IIMT STUDIES LTD
CENTRE POLICY

Learner Registration Policy

Policy Compliance:
This policy complies with
Ofqual, Handbook- General Conditions of Recognition

G5 Registration of Learners
I14 Issuing Certificates and replacement

Awarding Quality Qualifications through Global Recognition

Document Code No. IIMTS_AO_OGCR_EPD_01_2020

Title of the Policy: Learner Registration Policy	Authorised by Responsible Officer	Created: Version 1 1 November 2023
Conditions of Recognition: General Conditions of Recognition		**Current version: 3** **Next Review Date:** 1 April 2026

Important contact-
Any query or concern related to this policy may be directly addressed to the Responsible Officer-

[IIMT Studies Ltd] Company number 11649333

Registered office address
[Havelock Hub
14 Havelock Place Harrow
London HA1 1LJ
Ph- +44-7466650066
Email- info@iimtsab.co.uk
Website-www.iimtsab.co.uk]

Awarding body:
IIMT Studies Ltd- www.iimtsab.co.uk

Acronym used to represent IIMT Studies Ltd (IIMT Studies):
IIMTS AB

Regulating Body:
OFQUAL
Ofqual.gov.uk

Index

5	Staff members Login
6	Centre access
7	Learner Registration
8	Centre training and support
9	Communication with IIMT Studies Staff
10	Communication for queries related to the centre
11	Certification

(A) Policy Code: IIMTS_AO_OGCR_EPD_01_2020

(B) Policy Statement:

This policy assures the secure use of the appropriate IT tool and centre portal made available by IIMT Studies to staff members and centres for registration of learners. It provides the framework within which the process can be followed to register learners and the further process of certification.

This document is in compliance with the conditions of recognition of Ofqual.

(C) Objectives of Policy:

The process aims to have a controlled IT infrastructure in place for centres to:

1. register of learners
2. storing learners' data in compliance with the Data Protection Act
3. registering learners' data to issue certificates
4. offer training and support to centres regarding accessing the centre portal

(D) Centre portal:

IIMT Studies has developed an in-house centre portal for its centres to use for various purposes. It has features to use for staff members and centres who will deliver the qualifications. The purpose of this portal is to have resources in place to register learners in a secure site/cloud storage. This allows centres to use their portal with a unique ID and password, which can be accessed for further use as centres assign the staff to their centre portal.

(E) Staff members' Login:

Depending on the staff member's role, the centre will be able to log in to the centre portal using the link- https://center.iimtsab.co.uk/login

Once approved, the centre can assign various roles to its staff members, who will have a unique ID and password for each staff member with various roles as selected by the centre.

For example, A quality assurance manager role can have access to learners' data, which an accounting role doesn't have. An account role has access to finance-related information, which a Quality assurance manager doesn't have.

(F) Centre access:

Centre can have access to:

- Submission of learners' information
- Access to learner data, following data protection law
- Assessment submission
- Learner result data
- Communicating with the Studies staff members through the portal
- Communicating with the customer service department of IIMT Studies

(G) Learner registration:

All Centres are required to submit the data below to IIMT Studies. During this process, at the time of registration, learners must know that their data, including their personal information, will be recorded by IIMT Studies for further processing and award of qualifications. Centres will be responsible for ensuring this compliance. IIMT Studies is committed to the Data Protection of its stakeholders. Please read the Data Protection Policy for further details.

The learner data below must be shared to register a learner on the IIMT Studies education portal.

Sr. No
Centre Name
Centre code
Learner registration/enrolment number
Title
Surname (as mentioned in the passport)
First name (as mentioned in the passport)
Gender
Date of Birth
Current qualification
Qualification number
Enrolment start date
Postal address (post-box addresses are not allowed)
City
Postcode
Nationality
Mobile
Alternate mobile number (for emergency communication)

Learner Email ID

The information learners are required to attach as outlined below when applying for the qualification:

- Proof of address,
- Proof of identification,
- Last Qualification mark sheet/transcript and Certificates,
- Photograph,
- Letter of work experience (if any)

The centre should know that:

a. It is made aware to all learners that the above data will be shared with IIMT Studies.
b. Every learner enrolled in a qualification offered by IIMT Studies should be registered in a manner that allows for clear and unique identification. In cases where a learner's identity has not been previously verified by IIMT Studies or the assessment centre, established procedures are in a position to confirm the learner's identity.
c. The account team will verify the fees received from the centre.
d. Once verification is completed, the enrolment number will be generated on the portal.
e. They must keep up-to-date records of learners in the Centres as per the Data Protection Policy and also update IIMT Studies regularly.

