Student Recruitment, Registration, and Certification Policy

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V1 (01-08-24)	V2	29/09/25	Added version control table, updated details and links on Pearson and added details and links on ATHE. Key TEC staff roles in relation to each awarding organisation have been clarified.

Contents

1. Introduction 3
2. Purpose and Scope 3
3. Aims and Objectives 5
   3.1. Recruitment & Registration 5
   3.2. Monitoring & Informing 5
   3.3. Assessments and Certification 5
4. Responsibilities: 6
   4.1. Exams Officer 6
   4.2. Programme Leaders 6
   4.3. Internal Verifier (IV) and Internal Quality Assurer (IQA) 6
   4.4. Quality Nominee or Quality Assurance Coordinator 7
   4.5. Head of Centre 7
5. Registration & Certification Procedures 8
   5.1. Registration Procedures 8
   5.2. Table 1: Information Needed for Student Registration with Awarding Organisations 9
   5.3. Transfer Procedure 9
   5.4. Transfer of a learner to another centre 9
   5.5. Student Transfers to TEC 9
6. Withdrawals 10
   6.1. Pearson Withdrawals 10
   6.2. ATHE Withdrawals 10
7. Assessment Entries & Certification 10
   7.1. Pre-Certification Procedure 10
   7.2. Certification Procedure 10
   7.3. Claim and Audit Procedure 11
8. Awarding Organisation Information 11
9. Discovery of Inaccurate, Early/Late and Fraudulent Registrations and Certifications Procedure 11

1. Introduction

This policy provides the underlying principles and steps that Trent Education Centre (TEC) will follow when recruiting, registering and certifying students into higher education courses. It is informed by TEC's strategy for student recruitment into all higher education courses as indicated by the following strategic priority (SP) identified in our Strategic Plan 2024-28:

SP2: Widen university level access to people from under-represented and disadvantaged communities.

A key objective of this priority is to recruit a large proportion of students into higher education courses from disadvantaged backgrounds and underrepresented groups, including Black and Asian communities, mature students on low incomes or unemployed and people living in low participation areas. To achieve this objective by September 2027, TEC aims to:

- Hold one open day in each Study Centre prior to every intake, in order promote courses and widen participation.
- Provide qualified support and some reasonable adjustments for students with disabilities and learning needs, such as dyslexia and dyspraxia
- Recruitment of people with disabilities and/or learning difficulties to a minimum 5% of the overall student population.

TEC commenced successful delivery of Higher Education programmes with the ATHE Level 4 and Level 5 Extended Diploma in Business and Management. TEC has also received approval from Pearson to offer their BTEC HND in Business.

TEC is also applying to register with the Office for Students. Alignment with the regulatory body for higher education in the UK, will enhance the quality of TEC's provision and allow TEC's higher education students to apply for student loan funding. See our Strategic Plan 2024-28 and our Access and Participation Statement on TEC's website for further details and TEC's widening participation agenda.

2. Purpose and Scope

The purpose of this policy is to ensure that TEC has a fair and transparent recruitment, registration and certification process that is aligned with TEC's strategic plan and gives all applicants equitable and fair opportunities. It is aligned with the TEC Admissions Policy on the TEC website, which provides full details on how TEC recruits and enrols applicants into higher education courses, registers them with the relevant awarding and claims their certification from the awarding organisation. The policy is also aligned with TEC's Terms and Conditions on the TEC website, which provide students with clear and transparent information on what they can expect from TEC and what they are committing to when enrolling and registering into TEC's higher education courses. It is also aligned with TEC's Tuition Fee, Refund and Compensation Policy on the TEC website, which provides students with clear and transparent information on the fees they may need to pay once they are registered for higher education courses at TEC, and how to claim refunds and compensation for any unfair losses they may occur.

