

# RSL VQ Registration and Certification Policy



# RSL VQ Registration and Certification Policy

This is Version 1 of the RSL Registration and Certification Policy. This policy is intended for internal and external use.

The policy is subject to regular revision and maintained electronically. Electronic copies are version controlled.

## Introduction

This policy is for all centres that are delivering RSL Vocational Qualifications.

The purpose of the policy is to set out the procedures related to registering and certifying learners at RSL centres.

This policy is available on our website at **[www.rslawards.com](http://www.rslawards.com)**

This policy will be subject to review and monitoring by RSL and if necessary, will be amended and updated following feedback from centres. All future versions to this policy will be posted on our website.

## Issue and Review

The date of issue of this policy is August 2019. This policy will be reviewed annually.



## Contents

Introduction .....	2
Issue and Review .....	2
Contents .....	3
1. Which qualifications does this policy apply to? .....	4
2. General Registrations / Checking Registrations .....	4
3. Topping Up Learner Registrations .....	5
4. Withdrawing Learner Registrations .....	6
5. Legal Name Changes .....	6
6. Late Registrations: General Information .....	7
7. Late Registrations: Non-Performance Tables Qualifications .....	7
8. Late Registrations: Performance Tables Qualifications .....	8
9. Applying for a Late Registration .....	9
10. Registrations – Non-Standard Academic Year Delivery .....	10
11. Changing from Performance Table Qualifications to Non-Performance Tables Qualifications: General Information .....	10
12. Changing from a Performance Tables Qualifications to Non-Performance Tables Qualifications where a learner has not yet completed units. ....	11
13. Changing from Performance Tables Qualifications to Non-Performance Tables Qualifications where a learner has completed units .....	11
14. Registering for the Retake Opportunity (Level 3 Only) .....	12
15. Amending Qualification Programmes and Unit Configurations .....	13
16. Grading Deadline .....	14
17. Partial Achievement/Unit Certification .....	15
18. Assessment Boards .....	16
19. Validating Qualifications and Certification .....	17
20. Certificate Replacements .....	18
21. Fees .....	18



## 1. Which qualifications does this policy apply to?

- 1.1. This policy applies to all RSL Vocational qualifications. Please note the difference below between registrations for non-performance tables and performance tables qualifications, and non-standard academic year delivery.

## 2. General Registrations / Checking Registrations

- 2.1. Learners must be registered on the correct qualification by the deadline date specified in the **Key Dates Calendar** which is published on our main website - [www.rslawards.com/vocational/vocational-qualifications-dates-fees/](http://www.rslawards.com/vocational/vocational-qualifications-dates-fees/)
- 2.2. It is the responsibility of the centre to make learner registrations and keep them up to date should any changes be needed. It would be expected that this is the role of the Exams Officer in the centre although any member of staff with a login can access registrations.
- 2.3. Registrations are made through the **cloud.rslawards.com** site. A user account is needed to make registrations.
- 2.4. RSL reserves the right to suspend a centre's ability to make new registrations should there be outstanding invoices.
- 2.5. Learners must be registered for all years they are on the course which include summative assessment, not just the year the learners will be certificated.
- 2.6. Learners must be registered on the level and qualification that they wish to be certificated for.
- 2.7. To register learners at the start of the academic year, centres will need to create qualification programmes which include the units planned for delivery in the qualification. Assessment year for each unit refers to the year the unit will be summatively completed, not the year of certification.
- 2.8. Grades can only be input against units registered on the current assessment year.
- 2.9. If registered for performance tables versions of the qualification, controlled external assessment briefs and participation in controlled external assessment will only be possible if the externally assessed unit is registered on the current assessment year.
- 2.10. For more details on the process of making registrations, please refer to **How to Guide Managing Learner Registrations**.
- 2.11. By registering learners, the centre confirms that it has confirmed the learner identity prior to registration in line with the Ofqual/CCEA and Qualification Wales General/Standard Conditions of Recognition G5.



