

Registration and Certification Policy and Procedure

This document is intended for our centres and sets out the conditions under which learners are registered and certificated with Crossfields Institute.

Policy Aims

- Outline the requirements for the registration of individual learners within agreed timescales.
- Outline the requirements for the claiming and certification of valid learners within agreed timescales.
- Outline the process for a secure, accurate, and accessible audit trail to ensure that individual learner registration and certification claims can be tracked to the certificate which is issued for each learner.

In order to do this, Crossfields Institute will:

- Ensure all approved centres have appropriate access to the Registration and Certification module on Mercury and that each centre is given appropriate training.
- Process registrations of learners submitted by the centre within the timescale described in our Customer Service Statement.
- Provide a mechanism for approved centres to check the accuracy of learner registrations.
- Store information the learner's registration status, withdrawals, transfers or changes to learner details.
- Ensure that certificate claims are timely and based solely on internally and externally verified assessment records.
- Audit certificate claims made to the Institute.
- Keep all records safely and securely for three years post certification.

Crossfields Institute expects its approved centres to:

- Have a designated administrator/registrar who has undertaken training on Mercury to be able to register learners and claim achievements as appropriate.
- Register learners within 4 weeks of the start of the programme.
- Register a minimum of 10 learners per qualification/programme in a year (calculated on the preceding year from the due date of the annual centre fee).
- Make each learner aware of their registration status.
- Inform Crossfields Institute of withdrawals, transfers or changes to learner details promptly and without undue delay in accordance with the procedure outlined below.
- Ensure that certificate claims are made within 6 weeks of the assessment date and/or IQA date, whichever is appropriate to the centre.
- Audit certificate claims made to Crossfields Institute.

- Audit the certificates received from Crossfields Institute to ensure accuracy and completeness.
- Keep all records safely and securely for three years post certification.

Registration

Centres

Mercury enables approved centres to register their learners to Crossfields Institute qualifications/programmes online. Full training is given when the centre gains approval. Centres are invoiced for fees when registrations are received. Failure to pay invoices by their due date can lead to access to Mercury being suspended, which would mean that certification claims could not be processed.

Registration Refunds

The centre is entitled to a full refund of the registration fees for Crossfields Institute programmes and qualifications only if registrations are cancelled within 14 days of submission. Thereafter, registration fees are not refundable.

Time limits

All Crossfields Institute specifications contain guidance relating to the standard timeframe expected for the learner to complete the qualification/programme. In normal circumstances, Crossfields Institute expects learners to complete the qualification within the set timeframe.

In exceptional circumstances, Crossfields Institute allows a learner taking a qualification/programme an additional amount of time to complete that is equivalent to the normal length of time taken for the qualification. In other words, the maximum time length for any qualification/programme to be undertaken is equivalent to double the length of timeframe set in the qualification/programme specification.

For example, a learner taking a qualification that is delivered in 3 months can be allowed an additional 3 months, allowing a total of 6 months to complete. A learner taking a three-year qualification could be allowed another three years to complete, allowing a total of 6 years.

Exceptions

If a qualification, or the related occupational standards, is reviewed and the outcomes and criteria changed in any way, a learner can only have additional time equivalent to the length that the qualification is still valid.

For example, a learner embarks on a three-year qualification. At the end of the first year the occupational standards are revised and changed. The qualification is deemed to be valid for a further three years. A learner could then only extend the time taken to complete by one additional year, allowing four years in total.

If learners will not achieve within the required timescale as described above, please refer to the Reasonable Adjustments and Special Considerations Policy.

Certification

It is the responsibility of centres to claim for their registered learners on Mercury. Full support is provided in the Bookings, Registrations & Certifications Guide. Claims must be made within 6 weeks of the assessment date and/or IQA date, whichever is appropriate to the centre.

It is Crossfields Institute's responsibility to award claims made by centres and certificate learners. Certificates will normally be issued to centres within 25 days of the certification claim being made by the centre on Mercury and is subject to EQA approval for non-DCS centres.

Change of Learner Details Policy

It is the responsibility of the centre to check the details of each learner to be registered before submitting registrations.

If the learner details change after registration, or if incorrect information was submitted at the time of registration, the centre should inform Crossfields Institute as soon as possible. Centres using Mercury can amend the learner details on Mercury directly, providing they do so before requesting certification. Centres should ensure that they see appropriate documentation confirming changes in learner details (certificate of marriage/divorce, deed-poll) before amending the learner's details.

We strongly recommend that centres check that the name the learner is registered under is the one the learner wishes to appear on the certificate. Learners are certified using the name provided at registration or amended prior to certification.