This policy also provides clear guidelines on how TEC ensures that student registrations and claims for certification with awarding organisations are completed accurately for each student. It sets out how TEC maintains a clear audit trail for each student from their recruitment and registration to certification, and stores this confidentially in compliance with data protection legislation and relevant awarding organisation regulations. The policy establishes the roles and responsibilities of staff involved in the recruitment, registration, and certification procedures, and ensures that there is a process in place for key staff to check the accuracy and timeliness of student registrations and certification claims.

This policy covers the recruitment, registration and certification of students enrolling into TEC's own higher education programmes, certified by relevant awarding organisations but which TEC delivers independently of any other provider. Students enrolling into other programmes, including HND programmes that TEC may in future deliver in partnership with a university, will likely be subject to the policies and procedures of the partner organisations and this will be made clear to students when they apply for course on such a programme. At the time of the current version of this policy, TEC is delivering the following higher education programmes independently:

- ATHE Level 4 and Level 5 Extended Diploma in Business and Management
- Pearson BTEC HND in Business (Entrepreneurship and Small Business Management)

This policy, therefore, provides all the information and guidelines required by staff, students and any other stakeholder, including the awarding organisations themselves, on how TEC manages the recruitment, registration and certification of students into the higher education courses it currently offers in compliance with the regulations of the relevant awarding organisations listed above.

3. Aims and Objectives

Through this Policy, TEC aims to ensure that all higher education students receive an efficient, timely and reliable service from TEC staff during the recruitment, registration and certification processes. To achieve this aim, we are committed to ensure the following:

3.1. Recruitment & Registration

- Every student is recruited fairly in accordance with TEC's **Admissions Policy**.
- Every student is registered on the correct programme with the correct programme code in accordance with their enrolment details and requirements of the relevant awarding organisation prior to teaching and any assessment activity.
- Every student is registered with the relevant awarding organization within agreed timescales (no later than four weeks or 28 days after their enrolment).
- All registration data provided through online portals such as the ATHE portal https://www.atheportal.co.uk/ or the Edexcel portal www.edexcelonline.com is timely, accurate and up to date
- All students receive an induction before they begin studying on a course

3.2. Monitoring & Informing

- There is a clear process for key staff to ensure that all student registrations and claims for certification to awarding organisations are accurate.
- The relevant awarding organisation is provided with timely information on the status of each student including their enrolment date, registration with the awarding organisation date, expected completion date, as well as withdrawal and transfer dates if relevant.
- If required, the relevant awarding organisation is provided with timely information on any changes in circumstances to students such as changes of address.
- Every student is provided with clear information about their registration details with the relevant awarding organisation, their assessment status after Assessment Board ratification and certification claims.

3.3. Assessments and Certification

- Accurate assessment information is tracked and recorded according to an assessment plan and students are provided with feedback and grades by published deadlines.
- The submission of results for students to the awarding organisation follows the assessment plan and for ATHE qualifications, may not be any sooner than half the Total Qualification Time (TQT) for full-time students (or no less than 8 weeks) as published in the ATHE qualification specifications. Pearson, on the other hand, does not specify a minimum duration before submission or certification based on TQT.
- There are clear processes for key staff to ensure that certificates received from awarding organisations are checked for accuracy before being passed to students in a timely manner.
- All records of students are stored securely for three years unless otherwise instructed by the relevant awarding organisation.

4. Responsibilities:

Staff roles and responsibilities for each process are listed below:

4.1. Exams Officer

The Exams Officer registers students for qualifications and units within the awarding organisation's deadlines and acts as the main liaison between the centre and the awarding organisation for all exam-related matters. The Exams Officer manages the scheduling of assessments and/or exams, and submission of results and ensures secure handling of exam papers and controlled assessments. The Exams Officer maintains adherence to the policies of awarding organisations and JCQ (Joint Council for Qualifications) guidelines, coordinates with invigilators and ensures proper conduct during exams. The Exams Officer also disseminates updates, deadlines, and procedural changes to staff and students.