### 3. Topping Up Learner Registrations

- 3.1. Learners who have enrolled on a smaller version of a qualification in one academic year who wish to enrol on the larger size qualification in the next academic year will need to be 'topped up' rather than enrolled onto a new qualification.
- 3.2. In most cases this will apply predominantly to learners who completed a Level 3 Subsidiary Diploma in year one and wish to progress to a Level 3 Extended Diploma in year two.
- 3.3. Staff within the centre are able to top up a registration within the same pathway.
- 3.4. If a learner wishes to change pathways, the centre will not be able to make this top up themselves and will need to contact Head Office.
- 3.5. When a registration is topped up, the previously achieved units will be transferred across to the new qualification.
- 3.6. This will be indicated with an 'RPL' flag and these units cannot be amended.
- 3.7. A top up will be charged as the difference in qualification fees plus a change to qualification fee.
- 3.8. If a centre creates an entirely new registration rather than topping up the pre-existing smaller qualification, certification may be delayed as the qualification will not be correctly calculated.
- 3.9. For more details on the process of making registrations, please refer to **How to Guide Managing Learner Registrations**.



## 4. Withdrawing Learner Registrations

- 4.1. Learners who withdraw from the qualification at the centre must have their registration withdrawn with RSL.
- 4.2. Centres can withdraw learners themselves until the date in December specified in the **Key Dates Calendar**.
- 4.3. If the learner/s are withdrawn by the date specified in the **Key Dates Calendar**, the centre will be issued with a credit note for registration fees in January.
- 4.4. To withdraw learners after this date, the centre will need to apply to Head Office. Please complete a 'Change to Learner Registration Confirmation Form' and return to **vocational@rslawards.com**
- 4.5. The withdrawal will be processed within 5 working days of receipt of the form and a confirmation email sent to the centre.
- 4.6. Withdrawals processed after the date in the **Key Dates Calendar** will not be eligible for a refund of the learner registration fee.
- 4.7. Withdrawals are final and cannot be reversed.
- 4.8. If a learner returns to a centre once a withdrawal has been made, a new registration will need to be made which will incur the full qualification registration fee.
- 4.9. All learners who have left the centre must be withdrawn prior to the grading deadline. Please see Section 16 for more detail.

## 5. Legal Name Changes

- 5.1. If a learner legally changes their name during the course of their qualification, a 'Legal Name Change Form' must be completed and returned to **vocational@rslawards.com**. The form states either **Learner Application** or **Centre Application**
- 5.2. Official proof of the change must be provided. The documentation must evidence the learner's name before and after the change has occurred.
- 5.3. Official evidence can include passport, birth certificate, driving licence or change of name deed.
- 5.4. An application can be made either by a centre or by a learner. Please use the appropriate form.
- 5.5. Learner names can only be amended if there is a legal name change. Registrations cannot be amended for a preferred name.



## 6. Late Registrations: General Information

- 6.1. Learners must be registered on the correct qualification by the deadline date specified in the **Key Dates Calendar**. Where a learner or learners are registered after this published date, the centre will incur a late registration fee.

## 7. Late Registrations: Non-Performance Tables Qualifications

- 7.1. We understand that there are sometimes reasons why a registration has not been made in time and that a learner would be greatly disadvantaged by being registered onto an alternative qualification. In such cases, centres can apply for a late registration.
- 7.2. See Point 9 Applying for a Late Registration for the process to apply.
- 7.3. In reviewing the application, we'll consider:
  - The reason why the learner was not registered on time.
  - The time passed since the registration deadline.
  - The date the learner was enrolled at the centre and started working towards the qualification.
  - How much work the learner has completed towards the qualification.
  - If there is sufficient time in the academic year to allow the learner to achieve the qualification and be subject to external quality assurance processes.
- 7.4. If the application for a late registration is approved, the centre will receive formal confirmation.
- 7.5. RSL will provide the centre with a window of time in which we will amend the settings to allow the learner registration to be made.
- 7.6. The centre will receive an invoice for the qualification fee and a late registration fee.
- 7.7. If the registration is not made within this window, the registration will not be allowed.
- 7.8. If the application for a late registration is not approved, the centre will receive formal confirmation of the reasons. In this instance, alternative provision would need to be put in place in the centre for this learner. This could include transferring the learner to the following academic year. Please note that if an application is made in April or later in the year of certification, it is unlikely a late registration will be approved.
- 7.9. Please note, any late registrations are subject to the same external quality assurance processes as all other learners.





