Registration and Certification Policy

1. Purpose and Commitment

1.1. This document explains how the College Group approaches [topic e.g. student behaviour, complaints, appeals, data protection] in a way that is fair, transparent, and respectful.

1.2. The College Group is committed to creating an environment where students, staff and other stakeholders feel safe, respected, and able to participate fully in learning and work. Our policies aim to support wellbeing, dignity, and inclusion while ensuring that concerns and issues are addressed consistently and fairly.

1.3. Where possible, the College Group seeks to resolve concerns in ways that promote understanding, accountability, and positive outcomes for everyone involved.

2. Scope

2.1. To Register individual learners on the correct programme within agreed timescales

2.2. To claim a valid learner certificate within agreed timescales

2.3. To ensure a secure, accurate and accessible audit trail to safeguard that individual learner registration and to ensure that certification claims can be tracked back to the certificate which is issued for each learner

2.4. To ensure shared responsibility for accuracy of data and processes exists between Examinations, Quality and Curriculum Teams

2.5. It is the obligation of all relevant staff to understand and undertake their responsibilities as part of this policy.

2.6. This policy applies to Loughborough College Group, its colleges, and its subsidiaries.

3. Definitions

3.1. Definitions are intended to help readers understand this guidance document and should be interpreted in a reasonable and supportive way, rather than used to make assumptions about

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individuals or situations. Where there is uncertainty about how a term should be understood, individuals are encouraged to seek clarification from the College Group.

Key Term/Acronym	Definition
JCQ – Joint Council for Qualifications	The organisation that sets common regulations and guidance for examinations and assessments across its member awarding organisations.
Registration	The process of formally registering a learner with the relevant Awarding Organisation for the correct programme or qualification.
Certification	The process of claiming and issuing a learner's qualification certificate once the required achievement and verification requirements have been met.
EDI – Electronic Data Interchange	The electronic transfer of registration, entry, results or other data between the College and an Awarding Organisation, reducing the need for manual data entry.
MIS – Management Information System	The College system used to hold and manage learner, programme, registration and achievement information.
ILP – Individual Learning Plan	The learner's individual record through which information, including their registration number, may be made available.

3.2. Unless the context requires otherwise, singular words include the plural and vice versa, references to a person include an individual or legal entity, and references to legislation include any amendments or replacements.

3.3. The terms "including", "include", and similar expressions are illustrative and do not limit the meaning of the preceding words. References to the Group or College refer to all parts of the group.

4. Policy Impact Assessments

4.1. This document has been assessed for its impact on equal opportunities and will be informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities' legislation.

4.2. This document has been assessed for potential risk on data subjects due to the processing of personally identifiable information. All processing has been reviewed and is in line with all current Data protection laws and appropriate safeguards implemented to ensure that the policy has privacy by design as its underlying approach.

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4.3. This document has been impact assessed where appropriate for Safeguarding, Health and Safety and Sustainability Factors to ensure that all potential risks are identified and mitigated, and that the policy supports a safe, inclusive, and environmentally responsible learning and working environment.

4.4. This document has been mapped against the ISO 9001 principles to ensure that Loughborough College Group are following and embedding these principles across and throughout all of their policies and procedures.

5. Policy/Procedure

5.1. To ensure compliance with all awarding organisation and JCQ regulations in relation to their individual registration and certification processes. To be able to evidence actions taken by the Exams Office and Curriculum teams.

5.2. All processes will involve the use of EDI files/upload facilities wherever possible to increase accuracy of data and reduce errors and manual input at all stages.

5.3. The College Group will register each learner within the individual awarding organisation requirements.

5.4. Examinations will lead on this process by checking active enrolments against AO regulations. Any errors held on the course file will be amended by the curriculum team prior to registration taking place.

5.5. The following documents are to be used for this process:

5.5.1. Registration confirmation form, including student detail, course and unit level detail

5.5.2. Enrolments for registration

5.5.3. Confirmation of submitted registration data from the Curriculum Managers/Heads of Departments

5.6. Student Registration numbers will be input by return into the college MIS system, by import where available, which will then be available to the learner via their individual ILP and staff via ProSolution.

5.7. Checkpoints will be carried out termly in line with AO deadlines to ensure that all records are accurate and up to date with changes throughout the academic year.

5.8. Transfers

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5.8.1. Tracking of new and changed enrolments takes place by the Exam Team and appropriate actions taken, ie transfer or registration, depending on Awarding Organisation policy.

5.9. Withdrawals

5.9.1. The Exam Team will run reports to identify any withdrawn students throughout the academic year and will report these withdrawals to the relevant Awarding Organisation, where it applies we will report within specified deadlines and in line with Awarding Organisation refund dates.

5.10. Certification

5.10.1. The Exam, Quality and Curriculum Teams have access to a tracking document called 'Outstanding Achievements' report that is maintained by the central Reporting Team using data managed by the Exam Team**.**

5.10.2. Student assessments/unit achievements are tracked on ProMonitor or Smart assessor. The unit achievement data will be imported from ProMonitor or input onto a Change Request (when ProMonitor has not been used) by Curriculum after all verification processes have taken place as. The same confirmation process of submitted data to Exams is followed regardless if the data has been imported from ProMonitor or submitted by Change Request. To ensure all mandatory actions have been completed refer to 'Processing Certification Claims for Vocational Qualifications Procedure'.

5.10.3. Audit of individual certificates.

5.10.3.1. Examinations will audit an appropriate sample of received certificates for compliance against:

5.10.3.2. The data held on the student record on ProSolution/College MIS system for accuracy between the college and awarding organisation systems

5.10.3.3. The data on ProMonitor or original Change Request to ensure it has not been modified after claim submission.

5.10.3.4. Examinations will query all cases of non-compliance (such as grade mismatches or eligibility queries (i.e. not eligible for full award when expected) with the Curriculum Manager for the team responsible for the claim.

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5.10.3.5. Examinations along with the Curriculum Team will follow the appropriate awarding organisation process and regulations should errors be identified.

5.10.3.6. Tracking of such returns and errors will be recorded on centralised tracking to look for trends and common issues.

6. Roles and Responsibilities

Role/Team	Key Responsibilities
Exams Team	Lead the learner registration process; check active enrolments against Awarding Organisation requirements; process registrations; update registration information within college systems; carry out termly accuracy checks; track new and changed enrolments; process transfers and withdrawals; manage examination data used for certification; audit a sample of certificates; investigate discrepancies and follow Awarding Organisation processes where errors are identified.
Curriculum Team	Ensure course and learner information is accurate before registration; correct errors identified on course files; provide and confirm registration information; maintain and submit accurate learner achievement information; complete required verification before submitting achievements; investigate and resolve certification discrepancies with Exams.
Curriculum Managers / Heads of Department	Confirm submitted learner registration data and support the investigation and resolution of registration, achievement or certification queries relating to their curriculum area.
Quality Team	Share oversight of the certification process and access the Outstanding Achievements report to support the tracking and monitoring of learner achievement and certification.
All Relevant Staff	Understand and carry out their responsibilities under the policy and support the accuracy and integrity of learner registration and certification information.

7. Related Documents

7.1. This document should be read with:

7.1.1. Post results services and appeals policy

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8. Document Access

8.1. This document can be found on the College Group's website and on the Document Control SharePoint.

9. Review and Continuous Improvement

9.1. The College Group is committed to actively periodically reviewing its documents in line with legislation and best practice, to ensure they remain accurate, transparent, compliant, inclusive, effective, and supportive.

10. Change Log

Date	Version	Details of Change	Reviewer
27/08/26	1.1	Change of template. Wording reviewed and updated	Lisa Hatton

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