1.4 Internal Verifier names and emails (M), to assist with the planning of external quality assurance, for all qualifications where internal verification / internal quality assurance is required.
- 3.1.5 Learners' Given Name(s) and Family Name (M). Please note that:

- titles and or professional status will not be accepted as part of a learner's name and will be removed if included in either the given or family name fields.

Centres must be aware that names and the format in which they are submitted will appear on the final certificate. Centres are encouraged to take care when submitting names and are advised to write 'given name' (forename) out in full and ensure that appropriate capitalisation and spacing are used. We will not amend any names (except to remove titles and professional status) unless requested in writing to do so.

- To request corrections to name or to any other personal details please email customersupport@skillsedugroup.co.uk quoting Course and Registration ID(s). This will incur an administration fee.

Changes to name as a result of marriage, divorce or deed poll can only be made prior to completion of final assessment and claiming certification.

- Changes following external quality assurance/examinations or the issue of certificates will not be allowed unless it is an obvious spelling error on the certificate. In the case of the latter, the original certificate must be returned before a new certificate is re-issued.

- 3.1.6 Date of Birth (M). Centres need to be aware of age restrictions for some qualifications, details can be found in the Qualification Guide.
- 3.1.7 Gender identity (M). Male, Female, Not specified, Other.
- 3.1.8 Centre course/programme start and end dates (M). The end date submitted by the Centre must be the date when it is anticipated

delivery and assessment will be complete and work has been internally quality assured where applicable. We will use this date to plan external quality assurance activity if required.

3.1.9 Unique Learner Number (ULN).

The ULN field is currently an optional field for enrolment although its use is encouraged to help with data validation. Any ULNs entered will be verified against the Learner Records Service database, and where an exact match is obtained any subsequent achievements will be uploaded to the Education & Skills Funding Agency's (ESFA) Personal Learner Record (PLR) database.

ULNs that cannot be verified will be posted back to the ULN issues tab on ORS within 48 hours of enrolment with details of the problem and how to resolve it. Non-exact matches will not prevent enrolment or certification but, if not corrected, achievements will not be uploaded to the PLR.

It is the Centre's responsibility to check and amend these where appropriate. Full instructions on how to do this are given on ORS.

3.1.10 Purchase Order Number:

An invoice will be raised at enrolment. Centre staff who are authorised to submit enrolments must be aware of their Centre's requirements in terms of PO numbers and input into ORS at point of registration.

4. Registration Confirmation

4.1 It is a Centre's responsibility to check that the registrations submitted are accurate. Centres are advised to check their entries. We will not be held responsible for mistakes in data which subsequently may result in awards not being made or reported.

4.2 Once registrations are submitted, Centres:

4.2.1 must download the invoice generated, and submit it to their finance departments for payment;

4.2.2 should download a confirmation (E1C) of the learners registered, the units on which they have been enrolled and the course end and start dates. This confirmation also identifies the course ID and learner registration IDs to which we will refer throughout our dealings with the Centre for this cohort;

4.2.3 may download a 'Record of Results' form to assist Centre staff in recording learner achievement.

5. Enrolment Errors

5.1 Learners' personal details

5.1.1 Where individual learner details have been submitted on ORS in error (such as a spelling mistake or incorrect ULN), Centres must notify customersupport@skillsedugroup.co.uk to request the amendment. Administration fees will be charged for any amendments.

5.2 Learners enrolled on the wrong qualification

5.2.1 Where learners are enrolled on the wrong qualification, Centres must withdraw them and re-enrol them on the correct qualification. The ORS Guidance document explains how to withdraw and transfer learners.

5.3 Learners enrolled on the wrong course

5.3.1 Where learners are enrolled on the wrong course, Centres must withdraw them from ORS and re-enrol them the learner(s) on the correct course (either an existing course or a new one). The ORS Guidance document explains how to withdraw and transfer learners.

5.4 Learners enrolled on the wrong units

5.4.1 Where units have been registered in error or where optional units undertaken by learners have changed during a course, Centres must notify customersupport@skillsedugroup.co.uk to request the change. Administration fees will be charged for any amendments and additional credit fees will be charged where the changes in units result in an overall increase in the number of credits registered.

6. Fees and Invoicing

6.1 Fees are published at skillsandeducationgroupawards.co.uk. For up-to-date fees, please refer to our website.

6.2 Invoicing

- 6.2.1 Invoices are available on ORS once registrations have been submitted. It is the responsibility of Centres to download invoices from ORS and send them to their Finance Departments for payment.
- 6.2.2 Where no Purchase Order Number is given, the name of the person submitting the enrolments will appear on the invoice.
- 6.2.3 The invoice will state the name of the qualification and the number of learners registered.
- 6.2.4 When Centres register and claim certification for learners additional invoices may be raised if additional units and/or qualifications are claimed.
- 6.2.5 Refunds can be claimed on ORS where learners are withdrawn within 28 working days of their registration. An administration fee is deducted from each refund.

