

RSL VQ Registration and Certification Policy

This is Version 4 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 <https://www.rslawards.com/about-us/policies-regulations/>

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 review of this policy is August 2024. This policy will be reviewed annually.

Section Title	Change
2. General Registrations/Checking Registrations	Added 2.5 and 2.11
4. Transferring Learner Registrations from Another Centre	Added section
5. Withdrawing Learner Registrations	Added 5.8, 5.9 and 5.10
6. Legal Name Changes	Added 6.6
12. Changing from Performance Table Qualifications to Non-Performance Table Qualifications	Added 12.4 and link to the How to Guide.
16. Amending Qualification Programmes and Unit Configuration	Changed External Quality Assurance to Moderation
17. Grading Deadline	Added 17.3
19. Assessment Boards	Changed External Quality Assurance to Moderation
20. Validating Qualifications and Certification	Changed External Quality Assurance to moderation and corrected reference to 20 to 21.

Updated October 2023

Section Title	Change
1 – Which qualifications does this policy apply to	Added 1.2 to confirm the difference between performance tables qualifications
2 – General registrations/checking registrations	2.1 updated the link to the key dates calendars.
2 – General registrations/checking registrations	References to qualification programmes amended to cohorts
2 – General registrations/checking registrations	2.10 Changed reference to performance tables to qualifications with one or more externally assessed units
2 – General registrations/checking registrations	2.11 Removed (reference to learner registration check)
8&9 Late Registrations	8.10 and 9.14 Add about all learner evidence
13 and 14	Change references to qualification programme to cohort
16 – Amending qualification programmes and unit configurations	Change references to qualification programme to cohort
16 – Amending qualification programmes and unit configurations	Added that centres can make amendments themselves. Remove form submissions
17 – Grading Deadline	17.3 Amendment to declaration
17 – Grading Deadline	17.7 Remove reference to removing ungraded units
18 – Partial achievement/unit certification	18.2 Amendment of external quality assurance to moderation
22 – Fees	Updated links to website
General	Response times amended to 10 working days

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1. Which qualifications does this policy apply to?

- 1.1 This policy applies to all RSL vocational qualifications. Note the difference below between registrations for non-performance tables and performance tables qualifications, and non-standard academic year delivery.
- 1.2 From 23/24, there are qualifications with an externally assessed unit which no longer count on performance tables but are still available for centres to register to should they wish. For these qualifications, use the guidance for performance tables qualifications. The qualifications in question are Level 1 and 2 Music Practitioner and Creative and Performing Arts qualifications.

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 - <https://www.rslawards.com/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 <https://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 under their legal name which can be verified against suitable identification such as a birth certification, driver's licence or passport.
- 2.6 Learners must be registered on the level and qualification that they wish to be certificated for.
- 2.7 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.

- 2.8 To register learners at the start of the academic year, centres will need to create cohorts which include the units planned for delivery in the qualification.
- 2.9 Grades can only be input against units registered on the current assessment year.
- 2.10 If registered for qualifications with one or more externally assessed units, 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.
- 2.11 For more details on the process of making registrations, refer to [How to Guide Managing Learner Registrations](#)
- 2.12 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, refer to [How to Guide Managing Learner Registrations](#).

4. Transferring Learner Registrations from Another Centre.

- 4.1 Learners who have completed the first year of a qualification at another centre will need to be transferred to their new centre, rather than a new registration created.
- 4.2 Once the transfer has taken place, the registration can be topped up by the new centre (as section 3)
- 4.3 To transfer learners from one centre to another, the new centre the learner is transferring to will need to apply to Head Office. A '[Learner Transfer Form](#)' must be completed and return to vocational@rslawards.com
- 4.4 RSL will endeavour to process the transfer within 10 working days of receipt of the form.
- 4.5 In order to process the transfer, RSL will need to contact the centre the learner is transferring from to receive confirmation that this is an authorised transfer.
- 4.6 Should the original centre not respond within 10 working days, the request will not be processed within this time.
- 4.7 Once the transfer has been processed, a confirmation email will be sent to the new centre who requested the transfer.
- 4.8 The new centre must ensure certificates and learner work for the completed units are available within the centre and provided if requested by an External Quality Assurer.

