UK Versity
Education That Empowers Lives

# REGISTRATION AND CERTIFICATION POLICY

Policy reference UKV-QA-07 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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| **Policy reference** | UKV-QA-07 |
| **Version** | 3.0 |
| **Status** | Updated |
| **Effective date** | 1 October 2026 |
| **Next review** | September 2027 |
| **Policy owner** | Registrar |
| **Author** | Director of Education |
| **Approved by** | Principal (Ramanjeet Singh), on behalf of the Academic Board |
| **Approval date** | 1 October 2026 |

# Registration and Certification Policy

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

## Document control

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|---|---|
| **Title** | Registration and Certification Policy |
| **Reference** | UKV-QA-07 |
| **Version** | 3.0 |
| **Status** | Updated |
| **Effective date** | 1 October 2026 |
| **Next review** | September 2027 (annual), or earlier if required |
| **Owner** | Registrar |
| **Author** | Director of Education |
| **Approval authority** | Academic Board, chaired by the Principal (Ramanjeet Singh) |
| **Approval date** | 1 October 2026 |
| **Applies to** | All learners registered on regulated qualifications through UK Versity, and staff involved in registration, results and certification |
| **Supersedes** | Registration and Certification Policy (QA-09, last reviewed 2021); Learner Registration Policy (2023); Certification Policy (2024) |
| **Summary** | Explains how and when UK Versity registers learners with their awarding organisation, how registration is timed around the learner's 14-day cancellation right, and how results and certificate claims are made, checked and dispatched. |

## Compliance mapping

| | |
|---|---|
| **BAC College Scheme 2023 standards** | 4.4; 14.1; 26.3 |
| **UK Quality Code 2024 (voluntary)** | Principle 11 |
| **OfS conditions (benchmark only; not OfS registered)** | B4, B5 (benchmark) |
| **Awarding organisations** | ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct |
| **Legislation and regulation** | Ofqual General Conditions of Recognition; UK GDPR and Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025); Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 |

## Version history

| Version | Date | Change |
|---|---|---|
| 1.0 | February 2015 | First issue (QA-09) |
| 1.1 | 2021 | Awarding organisation registration timescales added |

| Version | Date | Change |
|---|---|---|
| 3.0 | October 2026 | Full rebuild: verified awarding organisation timescales, registration timed after the 14-day cancellation period, OTHM v3.0 rules, NCFE Direct Claim Status, certificate audit and dispatch, version control |

## 1. Purpose

This policy makes sure that every UK Versity learner is registered on the correct qualification with the correct awarding organisation, on time, and that every certificate UK Versity claims is valid, accurate and supported by internally quality assured assessment records. It also explains how UK Versity times registration so that learners keep their full legal right to cancel in the first 14 days.

## 2. Scope

This policy applies to all learners on regulated qualifications offered by UK Versity under the following centre approvals:

| Awarding organisation | Centre number |
|---|---|
| ATHE (Awarding body for Training and Higher Education) | 889 |
| Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals) | 07737 |
| OTHM Qualifications | DC1506132 |
| Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme) | 3286 |
| NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) | 8465520 |
| Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE | 283334 |

For learners on Pearson BTEC Higher National programmes, the Pearson HN edition of this policy (v3.0, July 2026) applies and takes precedence where the two differ.

## 3. Definitions

**Registration:** the formal recording of a learner with the awarding organisation against a specific qualification. It creates the record against which assessment, external quality assurance and certification are tracked.

**Enrolment date:** the contract date, meaning the day UK Versity confirms in writing that the learner's enrolment is accepted.

**Cancellation period:** the 14 days after the enrolment date during which a learner can cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (see UKV-QA-08).

**Certification claim:** UK Versity's request to the awarding organisation to issue a certificate once all assessment requirements are met and internally quality assured.

**Direct Claim Status:** NCFE status allowing UK Versity to claim NCFE certificates through the NCFE Portal without prior external quality assurance sign-off for each claim.

## 4. Policy statement

UK Versity will:

- register each learner on the correct qualification with the correct awarding organisation, within that awarding organisation's timescale;
- not submit a registration during the learner's 14-day cancellation period unless the learner has asked in writing for early registration;
- confirm each learner's identity before registration, using the photographic ID checked at enrolment under UKV-QA-05 Recruitment and Admission Policy;
- submit accurate and complete registration data, and correct any error as soon as it is found;
- tell each learner their registration status and registration number in writing;
- never tell a learner or a third party that a learner is registered until the awarding organisation has confirmed it;
- tell the awarding organisation promptly about withdrawals, transfers and changes to learner details;
- base every certificate claim only on assessment records that have passed internal quality assurance under UKV-QA-16 Internal Quality Assurance Policy and Procedure;
- check every certificate received against the claim before dispatch; and
- keep registration and certification records securely for at least 3 years after certification, or longer where the awarding organisation requires.

