

Registration and Certification Policy and Procedure

This document is intended for our centres and sets out the conditions under which learners are registered with the Institute on its online platform Mercury and the registration and certification arrangements in place for our qualifications and programmes.

Policy

The aim of the Crossfields Institute registration and certification policy is to:

- Outline the requirements for the registration of individual learners is on programme/qualification within agreed timescales.
- Outline the requirements for the claiming and certification for 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 as described in our Customer Service Statement
- Provide a mechanism for approved centres to check the accuracy of learner registrations.
- Make each centre aware of the learner's registration status.
- Keep up to date information on withdrawals, transfers or changes to learner details.
- Ensure that certificate claims are timely and based solely on internally and/or externally verified assessment records.
- Audit certificate claims made to the Institute.
- Audit any certificates received from other awarding bodies (Pearson, CACHE) to ensure accuracy and completeness before issuing to centres.
- Keep all records safely and securely for three years post certification.

Crossfields Institute expects its approved centres to:

- Have a dedicated 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 5 learners per qualification/programme per cohort (cohort being defined as a group of learners starting on a qualification/programme at the same time)
- 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 timely and based solely on internally verified assessment records.
- 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.

Procedure

Registration

Centres:

Our Mercury system enables most approved centres to register their learners with the Institute online (this does not apply for NCFE CACHE qualifications). Full training is given when the centre gains approval. (In certain circumstances some centres do not use Mercury. For these centres learner registration forms are still available from info@crossfieldsinstitute.com. Registration Forms must be completed and sent back to Crossfields Institute to ensure learners are registered on the appropriate qualification.) Centres are invoiced for fees when registrations are made. Failure to pay invoices by their due date can lead to access to Mercury (or the NCFE CACHE online system) 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 if registrations are cancelled within 14 days of submission. Thereafter, registrations fees are not refundable.

Learners

Learners interested in enrolling on a Crossfields Institute qualification or programme should contact the centre delivering the qualification or programme. Details can be found on <https://www.crossfieldsinstitute.com/awarding/>

Certification

Certificates will normally be issued to centres within 25 working days of the certification claim being made on Mercury and approved by the relevant External Quality Assurer if Direct Claims Status is not in place for the qualification at that centre. (Centres not using the Mercury system should submit a Recommendation for Award form, which can be obtained from info@crossfieldsinstitute.com).

Replacement and reprints of certificates will normally be issued within 20 working days of the receipt of the completed form and original certificate as appropriate (see below).

Definitions:

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

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

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.

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 complete the Learner Details Amendment form (available on the [website](#) and on Mercury) and send it to Crossfields Institute, together with the original certificate marked "VOID".

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. Crossfields Institute cannot send out amended or replacement certificates in response to telephoned requests.

The Change of Details request form is available on our website www.crossfieldsinstitute.com/resources

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.

Please note that a replacement of a certificate is the exact copy of the original certificate as it was first issued. The word "Duplicate" will appear on the copy.

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.

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.

Replacement and reprint of certificate fees can be found in our Fees and Invoicing Policy. www.crossfieldsinstitute.com/resources

All replacement/reprint certificate fees are payable in advance.

The Replacement Certificate Request form is available on our website www.crossfieldsinstitute.com/resources or on Mercury

As per Ofqual guidelines, where the certificate is for a regulated qualification the replacement of the certificate and/or transcript will state that it is a duplicate.

Registrations on Quality Mark Programmes

All learners who are studying on a Crossfields Institute Quality Mark programme must be registered with the Institute. 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.
- Learners who wish to complete the un-assessed programme must pay a reduced learner registration fee and will receive a Crossfields Institute Certificate of Participation. Please note that in this circumstance, Crossfields Institute is only assuring that the learner attended and participated.
- Ensure that a minimum of 5 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 50% 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.

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.

Contact us

If you have any queries about the contents of the policy, please contact the Head of Quality by email at qualityassurance@crossfieldsinstitute.com or write to:

Crossfields Institute
Stroud House
Russell Street
Stroud
GL5 3AN

Policy Last Reviewed November 2018

Next revision date September 2019

Reviewed by: Head of Quality, Alison Richards