

# WELLBEING FITNESS EDUCATION CENTRE

# LEARNER REGISTRATION

# AND CERTIFICATION POLICY

## 1.0 Introduction

As part of our commitment to quality-assuring standards, Wellbeing Fitness Education Centre aims to provide guidance and support to centres and their learners to achieve learning and development goals. We also ensure that any regulatory requirements are met, and in turn we support centres to meet those requirements.

We review all our policies annually or in response to regulatory changes to ensure that they remain fit for purpose.

## 2.0 Scope of policy

This policy applies to all regulated qualifications offered by Wellbeing Fitness Education Centre.

## 3.0 Initial Learner Registration

All approved centres must register all learners **before** commencing on a Wellbeing Fitness Education Centre regulated qualification. Learner registration must be done using a prescribed Excel sheet supplied by the Wellbeing Fitness Education Centre.

Wellbeing Fitness Education Centre must ensure that the form is completed fully indicating the following areas:

- i. Title
- ii. Learner's full name
- iii. Learner's permanent and current address where they are different
- iv. Learner's correspondence full address
- v. Learner's email addresses
- vi. Learner's mobile number
- vii. Nationality and confirmation of learner's identity

The full completion of learner registration is essential to verify the learner in the unlikely event of the Wellbeing Fitness Education Centre having to reissue or revoke a certificate.

## 4.0 Claiming certification.

1. a) Learner(s) must be registered for a minimum of **10 weeks** on the qualification before a claim for certification can be claimed.
2. b) Centres wishing to claim certificates must complete the Wellbeing Fitness Education Centre results sheet and submit this to Wellbeing Fitness Education Centre.
3. c) An External Quality Assurer (EQA) visit will be undertaken and the EQA report will confirm whether the learner(s) have met the standards.
4. d) If the standards have been met, certificates will be issued for learners.

**N.B.** Wellbeing Fitness Education Centre's judgement on learners' work remains provisional until verified by a Wellbeing Fitness Education Centre's EQA.

## 5.0 Confirmation and Amendments of Results

The assigned Wellbeing Fitness Education Centre's EQA will review the assessment decisions submitted by the Centre in line with Wellbeing Fitness Education Centre's quality assurance procedures and qualification specifications. The EQA report will then be quality assured by the Head of Quality Assurance prior to confirming the outcome.

## Processing of Results

- Upon successful verification of the results and approval of the EQA report, the head of quality assurance will approve the results. The system will then identify the qualifications where the learners have met the required standards.

## 6.0 Replacement and Revocation of Certificates

### Replacement of Certificates

Requests for the replacement of certificates can come from learners or centres. Wellbeing Fitness Education Centre provides on their website clear information on how this is achieved.

A form must be filled in which will be sent on request and must include proof of identification as noted in the replacement certificate guidance. The original information given at registration will also be used to verify the learner's genuine identity.

Once learners and their achievement have been identified and confirmed, a replacement certificate can be generated for any qualifications the learner has been awarded. Replacement certificates are clearly identifiable from original.

### Revocation of Certificates

Where the Wellbeing Fitness Education Centre becomes aware that a learner's qualification is disputable as evidenced by the results of an investigation, we will take all reasonable action to revoke any certificate if the result on the certificate is deemed false because of malpractice, maladministration, or is revealed to be inaccurate because of an appeals process.

In taking steps to revoke a certificate, Wellbeing Fitness Education Centre will make every effort to contact learner(s) informing them of the decision and will be informed to return the certificate within 21 days. Learners so affected will also be informed of the consequences of continuing to use the qualification or award following revocation.

There will be no rights of appeal against the determination of Wellbeing Fitness Education Centre's decision to deprive a learner of a qualification or to revoke a qualification. Aggrieved learners may wish to pursue a complaint about the process through the complaints process or through an independent arbitrator.

## 7.0 Fraudulent or Mistaken Claims for Certification

As part of its obligation to protect the integrity of the qualifications offered, it is the policy of Wellbeing Fitness Education Centre not to accept direct claims request for certification from centres. Learner's work must be clearly identifiable and is assessed on authenticity by a Wellbeing Fitness Education Centre's EQA. Only when results are approved is the certification process detailed above, initiated.

## 8.0 Process for Minimizing and Managing Errors

- All learners are registered electronically to reduce the likelihood of human errors. The first step in registering learning is to request centres to provide accurate learner information in a specific spreadsheet.
- When external verification takes place the EQA is issued with a learner registration confirmation sheet with registered learners names, dates of birth and period studied. This is signed by the EQA and the Wellbeing Fitness Education Centre's quality assurance coordinator to confirm details of learners are correct.
- If a centre identifies an error in learner registration details at any point before certification, they can contact Wellbeing Fitness Education Centre to make amendments; the request must be made in writing by authorised centre staff.
- All information requested from centres when dealing with external verification and certification is checked against records held on the Wellbeing Fitness Education Centre.

## 9.0 Notification of Results Period

Wellbeing Fitness Education Centre expects to release results to students within 20 working days of Wellbeing Fitness Education Centre's uploading of the external verification report. However, Wellbeing Fitness Education Centre reserves the right to release the results directly to learners if this is not adhered to, where such action is guided by the principles and obligation of the Data Protection Act.

## 10.0 Certificate Issue and Reissue Record Log

Wellbeing Fitness Education Centre maintains an electronic certificate issue and reissue log which has limited access. This log keeps a record of all certificates issued numerically detailing all the learners' details and types of certificate (issue or reissue). Damaged or defaced certificates are also logged in the same register.

## 11.0 Design of Wellbeing Fitness Education Centre certificates

All certificates issued by Wellbeing Fitness Education Centre are designed to meet and comply with the stringent conditions of recognition stipulated by the regulators. As such, all certificates issued by Wellbeing Fitness Education Centre are professionally procured taking all the following specifications in mind:

- All certificates issued by Wellbeing Fitness Education Centre clearly and uniquely identify both the learner and the certificate itself;
- all certificates issued by Wellbeing Fitness Education Centre clearly display the title of the qualification as it appears on the Register (and any Endorsement known after the qualification is submitted to the register) and do not include any other title for the qualification;
- Wellbeing Fitness Education Centre issues only certificates that are clear and readily capable of being understood by users of qualifications;
- Wellbeing Fitness Education Centre issues only certificates that are accurate and complete and which reflect accurate and complete results;
- Wellbeing Fitness Education Centre's certificates design does not include a qualification that is not a regulated qualification on a certificate, which contains regulated qualifications.

## 12.0 Regulatory references

Our regulators require all awarding organizations to establish and maintain evidence of their compliance with the general conditions of recognition. As part of its ongoing process of compliance, Wellbeing Fitness Education Centre's policies and procedures will reflect the conditions and criteria they address.



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