4.2. Programme Leaders

Programme Leaders are responsible for ensuring that correct student/unit information is passed to the Exams Officer and that an audit trail of learner attendance, assessment and achievement is accessible to key faculty and staff, Pearson External Examiners, ATHE External Quality Reviewers and Annual Monitoring Reviewers for both awarding organisations.

The Programme Leader must inform the Quality Nominee or Quality Assurance Coordinator and Exams Officer of any student requests to transfer or withdraw from their programme.

4.3. Internal Verifier (IV)[1] and Internal Quality Assurer (IQA)[2]

Internal Verifiers (IVs) or Internal Quality Assurers (IQAs) are responsible for verifying assignment briefs, sampling and verifying formative and summative assessment grades and feedback given to students by the tutors/assessors. The IV/IQA maintains records of sampling for each unit or module assessed. The IV/IQA submits reports with feedback to the Tutors/Assessors. These reports are also available to the Programme Leader, Quality Nominee or Quality Assurance Coordinator, Head of Exams and the Head of Centre. The IV/IQA reports are also submitted to the External Examiner or External Quality Assurer (EQA) for the relevant awarding organisation. See the **TEC Internal Verification Policy** for further details.

[1] Designation for Pearson Programmes
[2] Designation for ATHE Programmes

4.4. Quality Nominee[3] or Quality Assurance Coordinator[4]

The Quality Nominee or Quality Assurance Coordinator has experience in assessment, management, administration and quality assurance and serves as the single liaison and point of contact with their respective awarding organisation for quality processes. They ensure that the Exams Officer meets the awarding organisation requirements and deadlines for the registration, entry and certificate claims for students. They confirm that registrations/entries have been received from the awarding organisation and candidate enrolment numbers are checked. They ensure that all required registration and evidence of achievement for students are released to other centres if student transfer to another centre. They ensure that all staff responsible for teaching and assessment meet the required qualifications and experience and regularly participate in continuous professional development (CPD) activities designed to ensure continuous improvement. They ensure that the Exams Officer stores certificates securely and issues them to candidates appropriately. They coordinate with the Pearson External Examiner (EE) or ATHE External Quality Assurer (EQA) and ensure that staff discuss EE or EQA reports and implement actions identified in the reports, according to agreed deadlines. They serve as the main point of contact for the Annual Monitoring Review conducted by awarding organisations. They also manage the Pearson internal verification (IV) or ATHE internal quality assurance (IQA) system and process and ensure the Pearson assessment and IV practices or ATHE assessment and IQA practices meet the standards of the awarding organisation. They support standardisation and consistency across the programmes and plan assessor and IV/IQA training. They also promote continuous improvement in teaching, learning, and assessment, advise the Executive Principal and Head of Quality on quality-related risks and opportunities, and support the Head of Higher Education in managing student feedback, appeals and complaints. They also support the Head of Quality by executing enhancements for quality assurance systems and contribute to the Annual Academic Monitoring Review cycle (AAMR).

4.5. Head of Centre

The Head of Centre, reporting to the Academic Board, is responsible for monitoring, updating and disseminating strategic changes related to recruitment, registration and certification of students. The Quality Nominee or Quality Assurance Coordinator may also be the Head of Centre when the higher education provision is small-scale.

[3] Designation for Pearson Programmes
[4] Designation for ATHE Programmes

5. Registration & Certification Procedures

These procedures ensure that TEC staff comply with awarding organisation registration, transfer, withdrawal, assessment result entries and certification requirements. They prevent inaccurate or false registrations, transfers, withdrawals, entries or certifications.

