

LEARNER REGISTRATION AND CERTIFICATION POLICY

Last updated: **01/06/2024**

The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

Policy Statement

This policy outlines the processes for registering learners, confirming their identity, and issuing certificates upon successful completion of a course. Our goal is to ensure that learner information is accurate, secure, and managed in compliance with regulatory and awarding body requirements.

Scope of the policy - This policy applies to:

- All learners registering for courses offered by our organization.
- The identity verification process for learners.
- Certification procedures upon course completion.

Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website www.theteachertrainer.co.uk.

Communication of the policy

It is important that TTT staff (involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications) and learners undertaking our qualifications, are fully aware of the contents of the policy. It is a requirement that staff at TTT access, read and understand the policy during their induction.

Review of the policy

TTT will review the policy annually as part of our self-evaluation process and revise it as and when necessary. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

LEARNER REGISTRATION PROCESS

Initial Registration: Learners must complete the online registration form, providing all required personal information, including:

- Full name (as it appears on official identification documents)
- Date of birth
- Contact information (email address and phone number)
- Address
- Any other details required by Awarding Organizations

- Learners must review and agree to the terms and conditions, data protection policies, and code of conduct.

Document Submission

- Learners are required to submit a valid form of identification for verification purposes. Acceptable documents include Passport, National ID card, Driver's license or Any government-issued identification document with a photo.
- Where applicable, additional documentation (e.g., proof of prior qualifications or professional licenses) must also be provided.

Payment Confirmation

- Registration is finalised upon receipt of full payment or confirmation of an agreed payment plan.

IDENTITY VERIFICATION

Identity Confirmation Methods

- Verification is conducted during the registration process through:
- Review of the submitted identification document(s).
- Online video verification (if applicable) to cross-check the learner's live identity with the provided ID.
- For face-to-face courses, identity verification may also occur on the first day of training by comparing the learner's appearance with their submitted ID.

Secure Storage of ID

- Copies of identification documents are securely stored in compliance with data protection regulations and only retained for as long as necessary for administrative or regulatory purposes.

CERTIFICATION PROCESS

Eligibility for Certification

- Certificates are issued only to learners who successfully complete all course requirements, including attendance, assessments, and assignments.
- Fulfil payment obligations.

Certificate Details: Certificates will include:

- Learner's full name (as per the provided identification document)
 - Course Title
 - Completion Date
 - Certificate Issue Date
 - Awarding Organisation's Name (if applicable)
- Learners are responsible for ensuring the accuracy of their personal details during registration to avoid errors on their certificates.

Certificate Issuance

- Certificates will be issued electronically by default. Hard copies may be provided upon request for an additional fee.

- The certification process typically takes up to 10-15 business days from the date of successful course completion.

Lost or Incorrect Certificates

- Lost or damaged certificates can be reissued upon request, subject to verification of the learner's identity and payment of a reissue fee (if applicable).
- Errors due to incorrect information provided by the learner will incur a reissue fee.

Data Protection

- Learner information, including identity documents, is handled in compliance with data protection regulations, including GDPR (where applicable).
- Access to learner data is restricted to authorized personnel only.

Monitoring and Compliance

- Regular audits of the registration and certification processes are conducted to ensure adherence to this policy and awarding body requirements.
- Any suspected cases of fraud or misrepresentation are reported to the relevant authorities.