## 8. Late Registrations: Performance Tables Qualifications

- 8.1. Performance Tables qualifications contain at least one externally assessed unit.
- 8.2. Learners must be registered on the qualification prior to the start of the controlled external assessment window as identified in the **Key Dates Calendar** in order to be eligible for the assessment.
- 8.3. We understand that there are sometimes reasons why a registration has not been made in time and that a learner would be greatly disadvantaged by being registered onto an alternative qualification. In such cases, you can apply for a late registration.
- 8.4. See Point 9 Applying for a Late Registration for the process to apply.
- 8.5. In reviewing the application, we'll consider:
  - The reason why the learner was not registered on time.
  - The time passed since the registration deadline.
  - The date the learner was enrolled at the centre and started working towards the qualification.
  - How much work the learner has completed towards the qualification.
  - If there is sufficient time in the academic year to allow the learner to achieve the qualification and be subject to external quality assurance processes.
- 8.6. If the learner is a late starter at the centre and started part way through the external assessment window, the centre will be asked to provide planning documentation which evidences that the learner will have sufficient time to complete the hours in the controlled assessment.
- 8.7. If the application for a late registration is approved, the centre will receive formal confirmation.
- 8.8. RSL will provide the centre with a window of time in which we will amend the settings to allow the centre to make the learner registration.
- 8.9. The centre will receive an invoice for the qualification fee and a late registration fee.
- 8.10. If the registration is not made within this window, the registration will not be allowed.
- 8.11. If the application for a late registration is not approved, the centre will receive formal confirmation of the reasons. In this instance, alternative provision would need to be put in place in the centre for this learner. This could include transferring the learner to the following academic year or registering on the non-performance tables version of the qualification.
- 8.12. Please note that if an application is made after the end of the controlled external assessment window, as published in the **Key Dates Calendar**, the application to register on a performance tables version of the qualification will not be approved.
- 8.13. Please note, any late registrations are subject to the same external quality assurance processes as all other learners.
- 8.14. If a learner is registered on the incorrect pathway, a '**Change to Registration Confirmation Form**' must be completed and returned to **vocational@rslawards.com**. We must receive the form a minimum of 5 working days prior to the deadline for submission of controlled external assessment. If we do not receive the form in time to make the amendment, the results for the learner may be delayed.





## 9. Applying for a Late Registration

- 9.1. To apply for a late registration, please follow the below process:
  - Complete an '**RSL VQ Application for Late Registration Form.**'
  - Send the form with evidence that the learner was enrolled at the centre and why the registration was not made on time.
  - If the application is for a performance tables qualification, and the application is made after the start of the controlled external assessment window, evidence of how the learner will access all the hours in the controlled assessment must be provided for example, a timetable of hours with specific dates and times.
  - Email the form to **vocational@rslawards.com**
- 9.2. For performance tables qualifications, we must receive the form a minimum of 5 working days prior to the deadline for submission of controlled external assessment.
- 9.3. The centre will receive a formal response either approving the registration or providing reasons why the registration cannot be approved within 5 working days of receipt of the application.
- 9.4. If the centre applies within 5 working days of the deadline for submission of controlled external assessment evidence for performance tables qualifications, RSL cannot be held accountable if the deadline is missed. It is the responsibility of the centre to ensure learners are registered in a timely manner. If the deadline is missed and evidence is submitted late, the results for the learner may be delayed.
- 9.5. If the form is received within 5 working days of the grading input deadline, RSL cannot be held accountable if the deadline is missed. It is the responsibility of the centre to ensure that learner registrations are correct and maintained throughout the academic year. If the deadline is missed, certification may be delayed and learners certificated through the next available assessment board.