5.1. Registration Procedures

- Students are enrolled into the relevant academic course after their successful passage through the TEC admissions and induction procedures (see the TEC Admissions Policy).
- Students are informed that their information will be passed to the awarding organisation for registration purposes and that the awarding organisation may use these details to contact students where appropriate.
- The admissions team will share the list of enrolled students to register with the Exams Officer.
- The Exams Officer liaises with the Programme Leader delivering the qualification to confirm the accuracy of students attending the course and whether they need to be registered on the Edexcel online www.edexcelonline.com for BTEC HNDs or the ATHE portal https://www.atheportal.co.uk/ for ATHE programmes.
- The Programme Leader confirms (sign-off) the accuracy of each student's name (as per their Passport or ID) and details before passing a copy to the Exams Officer. The Exams Officer requires the data in Table 1 below in order to register students for units or qualifications with the relevant awarding organisation:
- The Exams Officer confirms the class list with the Quality Nominee for BTEC HNDs or Quality Assurance Coordinator for ATHE programmes and registers learners with the relevant awarding organisation before the end of the deadline (currently 28 days), ensuring the correct course code is used.
- For ATHE qualifications, the submission of results for students to the awarding organisation may not be any sooner than half the Total Qualification Time for full-time students (or no less than 8 weeks) as published in the awarding organisation's qualification specifications.
- Within two weeks after registrations, the Quality Nominee or Centre Contact will check course registration lists for programmes on Edexcel Online www.edexcelonline.com and/or ATHE portal https://www.atheportal.co.uk/ and send an email to the Exams Officer and Programme Leader to confirm accuracy or notify them of any changes required.
- The Exams Officer will make any required changes and email the Quality Nominee and/or Quality Assurance Coordinator and Programme Leader to confirm the changes have been made.
- The Programme Leader will print and retain a copy of the registration list in the Programme File.
- New arrivals/late entries can be made within two weeks of starting the programme using these procedures.
- Programme Leaders will give students their awarding organisation registration number and add this number to all student assessment feedback.
- The Exams Officer or Quality Nominee/Quality Assurance Coordinator informs the awarding organisation of any withdrawals, transfers or changes to student details as soon as possible.

5.2. Table 1: Information Needed for Student Registration with Awarding Organisations

The qualification title	What the students are studying
The start date	When the students started the course
The end date	An estimate of when the students are expected to finish the course
The students full name	Official name on official documentation e.g. their passport or ID
The student's date of birth	As it appears on their passport or ID, using UK format
The student's email address	Use their TEC email address (keep personal emails separately)
Language of assessment	UK English

5.3. Transfer Procedure

Students can transfer their registration and achievement to date between centres. Transfer between programmes is permitted, subject to meeting the awarding organisation regulations.

5.4. Transfer of a learner to another centre

A student may transfer to another centre; normally if a registration is being transferred, it is to enable the student to complete the same programme of study. Student transfers will be monitored by the Quality Nominee for Pearson qualifications or Quality Assurance Coordinator for ATHE qualifications.

- Assessors/tutors must provide a summary of units achieved (to enable unit accreditation where possible).
- The record of student achievement must be available at the student's final centre for certification
- If a student is transferring to another programme, the Quality Nominee or Quality Assurance Coordinator must inform the student if the units they have already achieved will contribute to their qualification or if there is any additional work they may need to do to meet the requirements of the centre they are transferring to (the receiving centre).
- The Quality Nominee or Quality Assurance Coordinator must ensure that the relevant awarding organisation is notified of all units the student has completed, and that all the relevant assessment records are passed to the receiving centre.
- The receiving centre should not process the transfer until they have been notified of all previous achievements.

5.5. Student Transfers to TEC

If a student wishes to transfer from another provider to TEC, the Exams Officer or Quality Nominee/Quality Assurance Coordinator contacts the students existing centre to obtain student's registration details and information on any units they have completed. Students that have transferred to TEC will be identified by the Programme Leader and, where relevant, JCQ regulations will be followed JCQ Guidance on Transferred Candidates. The Exams Officer and Quality Nominee follows Pearson Guidelines for Transferred Candidates or guidelines provided in the ATHE Qualifications Handbook.

6. Withdrawals

Student may be withdrawn for different reasons e.g. if they become inactive or they may wish to withdraw themselves from a programme. The Programme Leader will inform the Quality Nominee/Quality Assurance Coordinator and the Head of Exams. If a student is withdrawn or withdraws, their details will be updated on the Edexcel or ATHE portal.

