Learner Enrolment Policy

1   General

1.1   Skills and Education Group Awards[1] only accepts enrolments from centres where the Centre has been recognised and approved to deliver its qualifications.

1.2   Enrolment is an initial notification by the Centre of learners' intentions to complete units towards part or full achievement of a qualification. It supports the requirements for learner identification for external moderation/independent assessment and award.

1.3   All enrolments must be submitted online through the Online Registration Service (ORS) by authorised centre personnel. See para. 2.

1.4   For the vast majority of qualifications, once learner evidence has been internally assessed and externally moderated and/or externally assessed the centre must confirm registration and claim the appropriate units/qualification. See para. 12.

    1.4.1 In the case of Certificate of Professional Competence (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 1.4 above.

2   How to apply for an online account

2.1   If you do not have an online account please register via the following link Online Registration Service (ORS)

2.2   Centres may have as many online accounts as they wish but each account must be authorised by the person named as the main Examinations/Administration contact at the centre.

    2.2.1 Accounts may allow:

    •   Read Only Access;
    •   Submit Enrolments;
    •   Submit Registrations and Claims.

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[1] Skills and Education Group Awards is a recognised awarding organisation and part of the Skills and Education Group.

2.2.2 Centres are advised that staff who are allowed submission rights to enrol learners and submit claims for certification must have the authority to raise an invoice.

2.3 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 2.2 above.

2.4 Centre staff must not share passwords or use the passwords or accounts of staff who have left the organisation.

3   When to enrol Learners

3.1 We expect approved centres to recruit with integrity on the basis of a learner's ability to contribute to, and successfully complete all the requirements of a unit or qualification. Before enrolling learners, it is important for centres to identify any prior achievement or experience through their standard recruitment and induction procedures.

3.2 Centres should not enrol learners on units for which they later intend to claim units by exemption or credit transfer as they will be charged. Exemption and credit transfer must be notified at the point of planning external moderation and identified online when confirming registration and claiming certification.[2]

   3.2.1 In the case of CPC qualifications, any request for exemption or credit transfer must be sent to CPC@Skillsedugroup.co.uk for consideration.

3.3 Learners on courses up to and including 10 weeks in length must be enrolled within 28 working days of the course start date.

3.4 Learners on courses greater than 10 weeks in length must be enrolled within 60 working days of the course start date.

3.5 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 Centre Support Officer. These arrangements must be agreed in writing either at qualification approval or prior to implementation.

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[2] See Claiming Certification Policy and Guidance on website

3.6   In the case of qualifications which have a restricted period for registering, i.e. CPC qualifications, the registration timescales are published separately.

3.7   Centres will not normally be able to enrol learners on qualifications that have passed their operational end date.[3]

4   Information required at Enrolment

4.1   Centres are expected to give information about their learners sufficient to allow identification and to support the ongoing monitoring and verification of achievement. The following information is requested, some of which is mandatory (M).

4.1.1 Identification of units on which the learner wishes to be enrolled (M).

   • Learners whose intention it is not to complete a full qualification may be enrolled on individual units.

   • Where centres do not know which optional units of a full qualification a learner may ultimately complete, enrolments may be submitted for the mandatory units only and optional units added at a later date either by email request to a Customer Support Officer or when confirming registrations and submitting a claim for certification.

4.1.2 Site name[4] and address where learning and assessment are to take place.

4.1.3 Assessor name(s) and emails (M) to enable quick and efficient dissemination of information relating to the qualification/units.

4.1.4 Internal Verifier names and emails (M), to assist with the planning of external moderation, for all qualifications where internal verification is required.

4.1.5 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.

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[3] In exceptional cases enrolment may be possible and centres requiring this must contact customersupport@skillsedugroup.co.uk

[4] Site name only required if this has been specifically registered with SEG Awards

- 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 may 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 moderation/tests 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.

4.1.6 Date of Birth (M). Centres need to be aware of age restrictions for some qualifications.

4.1.7 Gender identity (M).

4.1.8 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 moderated where applicable. We will use this date to plan external moderation activity if required.

4.1.9 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.

4.1.10 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.

5   Enrolment Confirmation

5.1   It is a centre's responsibility to check that the enrolments submitted are accurate. Centres are advised to check their entries before pressing 'Commit' on ORS. We will not be held responsible for mistakes in data which subsequently may result in awards not being made or reported.

5.2   Once enrolments are submitted, centres:

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

5.2.2 must download a confirmation (E1C) of the learners enrolled, 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;

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

6   Enrolment Errors

6.1   Learners' personal details

6.1.1 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.

6.2   Learners enrolled on the wrong qualification

6.2.1 Where learners are enrolled on the wrong qualification, centres must withdraw them on ORS, choosing the transfer feature as a reason and then re-enrol on the correct qualification. Please see paragraph 11 for details regarding the withdrawal of learners.

6.3   Learners enrolled on the wrong course

6.3.1 Where learners are enrolled on the wrong course, centres must withdraw them from ORS choosing the transfer feature as a reason and then reenrol the learner(s) on the correct course (either an existing course or a new one). Please see paragraph 11 for details regarding the withdrawal of learners.