## 10. Registrations – Non-Standard Academic Year Delivery

- 10.1. RSL are aware that not all centres who deliver our qualifications work to a traditional academic calendar of September to July and that having to work to those key dates may be difficult for certain types of provision. We are also aware that providers who deliver qualifications outside the academic year model often have a number of cohorts throughout the academic year.
- 10.2. In order to ensure centres that deliver this model are able to deliver RSL qualifications, we have devised a process for centres to identify how they intend to run their provision.
- 10.3. There are certain stipulations to be eligible for this mode of delivery:
  - The courses delivered can only be non-performance tables qualifications. Performance tables qualifications are not eligible for this mode of delivery.
  - Guided learning hours (GLH) must be adhered to.
  - Appropriate quality assurance and planning documentation must be provided for each cohort.
  - All cohorts may be subject to External Quality Assurance.
- 10.4. In order to deliver a non-standard academic year model, please complete the following steps:
  - Complete a **RSL VQ Non-Standard Academic Year Form** and return to **vocational@rslawards.com**
  - Once the form has been received by RSL, the centre will receive confirmation of the following:
    - Dates for when registrations can be completed for each cohort (this will be a week in which registrations need to be completed.)
    - Dates for when RSL will need to receive final grades
    - Date for when each cohort/s will be certificated and the centre will receive certificates.
- 10.5. For more details on the administration of Non-Standard Academic year courses, please refer to the **RSL VQ Non-Standard Academic Year Guidance**

## 11. Changing from Performance Table Qualifications to Non-Performance Tables Qualifications: General Information

- 11.1. There may be occasions when a learner is registered to a performance tables version of the qualification but needs to transfer to a non-performance tables version of the qualification (where possible.)
- 11.2. Due to the complex nature of this change, centres will be unable to amend the registration themselves.
- 11.3. The process is different depending on whether the learners has already completed units or not.



## 12. Changing from a Performance Tables Qualifications to Non-Performance Tables Qualifications where a learner has not yet completed units.

- 12.1. If the learner has not yet completed any units, the centre will need to create a new qualification programme for the non-performance tables version of the qualification.
- 12.2. Following the creation of a qualification programme, a **Change to Registration Confirmation Form** will need to be completed and returned to **vocational@rslawards.com**
- 12.3. The registration will be amended within 5 working days and an email confirmation sent.

## 13. Changing from Performance Tables Qualifications to Non-Performance Tables Qualifications where a learner has completed units.

- 13.1. If a learner has already completed units, the centre will need to map the work completed to the non-performance tables version of the specification.
- 13.2. The mapping exercise must take place prior to the actual change to registration taking place.
- 13.3. For more detailed information about mapping, please refer to the HTG Changing from Performance Tables to Non-Performance Tables Qualifications.
- 13.4. Once the mapping exercise has taken place, a qualification programme will need to be created for the non-performance tables version of the qualification.
- 13.5. Following the creation of a qualification programme, a **Change to Registration Confirmation Form** will need to be completed and returned to **vocational@rslawards.com**
- 13.6. The registration will be amended within 5 working days and an email confirmation sent.



## 14. Registering for the Retake Opportunity (Level 3 Only)

- 14.1. The Retake opportunity is open to all currently registered Level 3 learners who sat externally assessed units in the previous academic year, regardless of the grade achieved or if they have already had a resit opportunity.
- 14.2. The Retake opportunity will be in the Controlled Externally Assessed window and results released as per the Key Dates Calendar.
- 14.3. For more detail regarding the Retake opportunity, please refer to the **VQ Resit and Retake Policy**.
- 14.4. In order to participate in the Retake opportunity, learners must be registered on the current assessment year for the externally assessed unit.
- 14.5. Centres will not be able to make amendments to externally assessed units so will need to apply to Head Office to participate in the Retake opportunity.
- 14.6. If a learner has achieved an unclassified outcome in the current assessment year for the controlled assessment and wishes to Retake in the following assessment year, the registration will need to be topped up by Head Office.
- 14.7. In this instance, the learner would not be certificated for the Subsidiary diploma, only the Extended Diploma (should they achieve a pass.)
- 14.8. To apply to Retake, please complete a '**Retake Application Form**' and return to **vocational@rslawards.com**
- 14.9. You will receive confirmation within 5 working days.



## 15. Amending Qualification Programmes and Unit Configurations

- 15.1. When learners are registered at the start of the academic year, a Qualification Programme needs to be created. The programme will include all the units to be studied and identifies the year in which each unit will be completed.
- 15.2. If the unit configuration needs to be changed after registration, centres are unable to amend units themselves. The reason for this is to ensure that mistakes are reduced and to ensure external quality assurance is accurate.
- 15.3. It is the responsibility of the centre to ensure that registrations are correct prior to an external quality assurance sample being selected and prior to the grading input deadline at the end of the academic year.
- 15.4. If the registrations need to be amended, a '**Change to Registration Confirmation Form**' must be completed and return to **vocational@rslawards.com**
- 15.5. A response will be sent within 5 working days of the receipt of the form.
- 15.6. Please note, if the form is received within 5 working days of the grading input deadline, RSL cannot be held accountable if the deadline is missed. It is the responsibility of the centre to ensure that learner registrations are correct and maintained throughout the academic year.
- 15.7. If changes are requested within 5 working days of the grading deadline, a per learner fee will be charged to make the changes.