Certificate Replacements and Reprints

Definitions

Certificate Reprint: a certificate that has been amended after certification to reflect changes in the learner's details (e.g. change of first or family name).

Replacement Certificate: the exact copy of a certificate that has already been issued to a learner.

Certificate Reprint Policy

If the learner details were not correct at the time of certification and the centre requests for the certificate issued to be amended (reprint certificate), the centre should return the original certificate marked "VOID" by post to Crossfields Institute. Centres should ensure that they see appropriate documentation confirming changes in learner details (certificate of marriage/divorce, deed-poll) before making the request.

The centre will be charged the Replacement/Reprint Certificate fee (see below) if the error was made by the centre at the time of registration/certification.

Replacement Certificate Policy

In the event that a learner requires a replacement of a certificate and/or academic transcript, learners should contact the centre if the request is made within a year of the original certification. If the request is made more than a year after the original certification, learners can request a replacement through Crossfields Institute.

Learners applying directly to Crossfields Institute for a replacement certificate and/or transcript will need to provide evidence of identification.

Where a replacement certificate is being delivered to the learner's address as opposed to the centre, a proof of address is required.

Please note that a replacement of a certificate is the exact copy of the original certificate as it was first issued. As per Ofqual guidelines, where the certificate is for a regulated qualification the replacement of the certificate will state that it is a duplicate.

The replacement certificate/transcript will be sent through Royal Mail Special Delivery Guaranteed at the charge in force at the time within the UK. If the learner needs the certificate to be sent outside of the UK, the postage fee will be made available on request.

Certificate replacement and reprint fees can be found in our Fees and Invoicing Policy and are payable in advance.

Registrations on Quality Mark Programmes

All learners who are studying on a Crossfields Institute Quality Mark programme must be registered with the Institute, unless other arrangements have been agreed with the centre. In cases where learners request permission from the centre to undertake an un-assessed version of the programme (where assessment is quality assured as part of the programme), the centre **must inform Crossfields Institute of this before approval to the learner is granted.**

Crossfields Institute may grant approval to the centre to deliver an un-assessed version of the programme under special arrangement and only if the subject of study is unregulated by a professional body or sector. In cases where the subject of study belongs to a regulated profession, Crossfields Institute may deny approval to the centre on the basis that the professional standards expected from a graduate of the programme cannot be validated through an un-assessed process.

If approval to deliver an un-assessed version of the programme is granted to the centre, the Institute expects that centres will:

- Ensure that all learners are registered with the Institute – regardless of whether they are studying on the assessed version of a programme or not
- Ensure that a minimum of 10 learners per year per centre are registered on the assessed programme. Failure to achieve these learner numbers may result in the Institute withdrawing centre approval to deliver the programme
- Ensure that at least 80% of a cohort are registered on the assessed version of the programme. We have set this benchmark because we believe that any less than this undermines the quality of provision

Guidance for Sub-sites registering students through Crossfields Institute for NCFE CACHE qualifications

Crossfields Institute is an approved centre for NCFE CACHE and is responsible for the delivery (including registration and certification claim) of the following qualifications at our approved centres:

- NCFE CACHE Level 3 Diploma in Montessori Pedagogy – Birth to Seven (EYE)
- NCFE CACHE Level 4 Diploma in Montessori Pedagogy – Birth to Seven (EYE)

Registrations and claims for these qualifications are not made on Mercury.

Registering Learners to NCFE CACHE Qualifications

Centres are required to make registrations in line with our Registration and Certification Policy, but to do so using a registration spreadsheet (which can be supplied by contacting info@crossfieldsinstitute.com). It is the centre's responsibility to ensure that learner's names are accurately completed on the spreadsheet, as this will be used to register learners on the NCFE CACHE online system. Please note: NCFE CACHE's cancellation policy will only offer refunds for cancelled registrations if the cancellation is made within five working days. Thereafter the fees are not refundable.

Certificating Learners on NCFE CACHE Qualifications

Centre should check learner details before submitting a claim for certification using a Recommendation for Award of Credit (RAC) spreadsheet – also available from info@crossfieldsinstitute.com.

If a change needs to be made to a learner's name for their certificate, please follow the guidance in the Crossfields Institute Registration and Certification Policy, and ensure that we are explicitly notified. Please do not just make a change on the RAC without informing us separately of the change, as it may go undetected. Failure to do this will result in a charge being made for a reprint certificate.

Review arrangements

We will review this document annually as part of our self-evaluation arrangements. However, a review will take place earlier should an issue arise in relation to an actual or potential conflict of interest and/or in response to customer, learner or regulatory feedback.