## 5. Registration timescales

### 5.1 How the cancellation period and registration fit together

Every awarding organisation window below is longer than the 14-day cancellation period. UK Versity therefore registers learners in the window between day 15 and the awarding organisation deadline. This means:

- a learner who cancels within 14 days has not been registered, so no awarding organisation fee is lost and the learner receives the refund set out in UKV-QA-08;
- UK Versity still meets every awarding organisation deadline; and
- learners are told this at the start through the UKV-QA-10 Learner Agreement.

> Standard rule: registration is submitted on or after day 15 and no later than the date in the table in section 5.2. The Registrar aims to submit all registrations by day 21 so there is time to correct errors before any deadline.

### 5.2 Awarding organisation registration deadlines

| Awarding organisation | Registration deadline | Other rules | Source |
|---|---|---|---|
| ATHE | Within 28 days of enrolment at the centre | Late fees apply. Learners must be registered at least 8 weeks before moderation and certification | ATHE Fee Structure 2026; Delivering ATHE Qualifications Handbook (2022) |
| IFA Direct | As ATHE (administered through ATHE) | As ATHE | IFA Direct application form; ATHE Fee Structure 2026 |

| Awarding organisation | Registration deadline | Other rules | Source |
|---|---|---|---|
| Pearson BTEC Higher Nationals | Within one month of enrolment for non-standard start dates; 15 November for academic-year cohorts | Registrations deleted within 49 days of the learner's start date are refunded by Pearson. Registrations valid for up to 5 years | Pearson Qualifications Information Manual 2026/27, section 12 |
| Pearson BTEC (other) | Within six weeks of enrolment; 1 November for academic-year cohorts | Late fees apply | Pearson Qualifications Information Manual 2026/27, section 12 |
| NCFE and NCFE CACHE | No later than 90 days after the learner's start date | Learners are automatically withdrawn after 36 months | NCFE Registration Policy EUC-001 v1.2 (April 2026) |
| OTHM Qualifications | Before one third of the planned programme duration has passed (OTHM recommended practice) | Minimum registration period of one week per 10 credits before certification, with OTHM transitional dates for 120, 180 and 240 credit qualifications in autumn 2026. Registration and certification must not be deferred or withheld because an instalment is outstanding | OTHM Learner Registration and Certification Policy v3.0 (August 2026) |
| Ascentis Access to HE Diplomas | No later than 6 weeks after the start of the Access course, or before the learner's UCAS application, whichever is first | QAA requirement. Maximum 60 credits registered | Access to HE Handbook for Centres 2025-26 |
| Ascentis (other qualifications) | In line with the timescales in the Ascentis Centre Agreement and product information | Minimum registration periods apply where stated | Ascentis Centre Agreement Terms and Conditions (April 2026) |

Where an awarding organisation changes its rules, the Registrar updates this table through the Policy Register (UKV-QA-REG) and the change is recorded in the version history.

### 5.3 Early registration

A learner can ask in writing for registration during the cancellation period, for example to book an NCFE Functional Skills exam, to meet an Access to HE registration deadline before a UCAS application, or to meet an employer deadline. The Registrar:

1. checks the learner has chosen immediate start on the Learner Agreement;
2. records the request and the date on the learner's file;
3. explains to the learner, in writing, the effect on refunds set out in UKV-QA-08 section 6.4; and
4. submits the registration.

### 5.4 Late enrolment onto an Access to HE course

Where a learner joins an Ascentis Access to HE course so late that the 6-week deadline falls inside their cancellation period, the Registrar tells the learner before enrolment is confirmed. The learner then either asks for early registration under section 5.3 or joins the next course start.

## 6. Registration procedure

1. **Enrolment confirmed.** The Registrar receives the signed Learner Agreement, the ID check record, the start option chosen and payment confirmation.
2. **Data check.** The Registrar records and checks: full legal name as shown on photographic ID (no abbreviations), date of birth, Unique Learner Number where applicable, qualification title and number, programme start date, planned end date, postal address, email address, telephone number, and any other field the awarding organisation requires.
3. **Hold until day 15.** The registration is prepared but not submitted until the cancellation period has ended, unless section 5.3 applies.
4. **Submit.** The Registrar submits the registration through the awarding organisation portal from day 15 and records the submission date.
5. **Confirm.** When the awarding organisation confirms the registration, the Registrar records the registration number and date on the learner's record in Zoho and tells the learner in writing.
6. **Check.** Each month the Registrar reconciles the awarding organisation registration lists against UK Versity's learner records and corrects any discrepancy with the awarding organisation. The OTHM external quality assurance report of September 2026 noted a small number of incorrect learner registration numbers on sampled work; learner work must show the registration number confirmed by the awarding organisation.
7. **Late registration.** If a deadline is missed because of a UK Versity error, UK Versity pays any late fee. The Quality Manager records the cause and the corrective action.

## 7. Changes, transfers and withdrawals

1. Course Coordinators and tutors tell the Registrar within 5 working days of any withdrawal, break in learning, transfer or change of learner details.
2. The Registrar notifies the awarding organisation within 10 working days, or sooner where the awarding organisation requires.
3. A registration is never transferred to another person.
4. Transfers between qualifications or centres are made only where the awarding organisation's rules allow and with the learner's written agreement.
5. Changes to a learner's name require evidence (for example a marriage certificate or deed poll) before the awarding organisation is notified.