## 16. Grading Deadline

- 16.1. The **Key Dates Calendar** identifies a date for a grading deadline for all completed internally assessed units results to be input in **cloud.rslawards.com**
- 16.2. Certification cannot take place if grades have not been input into the site.
- 16.3. Learners who have withdrawn from the centre this academic year and not achieved any units must be withdrawn by this deadline.
- 16.4. If the grading deadline is missed, certification cannot be guaranteed in line with the **Key Dates Calendar**.
- 16.5. If certification is delayed, results will not be sent to the DfE or UCAS within their published timescales.
- 16.6. Any units without grades must be removed from the registration. If not removed, they will be printed on the certificates as 'ungraded' units. To remove units, a '**Change to Learner Registration**' form must be completed and returned to **vocational@rslawards.com** within 5 working days of the grading deadline.
- 16.7. If an extension is needed to the grading deadline for learners where there are exceptional circumstances, an application for Special Considerations will need to be made. Please refer to the **Reasonable Adjustments and Special Considerations Policy**.
- 16.8. If an extension is granted for learners certificating in the current academic year, this may delay certification due to the timescales associated with certification. This will be made clear in the Special Considerations response.
- 16.9. If the learner is certificating in the following academic year, the grading deadline for the learner and unit affected can be extended. This will not impact their certification.



## 17. Partial Achievement/Unit Certification

- 17.1. In the event that there are learners who have achieved units but not enough credits to achieve the qualification registered on, they may be eligible for unit certification or partial achievement.
- 17.2. Both partial achievement and unit certification are reliant on a successful external quality assurance sample having been completed in the academic year.
- 17.3. Partial achievement can be given where a learner has not achieved sufficient units to achieve the qualification registered on but has achieved enough units to achieve a smaller size qualification.
- 17.4. The largest size qualification possible will be awarded.
- 17.5. If partial achievement is not possible (due to insufficient credits or a smaller size qualification does not exist) unit certification will be given for the individual units achieved.
- 17.6. If the centre is aware of learners who will not achieve the whole qualification and wish to claim partial achievement of unit certification, please complete the '**Partial Achievement/Unit Certification Application Form**' and return to **vocational@rslawards.com** within 5 working days of the grading deadline.
- 17.7. RSL conducts registration checks following the grading deadline and will contact the Quality Representative via email if there are learners who will not achieve the full qualification and who have not contacted us with the above form. At this stage, we will ask the centre to complete a '**Partial Achievement/Unit Certification Application Form**' and return to **vocational@rslawards.com** within 5 working days of receipt of the email.





## 18. Assessment Boards

- 18.1. The RSL Assessment Board is responsible for ensuring the safety of certification.
- 18.2. The RSL Assessment Board ratifies the results for all learners who have completed a vocational qualification.
- 18.3. Centres do not need to submit a claim for certification. Centres with qualifications registered as completing in the current assessment year will automatically be put forward for validation and certification.
- 18.4. Centres must ensure that internally assessed grades are input by the deadline in the **Key Dates Calendar** to ensure validation and certification. If the grades are not input by the deadline, this may delay validation and certification.
- 18.5. The Assessment Board for centres who run to a standard academic year calendar (September – July) meets in July for validation and certification in August.
- 18.6. Additional Assessment Boards meet throughout the academic year for centres running a Non-Standard Academic Year Delivery Model. The additional Boards meet in May, September and January.
- 18.7. For centres running a standard academic year calendar, the first point of certification is August.
- 18.8. If centres on a standard academic year calendar miss the grading or external quality assurance deadlines in the **Key Dates Calendar**, they can be validated at an additional Assessment Board in order to ensure that learners are not disadvantaged.
- 18.9. If learners are validated at a later assessment board, data submitted for these learners will be sent to UCAS and DfE following this board. This will mean this data is submitted late. RSL takes no responsibility for data submitted late due to missed deadlines within a centre.
- 18.10. If learners cannot be certificated following an Assessment Board, the centre will be contacted and an action plan put into place with the intention of certificating at the next available Assessment Board.



