



# Registration & Certification Policy

Email: [info@ukawards.org.uk](mailto:info@ukawards.org.uk)

Website: [www.ukawards.org.uk](http://www.ukawards.org.uk)

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**Approved by:** Executive Leadership  
**Date approved:** 30/11/2024

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V0.1	12-2024	Final review and approval by Executive Team

## **1. Policy Principles**

This policy outlines the framework for registration and certification processes within UK Awards, ensuring compliance with regulatory requirements and safeguarding the integrity of learner achievements.

## **2. Introduction**

### **2.1. Purpose**

The purpose of this policy is to:

- Ensure timely and accurate learner registration and certification.
- Minimise the risk of administrative errors and non-compliance.
- Protect learner data in line with data protection regulations.
- Maintain compliance with Ofqual's General Conditions of Recognition.

### **2.2. Scope**

This policy applies to all individuals and centres approved by UK Awards, including but not limited to:

- Centre staff involved in administration, assessment, and quality assurance.
- Learners registered with UK Awards.
- External contractors and relevant third-party stakeholders.

## **3. Registration Information**

### **3.1. Learner Identification and Data Protection**

- Centres must verify the identity of learners and maintain accurate records.
- Personal data must be handled in compliance with UK GDPR regulations.

### **3.2. Qualification and Certification Dates**

UK Awards will notify centres of any updates to qualifications and certification timelines. Centres must ensure learners are registered within published deadlines. Please ensure qualification guides are reviewed and understood. If unsure, please contact our team via email at [info@ukawards.org.uk](mailto:info@ukawards.org.uk).

### **3.3. Registration Process**

Registrations must be submitted via the UK Awards online registration portal. Where possible, Unique Learner Numbers (ULN) must be provided. The online registration portal can be accessed via a link from the main UK Awards website. From time to time, the online registration portal may be down for maintenance. Centres will be informed in advance of any downtime, to allow for appropriate planning.

### **3.4. Fees and Refunds**

Registration fees are non-refundable unless under exceptional circumstances. Late registration fees may apply as per the published pricing guide.

## **4. Results and Certification**

### **4.1. Results**

- Results will be issued in accordance with UK Awards' Service Level Agreements (SLAs).
- External assessments must be completed within the required timeframe.

### **4.2. Certification**

- Centres with Direct Claims Status (DCS) can submit certification claims directly.
- Non-DCS centres must obtain External Quality Assurance (EQA) approval before certification.

### **4.3. Reprints and Replacements**

- Certificates are issued in the learner's legal name at the time of certification.
- Replacement certificates may be requested with supporting documentation and applicable fees.

## **5. Registration and Certification Requirements**

### **5.1. Registration**

To comply with this policy, centres must:

- Ensure timely and accurate learner registration.
- Verify learner identity and previous achievements where applicable.
- Ensure learners meet the qualification criteria before certification claims.
- Withdraw inactive learners from registration when necessary.

## **5.2. Withholding Learner Achievement**

- UK Awards reserves the right to withhold learner achievement in cases of suspected malpractice or maladministration.
- Centres must not withhold certification due to outstanding fees or internal disputes.

## **6. Equality Impact Assessment**

This policy has been reviewed to ensure compliance with UK equality and diversity legislation.

## **7. References to Associated Documents**

- UK Awards Centre Agreement
- UK Awards Malpractice and Maladministration Policy
- Data Protection Policy

## **8. Implementation and Dissemination**

This policy is accessible to all staff and centres via the UK Awards website and internal systems.

## **9. Monitoring Arrangements**

This policy will be reviewed annually or sooner if required to reflect regulatory changes.

## **10. Data Retention**

UK Awards will retain learner registration and certification data in compliance with UK GDPR and regulatory body requirements.

## **11. Contact Information**

For further inquiries regarding access arrangements and reasonable adjustments, please contact:

Email: [info@ukawards.org.uk](mailto:info@ukawards.org.uk)