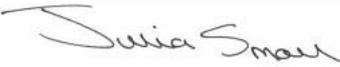


Registration, Certification and Moderation Policy and Procedure

| | |
|----------------------------|---|
| Version | 12 |
| Date | August 2023 |
| Reason for review | Annual Review |
| Changes | <ol style="list-style-type: none"> 1. Contact email 2. Signature requirements 3. QMS requirements 4. Learner Register for international and regulated courses |
| Reviewed by | Melissa Lovell - Responsible Officer Debbie Clueit – External Verifier Ray Parr – External Verifier |
| Ratified by |  |
| Date of next review | August 2024 |

Introduction

It is essential that centres follow the procedure outlined in this policy when registering learners and claiming certificates. Failure to adhere to this procedure may result in an allegation of malpractice or maladministration.

Our Malpractice and Maladministration Policy is available from our online Qualifications Management System (QMS) or at <https://www.rospace.com/qualifications>

*Please note, whilst moderations are briefly covered in this policy, centres offering regulated qualifications **must** read the policy Centre Assessment Scrutiny Policy (CASS Policy).

Registration of learners

- Learners must be registered on the QMS, in accordance with the instructions found in the QMS User Guide that is available to all Centres. This user guide can be found within the Documents Section of the QMS, or can be provided on request to enquiries@rospacequalifications.com
- It is the responsibility of the centre to have systems in place to verify the identity of the person taking an assessment. Suitable forms of ID include:
 - Passport
 - Driving license
 - ID card or other form of national identity
 - Workplace employee ID Card.

Details to be added onto QMS.

Regulated Award

- Required information to be registered:
 - Title (Optional)
 - First Name. (Mandatory)
 - Last Name. (Mandatory)
 - Date of Birth (Mandatory) **QMS Form will show Optional**
 - Email address (optional for the learner)
 - Unique Learner Number **ULN** (if learner requires this to be registered)

Customised Award

- Required information to be registered:
 - Title (Optional)
 - First Name. (Mandatory)
 - Last Name. (Mandatory)
 - Date of Birth (Optional)
 - Email address (Optional for the learner).

International Award

- Required information to be registered:
 - Title (Optional)
 - First Name (Mandatory)
 - Last Name (Mandatory)
 - Date of Birth (Optional)
 - Email address (Optional for the learner)
 - Participant ID to be recorded on QMS

Regulated and International Centres

Centre's must provide RoSPA Qualifications with a copy of the learners/participant signature for authentication purposes. This can be provided from identification documents used (see above) or learner/participant signed learner register. *(See Appendix 1)*

Centres may use the Photo and Signature feature on the learner's registration section of the QMS. Please see 'Registration and e certificate user guide.'

Centres should manage the collection of this information in line with the General Data Protection Regulation. (GDPR)

- Learners should be registered **BEFORE** assessments take place. Learners can only be registered after assessments take place in extenuating circumstances (to be agreed with RoSPA Qualifications)
- The Centre must ensure the names of the learners are entered correctly. If replacement certificates are claimed for, due to incorrect spellings entered by the Centre, a fee of £25 plus VAT may be charged for the replacement. Our Replacement Certificate Policy is available from the QMS or at <https://www.rospace.com/qualifications>

Claiming for certificates

- Learner results **must** be internally verified in accordance with the policy for each qualification **BEFORE** certificates are claimed for. It may be considered malpractice or maladministration if results are not internally verified prior to being claimed
- The initial trigger for all certificate claims rests with the Centre. Only when it is satisfied that a learner has completed the relevant assessments and has reached the specified level of attainment for the qualification, should a Centre make a claim for certification to RoSPA Qualifications on the QMS. Certificates **must** be claimed for within **eight weeks** of the assessments taking place. **Centres must notify RoSPA Qualifications if this timeframe is not achievable**
- It is important that certificate deadlines are adhered to. Persistent late claiming for certificates, will be

Registration, Certification and Moderation Policy & Procedure

considered as maladministration, and will be investigated in line with procedures within our Malpractice or Maladministration Policy, which is available from the QMS or at