## 8. Results and certification

### 8.1 Before a claim

A certificate claim is made only when:

- all units required for the qualification have been assessed and achieved;
- the work has passed internal quality assurance and the IQA record is complete;
- any required external quality assurance has taken place and released the claim (for example ATHE and OTHM sampling, Pearson standards verification, Ascentis moderation);
- the minimum registration period has been met where the awarding organisation sets one (for example ATHE 8 weeks; OTHM one week per 10 credits); and
- there is no unresolved malpractice investigation, appeal or complaint affecting the result.

### 8.2 Making the claim

1. The Quality Manager confirms to the Registrar in writing that the learner's results are ready to claim.
2. The Registrar enters results and submits the claim through the awarding organisation portal.
3. For NCFE qualifications under Direct Claim Status, UK Versity claims through the NCFE Portal. UK Versity protects its Direct Claim Status by claiming only fully quality assured results; any error is reported to the Quality Manager the same day.
4. For ATHE, results are released to learners within 10 working days of the external quality assurance report.
5. For OTHM learners, the claim is not held back because of an outstanding instalment (see UKV-QA-08 section 5.1).

### 8.3 Checking and dispatching certificates

1. The Registrar checks every certificate received against the claim: learner name, qualification title and number, grade, units and date.
2. Any error is returned to the awarding organisation within 5 working days.
3. Certificates are sent by tracked post (tracked international post for learners outside the UK). The learner is emailed the same day with the tracking reference.
4. Uncollected or returned certificates are stored securely and a record is kept.
5. Replacement certificates are requested from the awarding organisation at the learner's request and the awarding organisation's fee is passed on at cost.

## 9. Roles and responsibilities

| Role | Responsibility |
|---|---|
| Registrar | Owns this policy; holds, submits and confirms registrations; reconciles registration lists monthly; makes certificate claims; checks and dispatches certificates |
| Examinations Officer and NCFE Coordinator | Books NCFE Functional Skills external assessments and confirms registration before booking |
| Quality Manager | Confirms results are internally quality assured and ready for claim; records any late registration or certification error and corrective action |
| Course Coordinator and tutors | Tell the Registrar about withdrawals, breaks in learning and changes within 5 working days |
| Financial Controller | Confirms payment status; applies the OTHM instalment rule |
| Principal | Head of Centre; accountable to each awarding organisation for registration and certification |

## 10. Awarding organisation requirements

Section 5.2 sets out the registration rules for each awarding organisation. In addition:

| Awarding organisation | Requirement | Source document |
|---|---|---|
| ATHE | An appointed and trained person deals with learner registrations and submits results through the ATHE portal | ATHE centre monitoring guidance (monitoring visit May 2026) |
| Pearson | Results reported by 5 July for August certification; claims only after standards verifier or external examiner clearance; assessment and internal verification records kept 3 years after certification | Pearson Qualifications Information Manual 2026/27 |
| NCFE | Direct Claim Status claims through the NCFE Portal; without Direct Claim Status a claim triggers external quality assurance | NCFE Certification Policy v1.2 (April 2026) |
| OTHM Qualifications | Registration before one third of programme duration; minimum registration period; no withholding for instalments; printed certificates normally dispatched by OTHM within 21 calendar days | OTHM Learner Registration and Certification Policy v3.0 (August 2026) |
| Ascentis | Access to HE registration within 6 weeks of course start or before UCAS application; claims per Ascentis key dates | Access to HE Handbook for Centres 2025-26 |

## 11. Related policies and legislation

- UKV-QA-05 Recruitment and Admission Policy
- UKV-QA-08 Fees, Payment, Cancellation and Refund Policy
- UKV-QA-10 Learner Agreement
- UKV-QA-16 Internal Quality Assurance Policy and Procedure
- UKV-QA-20 Malpractice and Maladministration Policy and Procedure
- UKV-QA-22 Examinations and Controlled Assessment Policy
- UKV-QA-29 Data Protection and Records Retention Policy
- Ofqual General Conditions of Recognition
- UK GDPR and Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025)
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

## 12. Monitoring and review

The Registrar reports to the Academic Board each term on: registrations submitted, the number submitted after day 21, any late registrations and fees, registration errors found by reconciliation or external quality assurance, certificate claims made, and certificate errors. The Quality Manager audits a sample of at least 10 learner files each term from enrolment to registration to certification. This policy is reviewed annually and whenever an awarding organisation changes its registration or certification rules. Registration and certification records are kept for at least 3 years after certification.

## Approval and review

| Stage | Name and role | Date |
|---|---|---|
| Prepared by | Director of Education | 30 September 2026 |
| Checked by (policy owner) | Registrar | 30 September 2026 |
| Approved by | Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board | 1 October 2026 |
| Next review due | Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG | September 2027 |