5. Withdrawing Learner Registrations

- 5.1 Learners who withdraw from the qualification at the centre must have their registration withdrawn with RSL.
- 5.2 Centres can withdraw learners themselves until the date in December specified in the key dates calendar.
- 5.3 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.
- 5.4 To withdraw learners after this date, the centre will need to apply to Head Office. A '[Change to Registration Confirmation Form](#)' must be completed and returned to vocational@rslawards.com

- 5.5 The withdrawal will be processed within 10 working days of receipt of the form and a confirmation email sent to the centre.
- 5.6 Withdrawals processed after the date in the key dates calendar will not be eligible for a refund of the learner registration fee.
- 5.7 Withdrawals are final and cannot be reversed.
- 5.8 Withdrawals cannot be processed without a reason given for the withdrawal. If the form is submitted without this box completed, it will be returned to the centre.
- 5.9 If a request for a withdrawal is made where a learner has completed units, the centre will need to provide reasons for requesting withdrawal, confirming the learner understands the implications of withdrawing.
- 5.10 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.
- 5.11 If the new registration is requested past the registration deadline, the Late Registration process applies. See Section 7 for more detail.
- 5.12 All learners who have left the centre must be withdrawn prior to the grading deadline. See Section 17 for more detail.

6. Legal Name Changes

- 6.1 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](#)
- 6.2 Official proof of the change must be provided. The documentation must evidence the learner's name before and after the change has occurred.
- 6.3 Official evidence can include passport, birth certificate, driving licence or change of name deed.
- 6.4 An application can be made either by a centre or by a learner using the appropriate form.
- 6.5 Learner names can only be amended if there is a legal name change. Registrations cannot be amended for a preferred name.

- 6.6 If a learner legally changes their name after completing the qualification and would like a certificate issued in their new name, they will need to complete the above form and also return the certificate to RSL before a new certificate can be issued.

7. Late Registrations: General Information

- 7.1 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.

8. Late Registrations: Non-Performance Tables Qualifications

- 8.1 RSL understands 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.
- 8.2 See Point 10 Applying for a Late Registration for the process to apply.
- 8.3 In reviewing the application, the following will be considered:
- 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.
 - If more than a month has passed since the learner enrolled at the centre, why the learner was not registered sooner.
 - 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 moderation processes.
- 8.4 If the application for a late registration is approved, the centre will receive formal confirmation.
- 8.5 The centre will be provided with a window of time in which learner registrations can be made.
- 8.6 The centre will receive an invoice for the qualification fee and a late registration fee.
- 8.7 If the registration is not made within this window, the registration will not be allowed.

- 8.8 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. **If an application is made in April or later in the year of certification, it is unlikely a late registration will be approved.**
- 8.9 Any late registrations are subject to at least the same moderation processes as all other learners.
- 8.10 Late registrations may be subject to a higher level of scrutiny than learners who were registered on by the deadline. This could include requesting learner evidence for all units.

9. Late Registrations: Performance Tables Qualifications

- 9.1 Performance Tables qualifications contain at least one externally assessed unit.
- 9.2 Learners must be registered on the qualification prior to the start of the controlled external assessment window as identified in the key dates calendar to be eligible for the assessment.
- 9.3 RSL understands 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.
- 9.4 **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.**
- 9.5 See Point 10 Applying for a Late Registration for the process to apply.
- 9.6 In reviewing the application, the following will be considered:
- 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.
 - If more than a month has passed since the learner enrolled at the centre, why the learner was not registered sooner.
 - 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.

- 9.7 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.
- 9.8 If the application for a late registration is approved, the centre will receive formal confirmation.
- 9.9 The centre will be provided with a window of time in which learner registrations can be made.
- 9.10 The centre will receive an invoice for the qualification fee and a late registration fee.
- 9.11 If the registration is not made within this window, the registration will not be allowed.
- 9.12 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.
- 9.13 Any late registrations are subject to the same moderation processes as all other learners.
- 9.14 Late registrations may be subject to a higher level of scrutiny than learners who were registered on time. This could include requesting learner evidence for all units.
- 9.15 If a learner is registered on the incorrect pathway, a “[Change to Registration Confirmation Form](#)’ must be completed and returned to vocational@rslawards.com. The form must be received a minimum of 10 working days prior to the deadline for submission of controlled external assessment. If the form is not received in time to make the amendment, the results for the learner may be delayed.