<https://www.rosqa.com/qualifications>

- Centres should record any learners who have failed any assessment
- Centres should submit their provisional grades via the Registration and Certification module on the QMS and claim for certificates

Moderation – Ofqual Regulated Qualifications and International Qualifications Only

- RoSPA Qualifications will moderate at least 20% of learner's assessments from each booking, submitted for certification, including video recordings of assessments, where relevant, as part of our Centre Assessment Standard Scrutiny (CASS)

Please note Centres will be made aware of their level of moderations based on their risk as part of ongoing monitoring activities

- Once certificate claims have been made, the Centre must then open a Moderation Request Form within the QMS. Learners ready for certification will appear within the form and should be added to the session. Centre's must assign their EV to the moderation form, this will alert the assigned EV, and that the moderation form has been submitted in accordance with our Centre Assessment Standard Scrutiny (CASS) Policy
- Learner's assessment documents including **learner register** and **videos, MUST** be attached to the form before it is submitted to RoSPA Qualifications. It is the Centre's responsibility to upload the information, RoSPA Qualifications will not send reminders requesting this. If you are late returning this information this will delay certification and may result in a maladministration investigation. Centre's can use <http://rosqual.wetransfer.com> if files are larger than 60mb. If this method is used it must be recorded within the moderation request form
- If inconsistencies and poor assessment decisions are found within the provisional results list, certificates for all learners may not be released. Re-marking will need to take place, and a charge may be applied to the Centre. If persistent inconsistencies occur, Centre assessment staff will be required to undergo training (for which the Centre may be charged), this may trigger a malpractice investigation against the Centre
- In the event of inconsistencies in assessment decisions, or if sanctions have been applied to the Centre, then full moderation of all assessments may be imposed on the Centre. This will be charged at a rate of £880 plus VAT per day, to the Centre

E-certificates

Once moderation and verification are complete, and if RoSPA Qualifications agree with the Centre's assessment decisions, the moderation form will be returned to the Centre. Centres should read the comments made from the

Registration, Certification and Moderation Policy & Procedure

moderation, note any feedback and complete the centre feedback section, and return to RoSPA Qualifications. RoSPA Qualifications will close the moderation report down, and at this stage the Certificates will be created, and marked as awarded. E-certificates will then be released for the centre to download from the booking form on the QMS.

RoSPA Qualifications have up to **six weeks** from the receipt of the Moderation Request Form, to complete the moderation.

Centres are responsible for securely forwarding on certificates to learners.

Replacement certificates

Centres should always, ensure that learners names are correctly spelt when claiming for certificates. Centres can request from RoSPA Qualifications a replacement e-certificate but must be aware that the date of the replacement will be that which appears on the certificate, not the course date. **So it is essential Centre's check that learner names are spelt correctly at the booking/registration stage.**

Hard copy certificates are no longer available.

Appendix 1

Learner Register

| | | | | | |
|--|--------------------------|---|--|--|---|
| Centre Name: <i>Rospa</i> | | Qualification Name: <i>Moving and Handling L2</i> | Trainer/Assessor Name: <i>Rose Bush</i> | | Date: <i>01/01/2022</i> |
| Learner Name: <i>(Please print clearly, this name will appear on your certificate)</i> | | Email address: <i>(optional) insert below</i> | Learner Signature: <i>(insert below)</i> | Photo ID seen? <i>(Trainer tick)</i> | Type of Photo ID seen: <i>(e.g passport, drivers licence)</i> |
| First Name (below) | Last Name (below) | | | | |
| <i>Olive</i> | <i>Tree</i> | <i>otree@mails123.org</i> | <i>Olive Tree</i> | <input checked="" type="checkbox"/> | <i>Passport</i> |
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Trainers Signature: *R. Bush*

Date: *01/01/2022*



Registration, Certification and Moderation Policy & Procedure

Review arrangements

We will review and update this policy annually and revise it on an ad hoc basis, in response to customer and learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.

Contact us

Telephone RoSPA Qualifications on 0121 248 2115

Email us at enquiries-rq@ROSPA.com

Or write to us at:

RoSPA Qualifications
RoSPA House
28 Calthorpe Road
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B15 1RP



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e enquiries@rospaqualifications.com

www.rospa.com/qualifications

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