(H) Centre training and other relevant support:

IIMT Studies offers a plan of induction, training and support to its Centres in order to effectively function and deliver the qualifications. It will offer a detailed schedule to be followed by the centre. Such training will help deliver IIMT Studies qualifications following the prescribed policies and processes. All centres will have the training material recorded and uploaded to their portal. The centre will have complete training to access the centre portal. In order to effectively deliver the qualifications of IIMT Studies, the Centre Arrangement Document can be helpful in providing guidance to centres on other training provided by IIMT Studies to centres.

That includes:

- How to register learners
- Assessing for merit and distinction grades
- IQA after assessments
- Inviting an EQA visit
- Centre Portal tutorial
- Understanding IIMT Studies qualifications
- Compliance with IIMT Studies policies and regulatory requirements, being a recognised centre of IIMT Studies
- Revised qualifications and their impact on learners
- Complying with Reasonable Adjustments and Special Consideration
- Critical aspects of Malpractice and Maladministration- Policy in detail

(I) Communication with IIMT Studies staff members:

The centre will be allotted the login credentials to upload learners' data on the IIMT Studies portal, making it possible for centres to communicate with IIMT Studies staff members via the portal, along with email communication.

Communication regarding learners:

The portal has an integrated ticket system, which allows the centre to communicate with IIMT Studies Support services at any time when raising tickets. The standard policy of student services applies here. The ticket system ensures smooth communication between customer service authorities and centres. Centres will be able to communicate for the purpose of:

a.   Learners' registrations
b.   Learners' assessment
c.   Learners' award queries
d.   Learners' certificates
e.   Following up on the above queries

(J) Communication for queries related to the centre:

Though IIMT Studies encourages centres to communicate mostly through the portal ticket system, it also appreciates that centres may need to communicate through email for many reasons, such as:

a.   Centre application
b.   Enquiry related to a learner
c.   Specific learners' critical concerns
d.   Issues related to central governance and policies
e.   Concerns related to qualification delivery and assessment
f.   Staff training and training schedules
g.   Any other concerns related to centres

(K) Learner Induction:

Every centre is required to provide a student induction programme. This should be prepared in advance and should be declared to learners before the start of their qualification. The student induction programme must be in detail and specify all criteria of the qualification, the resources required by a learner to complete the qualification lifecycle, assessments, all policies and further courses of action. The induction must also include the Health and Safety information of the campus if the programme is performed in the centre, college, building or any classroom premises. The centres should ensure they have various engagement activities, including taking feedback from learners, in order to secure a high learner retention rate. The induction should also cover 'Live in the UK' for those learners who are visiting the UK for the first time, which may include, but not be limited to:

General details to be covered during the induction:

- Weather
- Travel
- Accommodation
- Engagement
- Emergency contact numbers
- How to approach the centre/college in case of an emergency
- Centre/college critical information

Specific details to be covered during the induction:

- Candidate induction criteria and checklist
- Qualification Overview, including unit contents, assessment criteria, methods and markings

- Assessment process and procedures, and their respective roles
- Assessment procedures, practices and methods of assessment
- Learning portal and its features if the centre offers online studies
- Critical policies such as Assessment policy, malpractice and maladministration, RPL, Reasonable Adjustments and Special consideration.
- Re-assessment process
- Assessment and other appeal processes
- Equal Opportunities Policy
- Feedback mechanism
- Demonstrating learners' own work and learners' identity verification
- Complaints
- Assessment Appeals
- GDPR and data stored and shared with Awarding organisations
- Data management, including General Data Protection Regulations (GDPR)
- Data retention:
    a) Candidate evidence

All centres are required to submit the above updates to IIMT Studies regularly.

To be able to effectively communicate, IIMT Studies additionally encourages communication through the registered domain email IDs of the approved centre. We strongly recommend not communicating through personal email IDs such as Gmail, Yahoo, Hotmail, etc, unless they are published on the website of the approved centre and communicated to IIMT Studies in advance.

Certification:

Design of IIMT Studies certificates:

The certificates designed by IIMT Studies are as per the Conditions of Recognition of Ofqual. To be able to meet the regulatory requirements, we ensure that:

- Certificates issued by IIMT Studies are clearly identifiable and issued with a unique enrolment number/learner registration number.
- Certificates will contain the qualification title, level of qualification and the qualification code.
- While certificates issued clearly display the title of the qualification as it appears on the register, it does not include any other title for the qualification
- Certificates are issued which are understandable to the user
- The design of IIMT Studies certificates ensures that qualifications not regulated are not included on certificates that contain regulated qualifications.
- Certificates are only issued after a rigorous process to ensure the certificates are accurate, reliable, valid and authentic
- Certificates are only issued after various processes are defined in quality standards.