10. Applying for a Late Registration

- 10.1 To apply for a late registration, centres must complete the below:
- 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 qualification with an externally assessed unit, 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
- 10.2 For qualifications with an externally assessed unit, the form must be received a minimum of 10 working days prior to the deadline for submission of controlled external assessment.
- 10.3 The centre will receive a formal response either approving the registration or providing reasons why the registration cannot be approved within 10 working days of receipt of the application.
- 10.4 If the centre applies within 10 working days of the deadline for submission of controlled external assessment evidence for qualifications with an externally assessed unit, 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.

11. Registrations – Non-Standard Academic Year Delivery

- 11.1 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. RSL are also aware that providers who deliver qualifications outside the academic year model often have several cohorts throughout the academic year.
- 11.2 For more details on the administration of Non-Standard Academic year courses, refer to the [RSL VQ Non-Standard Academic Year Guidance](#)

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

- 12.1 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.)
- 12.2 Due to the complex nature of this change, centres will be unable to amend the registration themselves.
- 12.3 The process is different depending on whether the learners has already completed units or not.
- 12.4 For more details on changing from a Performance Table Qualification to a Non-Performance Table qualification, refer to the [HTG Changing from Performance Tables to Non-Performance Tables Qualifications](#).

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

- 13.1 If the learner has not yet completed any units, the centre will need to create a new cohort for the non-performance tables version of the qualification.
- 13.2 Following the creation of a cohort, a [Change to Registration Confirmation Form](#) will need to be completed and returned to vocational@rslawards.com
- 13.3 The registration will be amended within 10 working days and an email confirmation sent.

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

- 14.1 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.
- 14.2 The mapping exercise must take place prior to the actual change to registration taking place.
- 14.3 For more detailed information about mapping, refer to the [HTG Changing from Performance Tables to Non-Performance Tables Qualifications](#).
- 14.4 Once the mapping exercise has taken place, a cohort will need to be created for the non-performance tables version of the qualification.

14.5 Following the creation of a cohort, a [Change to Registration Confirmation Form](#) will need to be completed and returned to vocational@rslawards.com

14.6 The registration will be amended within 10 working days and an email confirmation sent.

15. Registering for the Retake Opportunity (Level 3 Only)

15.1 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.

15.2 The Retake opportunity will be in the controlled externally assessed window and results released as per the key dates calendar.

15.3 For more detail regarding the retake opportunity, refer to the [VQ Resit and Retake Policy](#).

15.4 To participate in the retake opportunity, learners must be registered on the current assessment year for the externally assessed unit.

15.5 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.

15.6 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.

15.7 In this instance, the learner would not be certificated for the Subsidiary Diploma, only the Extended Diploma (should they achieve a pass.)

15.8 To apply to retake, the centre will need to complete a [Retake Application Form](#) and return to vocational@rslawards.com

15.9 The centre will receive confirmation within 10 working days.

16. Amending Cohorts and Unit Configurations

- 16.1 When learners are registered at the start of the academic year, a cohort needs to be created. The cohort will include all the units to be studied and identifies the year in which each unit will be completed.
- 16.2 If the unit configuration needs to be changed after registration, centres can amend them via the site. Instructions are on page 9 of the ['How to Manage Learner Registrations'](#) guide.
- 16.3 It is the responsibility of the centre to ensure that registrations are correct prior to a moderation sample being selected and prior to the grading input deadline at the end of the academic year.

