

Bay Learning Academy CIC

Learner Registration and Certification Policy 2024 - 2025

1. Introduction:

Bay Learning Academy has designed a comprehensive policy to uphold the integrity, accuracy, and security of our online education center's learner registration and certification processes. This commitment reflects our dedication to recruiting learners based on their aspirations, skills, and attributes and guiding them through a journey of educational excellence with professionalism.

2. Scope:

This policy envelops the entire lifecycle of a learner's academic journey, from the initial registration phase to the certification of their achievements. It delineates the actions and practices undertaken by our dedicated staff to register learners accurately, provide necessary information and support, and secure valid certificates within defined timelines. The scope extends to learner identification, data protection, and our commitment to maintaining the highest standards of quality assurance.

With a focus on transparency and accountability, this policy guides our center in upholding the principles of fairness, security, and adherence to awarding body requirements. The practices detailed herein contribute to creating a conducive and reliable online learning environment for all Bay Learning Academy learners, ensuring that their educational journey is enriching and culminates in a well-earned and secure certification.

3. Aims:

- a. To ensure the registration of learners onto courses is conducted with integrity and professionalism, considering their aspirations, skills, and attributes.
- b. To register individual learners for the correct programs within specified timescales.
- c. To facilitate the enrollment of learners in externally assessed units when required.
- d. To claim valid learner certificates by agreed deadlines.
- e. To maintain the accuracy and security of individual learner registrations and certificate claims.

4. Actions:

- a. Learners will be registered following awarding body requirements.
- b. Procedures will be established for staff to verify the accuracy of learner registrations.
- c. Each learner will be informed of their registration status.
- d. The awarding body will be notified of any withdrawals, transfers, or changes to learner details.
- e. Learners will be entered for externally assessed units as required by awarding body standards.
- f. Certificate claims will be made upon the completion of the course.

- g. Certificates will be securely stored for three years post-certification.

5. Learner Identification and Data Protection Requirements:

As an approved center, Bay Learning Academy will verify the identity of all learners and establish procedures to validate qualifications awarded to the correct individuals upon completion. Records of evidence used for learner identification will be retained for quality assurance and compliance with data protection legislation.

6. Practice:

- a. Tutors will electronically provide comprehensive information about courses, including requirements, entry criteria, progression routes, and potential careers.
- b. Induction will be given to learners, and robust information, advice, and guidance processes will minimize withdrawals.
- c. Tutors will correspond with learners struggling to engage with course materials or assessments, tailoring feedback to individual needs.
- d. Learners undertaking new courses will receive a period of induction, minimizing withdrawals through effective information, advice, and guidance processes.
- e. Tutors will personally address learners struggling with course materials or assessments, tailoring methods to individual needs.

7. Registration and Entry:

- a. Learners will be registered efficiently and timely, following published timescales.
- b. Learners must complete all enrollment documentations within 21 days of registration.
- c. Appropriate steps will confirm each learner's identity before registration. Each learner will be required to fill a registration form at the time of admission confirming their nationality, age, gender, prior education level, contact details and learning preferences. In addition, each learner will be required to submit academic transcripts, identification proof, and English language proficiency test results (if applicable) to confirm their identity. All this information will be confidentially stored in accordance with our data protection policy with limited access to data protection and compliance officers.
- d. Staff will be trained to understand the registration and certification processes.

8. Lead Assessor Responsibilities:

- a. A robust system of registration will be in place, considering learner details, course types, and cross-checking with tutors.
- b. Learners must provide proof of identification within one week of the course start date.
- c. Assessment points will ensure satisfaction with learner identity.
- d. Learners will be familiar with policies related to malpractice, appeals, internal verification, assessment, reasonable adjustment, and special consideration.

- e. The Lead Assessor will oversee data transfer between centers for learner transfers.
- f. Learners' status, withdrawals, transfers, and changes will be regularly updated and communicated to the awarding body.
- g. Timely and accurate certificate claims will be made, based on internally verified records.
- h. All certificates will be audited for accuracy and completeness.
- i. Records will be securely stored post-certification according to awarding body requirements.

9. Monitoring and Review:

The Quality Assurance Team of Bay Learning Academy is responsible for monitoring the implementation of this policy. The policy will undergo an annual review by the Quality Assurance Team.