7. Adding Learners to existing Courses

- 7.1 Centres that wish to add learners to a previously registered course may do so via ORS by following our guidance. This action should be completed prior to external quality assurance taking place. If not, this may impact on the planned EQA activity, either increasing the visit time or incurring an additional visit for which there will be a charge.
 - 7.1.1 An invoice for any additional enrolments will be raised at this stage and may be downloaded by the Centre immediately.
 - 7.1.2 In the case of Road Haulage and Passenger Transport Certificate of Professional Competence qualifications, learners must be registered prior to the closure of the restricted registration periods.
- 7.2 Centres are reminded that when registering additional learners on a course, those learners will **not** automatically be registered for any **paper-based external assessment**.
- 7.3 If the qualification's operational end date has passed, Centres will not be allowed to add enrolments to existing courses.

8. Additional Fees

- 8.1 An additional Late Fee per learner registration will be charged if they are outside the periods stated in para.2 above and only where late registrations are permitted.
- 8.2 An Administration Fee may be charged for amendments made to the course and learner details.

9. Requests for Examinations and External Assessments

- 9.1 Requests for examinations and submission of external assessments must be submitted in line with Skills and Education Group Awards' published requirements, which may vary from qualification to qualification.
- 9.2 Candidates must be entered for;
- Paper based examinations (not CPC) at least 28 working days before the requested date of the examination;
 - CPC examinations by the published registration deadline;
 - External marking of portfolio work once the submission is ready for marking.
- 9.3 On screen examinations can be booked on demand but the candidate must have been registered before the examination is scheduled.
- 9.4 Centres wishing to add candidates to pre-existing assessment instances cannot do so and must create a new request.
- 9.5 We cannot guarantee that requests received at short notice will be processed and may refuse to accept late examination and external assessment requests. A late fee will be charged if examination registrations are processed outside the period stated in 9.2 above.
- 9.6 Centres wishing to register candidates for onscreen tests must do so via our exam platform, for which they must apply for a separate account.
- 9.7 We reserve the right to audit a Centre's examination procedures at any time. Centres must give notice of any changes to planned examination dates at least 48 hours before the submitted date and time or as is soon as is possible.

10. Withdrawing/Transferring Learners

CPC qualifications and examinations have a discrete process for withdrawals. Please see appendix 1.

- 10.1 Centres which wish to withdraw learners must do so directly through ORS.
- 10.2 Learners withdrawn within 28 working days of registration will be deleted from the course. Centres will be eligible for a partial refund of fees (minus an administration charge per learner) and will be able to download a credit note once the amendment has been submitted.
- 10.3 Learners who leave courses after 28 working days must be marked as withdrawn (W) when Centres claim certification for individual courses or at any time prior to external quality assurance. In these cases, there will be no refund of fees.
- 10.4 We will close all courses 12 months after the course end date notified by the Centre and automatically withdraw any learners not yet completed. We will notify Centres of this proposed action 28 working days prior to implementation to allow Centres time to transfer continuing learners to another current/new course before this date or request a course end date extension. If no action is taken after this date, Centres will have to enrol any continuing learners on a new course and pay a further enrolment fee.

11. Final Registration

- 11.1 Confirmation of units and qualifications achieved is determined by the Centre following external quality assurance or before a direct claim is made. Centres must submit their final registrations when claiming certification. (See Claiming Certification Policy)
- 11.2 Invoices will be raised for additional units/qualifications registered at this stage.
- 11.3 CPC qualifications do not have a final registration process. After the published examination date for each series, ORS accounts will be temporarily deactivated in preparation for the release of results and will reopen at 12 noon on the published results day for each examination series.

12. Mergers and Acquisitions

- 12.1 In the event of Centre mergers and acquisitions please contact centrerecognition@skillsedugroup.co.uk for advice on the transfer of learners and courses.

13. Quality Assurance

- 13.1 This policy is reviewed regularly to ensure it remains fit for purpose and in line with the Regulators' Conditions of Recognition.

14. Change History Record

| Version | Description of change | Approval | Date of Issue |
|---------|-----------------------------|----------|---------------|
| 2024 V1 | Overhaul of Previous policy | SF | October 2024 |

Appendix 1

Certificate of Professional Competence in Road Haulage/Passenger Transport ('CPC') Qualifications

1. If a Centre wishes to withdraw a learner from a CPC qualification completely (i.e. the learner will never sit the exam), please e-mail CPC@skillsedugroup.co.uk and the learner can be deleted and a refund arranged **if before the registration deadline for each series.**
2. If the Centre wishes to withdraw a learner from a CPC qualification completely (i.e. the learner will never sit the exam), please e-mail CPC@skillsedugroup.co.uk and the learner can be deleted but no refund can be given **if this is after the registration deadline for each series.**
3. If the Centre wishes to defer the learner to a future examination series, and notification is sent to CPC@skillsedugroup.co.uk **before the registration deadline for each series**, then Skills and Education Group Awards will delete the learner from the assessment instance and they will not show on the EX4 Register, and an examination paper will not be sent for them. The Centre will then be notified to **transfer the learner free of charge to a new course ID** and then be re-booked by the Centre for the next series within the appropriate timescales.
4. If the Centre wishes to defer the learner to a future examination series, and notification is sent to CPC@skillsedugroup.co.uk **after the registration deadline for each series**, then Skills and Education Group Awards will inform the centre to mark the learner as absent on the EX4 Register when it arrives with the papers. The Centre will need to **re-register the learner on a new course ID** and be re-booked by the Centre for the next series. The Centre will be charged the full amount for the re-sit.