17. Grading Deadline

- 17.1 The key dates calendar identifies a date for a grading deadline for all completed internally assessed units results to be input in <https://cloud.rslawards.com>
- 17.2 Certification cannot take place if grades have not been input into the site.
- 17.3 Centres must complete an audit of learner grades and submit declaration in line with the key dates calendar to ensure grade input is accurate.
- 17.4 Learners who have withdrawn from the centre this academic year and not achieved any units must be withdrawn by this deadline.
- 17.5 If the grading deadline is missed, certification cannot be guaranteed in line with the key dates calendar.
- 17.6 If certification is delayed, results will not be sent to the DfE or UCAS within their published timescales.
- 17.7 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. Refer to the [Reasonable Adjustments and Special Considerations Policy](#).
- 17.8 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 consideration's response.
- 17.9 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.

18. Partial Achievement/Unit Certification

- 18.1 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.
- 18.2 Both partial achievement and unit certification are reliant on a successful moderation sample having been completed in the academic year.
- 18.3 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.
- 18.4 The largest size qualification possible will be awarded.
- 18.5 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.
- 18.6 If the centre is aware of learners who will not achieve the whole qualification and wish to claim partial achievement of unit certification, a '[Partial Achievement/Unit Certification Application Form](#)' should be completed and returned to vocational@rslawards.com within 10 working days of the grading deadline.

19. Assessment Boards

- 19.1 The RSL Assessment Board is responsible for ensuring the safety of certification.
- 19.2 The RSL Assessment Board ratifies the results for all learners who have completed a vocational qualification.
- 19.3 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.
- 19.4 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.
- 19.5 The Assessment Board for centres who run to a standard academic year calendar (September – July) meets in July for validation and certification in August.

- 19.6 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.
- 19.7 For centres running a standard academic year calendar, the first point of certification is August.
- 19.8 If centres on a standard academic year calendar miss the grading or moderation deadlines in the key dates calendar, they can be validated at an additional Assessment Board to ensure that learners are not disadvantaged.
- 19.9 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.
- 19.10 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.

20. Validating Qualifications and Certification

- 20.1 Qualifications are validated following the Assessment Board ratification. Validated registrations can be viewed via the <https://cloud.rslawards.com> site on the date listed in the key dates calendar.
- 20.2 Learners will be certificated on their achievements following:
- Moderation of internally assessed units.
 - Moderation of internal verification and quality assurance practice.
 - Marking by RSL of externally assessed units where applicable.
- 20.3 It is not possible to make amendments to learner's registrations once they have been validated.
- 20.4 If learners can be certificated, their qualifications will be validated on the <https://cloud.rslawards.com> site and certificates posted to centres on the dates published in the key dates calendar.
- 20.5 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 21 below.

- 20.6 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.
- 20.7 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. A '[Change of Address Request Form](#)' must be completed and return to vocational@rslawards.com
- 20.8 The centre address will be amended in the <https://cloud.rslawards.com> site and email confirmation sent within 10 working days.
- 20.9 Certificates will be posted via Royal Mail recorded delivery. A tracking number is available on request 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.

21. Certificate Replacements

- 21.1 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.
- 21.2 Where a replacement certificate is issued, the certificate will state that it is a replacement certificate.
- 21.3 Centres can apply for a replacement certificate on behalf of a learner or a learner can apply directly to RSL.
- 21.4 Depending on the applicant, the appropriate 'Certificate Replacement Application Form' should be used. The form states either [Learner Application](#) or [Centre Application](#).
- 21.5 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.
- 21.6 A fee is charged per reprint. The fee is listed on the 'Certificate Replacement Application Form.'
- 21.7 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.
- 21.8 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 10 working days.

- 21.9 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 10 working days.
- 21.10 Certificates will be posted via 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 rather than RSL.

22. Fees

- 22.1 A schedule of registration fees is available on our [website](https://www.rslawards.com/vocational-qualifications-dates-fees/) - <https://www.rslawards.com/vocational-qualifications-dates-fees/>
- 22.2 Late registrations are subject to a fee. Details of fees are on our [website](https://www.rslawards.com/vocational-qualifications-dates-fees/) <https://www.rslawards.com/vocational-qualifications-dates-fees/>
- 22.3 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.
- 22.4 A fee is charged per reprint for a replacement certificate. The fee is listed in the [‘Certificate Replacement Application Form.’](#)