6.4   Learners enrolled on the wrong units

6.4.1 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.

7   Calculation of Fees

Each qualification has a required number of units/ minimum credits (rule of combination) that are required in order to achieve a full qualification.

7.1   Credit-based unitised qualifications.

7.1.1 Learners enrolling on credit-based qualifications will be charged the number of credits plus a moderation/certification fee.

7.1.2 Each unit will have a credit value and the price per credit is published on our website. Please note the total cost of a full qualification may vary depending on the credit value of the units chosen by individual learners.

7.1.3 Where a qualification fee has been capped, individual unit credit charges will not exceed the capped fee as long as the credits do not exceed the minimum needed to achieve the qualification.

7.2   Non-credit-based unitised qualifications.

7.2.1 Learners enrolling on the exact number of required units to achieve the full qualification will be charged the fee for the qualification that is displayed on the qualification page of ORS/website.

7.2.2 Learners enrolling for additional units/components above those required for a full qualification will be charged the fee for the qualification plus the qualification unit/component fee for each additional unit/component.

7.2.3 Learners enrolling for fewer units/components than are required for a full qualification will be charged the qualification's unit fee for each unit plus a moderation/certification fee.

7.3 Fees published may be subject to change. For up to date fees, please refer to our website.

7.4 Invoicing[5]

7.4.1 Invoices are available online once enrolments have been submitted. It is the responsibility of centres to download invoices from ORS and to authorise and send them to their Finance Departments for payment.

7.4.2 Where no Purchase Order Number is given, the name of the person submitting the enrolments will appear on the invoice.

7.4.3 The invoice will clearly state the name of the qualification, the number of learners as determined by the number of moderation/certification fees and the credit fees for the units on which the learners have been enrolled.

7.4.4 When centres finally register and claim certification for learners additional invoices may be raised if additional units and/or qualifications are claimed. In the case of CPC qualifications please refer to para. 1.4.1.

7.4.5 Refunds can be claimed online where learners are withdrawn within 28 working days of their initial enrolment. An administration fee is deducted from each refund. In the case of CPC qualifications please see appendix 1.

8 Adding Learners to existing Courses

8.1 Centres that wish to add learners to a previously registered course may do so via ORS by locating the course and adding the learners' details. This action should be completed prior to external moderation taking place. If not this may impact on the planned moderation, either increasing the visit time or incurring an additional moderation for which there will be a charge.

8.1.1 An invoice for any additional enrolments will be raised at this stage and may be downloaded by the centre immediately.

8.1.2 In the case of CPC qualifications learners must be registered prior to the closure of the restricted registration periods.

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[5] Please refer to the website for our Centre Invoicing Policy.

8.2 Centres are reminded that when enrolling additional learners on a course, those learners will **not** automatically be registered for any **paper-based external assessment.** These must be registered separately in line with para.10 below.

8.3 If the qualification's operational end date is in the past, centres will not be allowed to add enrolments to existing courses. See 3.7 above.

9 Additional Fees

9.1 An additional Late Fee per learner registration will be charged if they are outside the periods stated in para.3 above and only where late registrations are permitted.

9.2 An Administration Fee may be charged for amendments made to the course and learner details.

10 Requests for Examinations and External Assessments

10.1 Requests for examinations and submission of external assessments must be submitted electronically via the online registration service (ORS) for paper-based exams and external marking of portfolio work.

10.2 Candidates must be entered for;

- Paper based examinations (not CPC) at least 28 working days before the requested date of the test;
- CPC examinations by the published registration deadline;
- External marking of portfolio work once the submission is ready for marking.

10.2.1 On screen tests can be booked on demand but the candidate must have been enrolled at least 1 working day prior to the required test date.

10.3 Centres wishing to add candidates to pre-existing assessment instances cannot do so and must create a new request.

10.4 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 10.2 above.

10.5   Centres wishing to register candidates for onscreen tests[6] must do so via BTL Surpass, for which they must apply for a separate account.

10.6   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.

11   Withdrawing/Transferring Learners

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

11.1   Centres which wish to withdraw learners must do so directly through ORS. Centres must go through the claims procedure and mark the relevant learners as withdrawn (W).

11.2   Learners withdrawn within 28 working days of enrolment are considered to have been enrolled in error and 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.

11.3   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 moderation. In these cases, there will be no refund of fees.

11.4   We will close all courses 12 months after the course end date notified by the centre and 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.

12 Final Registration

12.1   Confirmation of units and qualifications achieved is determined by the centre following external moderation or before a direct claim is made. Centres must submit their final registrations when claiming certification. (See Claiming Certification Policy)

12.2   Invoices will be raised for additional units/qualifications registered at this stage.

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[6] Centres are approved for onscreen tests separately and must contact a Customer Support Officer if requesting this service

12.3   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.

13 Mergers and Acquisitions

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

14 Quality Assurance

14.1   This policy is reviewed annually to ensure it remains fit for purpose and in line with the Regulators' Conditions of Recognition. [7]

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[7] Ofqual in England; Qualifications Wales; CCEA Regulation in NI

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Appendix 1

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.

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