6.1. Pearson Withdrawals

Students who withdraw or are withdrawn from Pearson programmes, may be reinstated **within five years**, provided the qualification is still active and the centre maintains appropriate records. This flexibility allows students to resume their studies without restarting the entire programme, though centres must ensure that assessment standards and curriculum requirements are still met. See the following link for more details on Late Entries, Amendments and Withdrawals.

6.2. ATHE Withdrawals

ATHE does not specify a fixed reinstatement window like Pearson. Instead, any re-entry or continuation after withdrawal is handled on a case-by-case basis, often requiring a new registration and potentially a Recognition of Prior Learning (RPL) process. Centres must contact ATHE directly to confirm eligibility and ensure compliance with current qualification specifications.

7. Assessment Entries & Certification

7.1. Pre-Certification Procedure

The Programme Leader ensures that the assessed work for each unit is sampled and internally verified by the Internal Verifier (IV) for Pearson programmes or the Internal Quality Assurer (IQA) for ATHE programmes. The Quality Nominee for Pearson Programmes or the Quality Assurance Coordinator for ATHE programmes liaises with the Pearson External Examiner (EE) or ATHE External Quality Assurer (EQA). Once the EE and/or EQA process is complete, there is a TEC Assessment Board held to ratify the results. Following this ratification, the Exams Officer claims student certificates on the Edexcel or ATHE portal.

7.2. Certification Procedure

- Student unit results are confirmed at the Assessment Board on receipt of the Pearson External Examiner's (EEs') report or the ATHE External Quality Assurance (EQA) report.
- The Exams Officer together with the Quality Nominee[5] or Quality Assurance Coordinator[6] or other staff delegated by the Quality Nominee of Quality Assurance Coordinator, claim the Certificate of full award or Certificate of Unit Credit (CoUC) on Edexcel Online www.edexcelonline.com or the ATHE portal https://www.atheportal.co.uk/
- Unit credits are claimed for students who achieve some units, but not the full award.
- All certificates claimed are sent together with transcripts by the awarding organisation to TEC by post.
- If a student needs proof of achievement to obtain a conditional offer into a Top-Up programme before their certificate and transcript arrives in the post, the Exams Officer will provide them with a confirmation of certification claims downloaded from the Edexcel or ATHE portal.

[5] Designation for Pearson Programmes
[6] Designation for ATHE Programmes

7.3. Claim and Audit Procedure

- Students' final results and certification claims will be submitted to Pearson via www.edexcelonline.com or ATHE https://www.atheportal.co.uk/ after all required assessed work has been marked, internally verified, confirmed by the Pearson External Examiner or ATHE External Quality Assurer (EQA) and ratified by the TEC Assessment Board.
- The Exams Officer or Quality Nominee/Quality Assurance Coordinator checks that their records of student results match the certificate and transcript received for each student. The Quality Nominee or Quality Assurance Coordinator will immediately inform the relevant awarding organisation if they are any discrepancies.
- The procedures will be reviewed each term or semester by the Quality Nominee or Quality Assurance Coordinator and a report provided to the Academic Board.

8. Awarding Organisation Information

The Pearson awarding organisation provides information on its registration and certification procedures here Information manual.

The ATHE awarding organisation provides information on its registration procedures here https://athe.co.uk/learner-registrations/ and on its certification procedures here https://athe.co.uk/delivering-athe-qualifications-handbook-new/

9. Discovery of Inaccurate, Early/Late and Fraudulent Registrations and Certifications Procedure

Where any inaccurate, early/late and fraudulent registrations or certification claims are discovered, The Quality Nominee or Quality Assurance Coordinator will inform the Executive Principal and the Head of Centre. The Executive Principal and Head of Centre will conduct an internal investigation and report findings to the relevant awarding organisation.