



Learners Registration and Certification Policy 25/26

Last reviewed: Feb 2026

Next review due: Feb 2027

We do things differently.....

H.E.R.E

High Standards
Empathy
Resilience
Emotional Response

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1. Aims

Arbour Academy is committed to ensuring that learner recruitment, registration and certification are carried out with **integrity, accuracy and professionalism**, in line with awarding body requirements and current legislation.

The aims of this policy are to:

- Ensure all learners are recruited onto programmes that reflect their **aspirations, skills and attributes**
- Register learners on the **correct qualification and programme** within awarding body deadlines
- Enter learners for **externally assessed units** where required
- Claim learner certification **accurately and on time**
- Maintain secure, accurate records relating to learner registration and certification

2. Legislative and Regulatory Framework

This policy operates in accordance with:

- **JCQ General Regulations for Approved Centres (2025–26)**
- **Awarding body regulations and qualification specifications**
- **UK General Data Protection Regulation (UK GDPR)**
- **Data Protection Act 2018**
- **Equality Act 2010**

3. Registration and Entry Actions

Arbour Academy will ensure that:

- Learners are registered with awarding bodies **within published deadlines**
- Robust procedures are in place for teachers and course leaders to **confirm the accuracy** of learner registrations
- Learners are informed of their **registration status**

- Awarding bodies are notified promptly of:
 - withdrawals
 - transfers
 - changes to learner details
- Learners are entered for **externally assessed units** where required by the qualification
- Examination and assessment information is distributed to learners and staff by the **Exams Officer**
- Certificate claims (where applicable) are made **by awarding body deadlines**
- Certificates are stored **securely and confidentially** for the required retention period

4. Recruitment and Information for Learners

Teachers and course leaders will:

- Provide accurate course information for prospectuses and electronic publication, including:
 - entry requirements
 - assessment methods
 - progression routes
 - potential career pathways
- Communicate directly with learners to explain:
 - course content
 - assessment demands
 - expectations for engagement and completion
- Offer an initial period of induction and support to learners starting new programmes
- Identify learners who may struggle and provide **appropriate guidance and support**

Where possible, assessment methods will be applied flexibly **within awarding body rules** to ensure accessibility and inclusion, in line with the **Equality Act 2010**.

5. Roles and Responsibilities

Teachers / Course Leaders

- Confirm learner identity at each assessment point
- Ensure learners are familiar with:
 - malpractice policy
 - internal appeals procedures
 - internal verification
 - reasonable adjustments and special consideration
- Maintain accurate assessment records and an auditable trail of learner achievement
- Confirm accuracy of assessment data submitted to awarding bodies

Exams Officer

The Exams Officer will:

- Maintain a robust registration system aligned to awarding body deadlines
- Cross-check learner details with course leaders
- Manage learner transfers between centres, ensuring lawful data transfer
- Ensure awarding bodies are notified of all learner status changes
- Submit timely and accurate certificate claims
- Audit certificates on receipt for accuracy and completeness

- Store certificates securely and manage distribution
- Retain registration and certification records in line with awarding body requirements

6. Certification

- Certificates will only be claimed where achievement is supported by **internally verified evidence**
- All certificates will be checked for accuracy upon receipt
- Certificates will be stored securely until collected by learners
- Where learners do not complete a full qualification but have achieved individual units, **unit certification** will be processed where permitted by the awarding body

7. Data Protection and Security

All learner data processed under this policy will be:

- Collected lawfully and transparently
- Used only for legitimate educational and certification purposes
- Stored securely with restricted access
- Shared with awarding bodies only where required

This is in accordance with **UK GDPR** and the **Data Protection Act 2018**.

8. Record Retention

- Learner registration and certification records will be retained for the period required by the awarding body and/or JCQ regulations
- Certificates not collected will be retained securely in line with awarding body guidance before confidential disposal

9. Monitoring and Review

This policy will be reviewed **annually** to ensure ongoing compliance with:

- JCQ regulations
- Awarding body requirements
- Legislative changes