Certification claims:

Upon receiving a report from the External Quality Assurer (EQA), the Quality and Assessment Team (QAT)/Head of Compliance will quality assure the report and will share findings of claims. Subject to findings received from EQA, the Certification Committee will take the final decision to issue awards. During claims, the following process will be followed.

- EQA submits the finding reports for claims

- QAT/Head of Compliance quality assures the report and submission to the certification committee
- Approved claims receive certificate decisions from the certification committee
- IIMT Studies process certificates of the highest qualifications available in the rule of combination
- All certificates are sent by registered mail services to the centre

Certification compliance:

Upon a request, IIMT Studies designated EQA will organise a visit and assess the evaluation decisions provided by the centre, aligning with IIMT Studies' quality assurance procedures and qualification specifications. Once the finding report is submitted by EQA, it undergoes quality assurance by the Head of Operations and Compliance/QAT before final confirmation of the outcome.

Processing documents/results:

After successful verification and approval of the EQA report, the Head of Operations and Compliance/QAT will endorse the results, for which the decision will be taken by the Certification Committee. This process will identify qualifications where learners have attained the required units and credits.

Centres are required to issue certificates to learners within 5 days from the date of receipt. If not done, the results may be released subject to the principles and obligations of the Data Protection Act 2018 by IIMT Studies.

Replacement and Revocation of Certificates:

Learners/centres may wish to request the replacement of certificates in a variety of circumstances. They can do that through the IIMT Studies secured education portal or the website www.iimtsab.co.uk

Proof of identification must be submitted along with the request and the reasons for the replacement. The learner's identity will be verified from the records available. In such cases, centres may also be contacted for that reason.

Upon the identification of learners' achievements, the replacement certificate (clearly identifiable from the original) will be issued. The applicant will have to pay the charges for the replacement of the certificate.

To meet the regulatory requirements, IIMT Studies keeps a record of every certificate issued, including recording the damaged or defaced certificate along with all the learners' records.

Particularly, in compliance with Ofqual Conditions of Recognition pertaining to the issuance and replacement of certificates, the restricted access of the electronic Certificate Issued and Reissued log is maintained on the cloud with a backup contingency plan. This log meticulously records all issued certificates in numerical order, encompassing learner particulars and the certificate type (Issue or Reissue). Instances of damaged or defaced certificates are similarly documented within this register.

Revocation of certificate:

Should IIMT Studies, subject to investigation and findings/or for any reason, identify that the learner's qualification is disputable, it will take appropriate action to revoke the issued certificate if the result on the certificate is deemed to be false due to any reason of malpractice, maladministration or any reasons of non-compliance.

This may also result in the case that the appeal decisions express a clear reason to revoke the certificate issued.

Learners will be informed of the decision and will have to return the certificate issued immediately to IIMT Studies. Continued use of the certificate may be subject to disciplinary actions against the learner. The learner may wish to follow the complaint process through an independent arbitrator, but loses the right to appeal against the decision.

Fraudulent or mistaken claims for certification:

IIMT Studies accepts only the findings of EQA reports as the basis for issuing the certificates, and awards are issued. Centres/Learners cannot claim certificates directly unless it involves the replacement of certificates with the process mentioned above.

Learners who claim certificates directly from IIMT Studies will be diverted to the centre unless the claim is for the replacement of the certificate.

**How do IIMT Studies minimise the errors:**

IIMT Studies provides a centre portal function to minimise human errors while registering learners for IIMT Studies qualifications and customised awards. However, if a centre identifies that the learner's information at the time of registration should be subject to amendment, the authorised staff should contact the IIMT Studies Quality representative with supporting evidence.

Certification Process

- EQA verifies learners' records
- QAT verifies learners' records
- The Certification Committee makes a decision

Timeframes

Sr No.	Event	The timeframe
1	Registration of learners on the IIMT Studies Portal	10 business days
2	Result declaration	30 business days
3	Assessment data declaration	30 days
4	Response to enquiry	01 business day
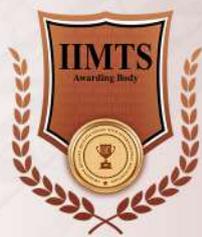
IIMTS
Awarding Body

Address __

IIMT Studies LTD
Havelock Hub
14 Havelock Place
Harrow
HA1 1LJ
United Kingdom

Call us on __

+44 7466650066

Email us on __

info@iimtsab.co.uk

www.iimtsab.co.uk