## 19. Validating Qualifications and Certification

- 19.1. Qualifications are validated following the Assessment Board ratification. Validated registrations can be viewed via the **cloud.rslawards.com** site on the date listed in the **Key Dates Calendar**.
- 19.2. Learners will be certificated on their achievements following:
  - External Quality Assurance of internally assessed units.
  - External Quality Assurance of internal verification and quality assurance practice.
  - Marking by RSL of externally assessed units where applicable.
- 19.3. It is not possible to make amendments to learner's registrations once they have been validated.
- 19.4. If learners can be certificated, their qualifications will be validated on the **cloud.rslawards.com** site and certificates posted to centres on the dates published in the **Key Dates Calendar**.
- 19.5. When learner registrations are made, centres are asked to complete a 'Name on Certificate' field for each learner. This is the name that will appear on the final certificate. It is the centre's responsibility to ensure this is correct. If a name is incorrectly printed, the centre will need to pay for a replacement certificate. See Point 20 below.
- 19.6. If RSL cannot verify the audit trail to confirm achievement by the learner, the qualification will not be validated and a certificate will not be issued.
- 19.7. It is the responsibility of the centre to notify RSL if the centre address changes. This is the postal address which will be used when issuing certificates. Please complete a '**Change to Address Request Form**' and return to **vocational@rslawards.com**
- 19.8. The centre address will be amended in the **cloud.rslawards.com** site and email confirmation sent within 5 working days.
- 19.9. Certificates will be posted via Royal Mail recorded delivery. A tracking number is available on request from RSL by emailing **vocational@rslawards.com**. If a certificate is lost in transit, Royal Mail will need to be contacted with the tracking number rather than RSL.



## 20. Certificate Replacements

- 20.1. A replacement certificate can be issued in the case of the original being lost, stolen, destroyed or where a legal name change has taken place.
- 20.2. Where a replacement certificate is issued, the certificate will state that it is a replacement certificate.
- 20.3. Centres can apply to RSL for a replacement certificate on behalf of a learner or a learner can apply directly to RSL.
- 20.4. Depending on the applicant, please use the appropriate 'Certificate Replacement Application Form.' The form states either **Learner Application** or **Centre Application**.
- 20.5. If a replacement is requested due to incorrect details on the certificate, the original must be returned to RSL. The centre is liable for the cost of the replacement certificate if the incorrect details were input by the centre at registration.
- 20.6. A fee is charged per reprint. The fee is listed on the 'Certificate Replacement Application Form.'
- 20.7. Applications should be processed within 28 days but can take longer at very busy times, especially where the information supplied is incorrect or the correct documentation is not forwarded to us.
- 20.8. If the application is made by the centre, on receipt of the Certificate Replacement Application Form, an invoice will be sent from the finance team at RSL to the relevant member(s) of staff at the centre. Once the fee has been received, the certificate will be printed and posted within 5 working days.
- 20.9. If the application is made by the learner, a payment link will be sent directly to the learner. Once the fee has been received, the certificate will be printed and posted within 5 working days.
- 20.10. Certificates will be posted via recorded delivery. A tracking number is available on request from RSL by emailing [vocational@rslawards.com](mailto:vocational@rslawards.com). If a certificate is lost in transit, Royal Mail will need to be contacted rather than RSL.

## 21. Fees

- 21.1. A schedule of registration fees is available on our website - [www.rslawards.com/vocational/vocational-qualifications-dates-fees/](http://www.rslawards.com/vocational/vocational-qualifications-dates-fees/)
- 21.2. Late registrations are subject to a fee. Details of fees are on our website [www.rslawards.com/vocational/vocational-qualifications-dates-fees/](http://www.rslawards.com/vocational/vocational-qualifications-dates-fees/)
- 21.3. Where a learner has been registered incorrectly and their registration is transferred to a different qualification (a different qualification is defined as a qualification with a separate QAN), a change to qualification fee will be charged per learner.
- 21.4. A fee is charged per reprint for a replacement certificate. The fee is listed in the '**Certificate Replacement Application Form.**'