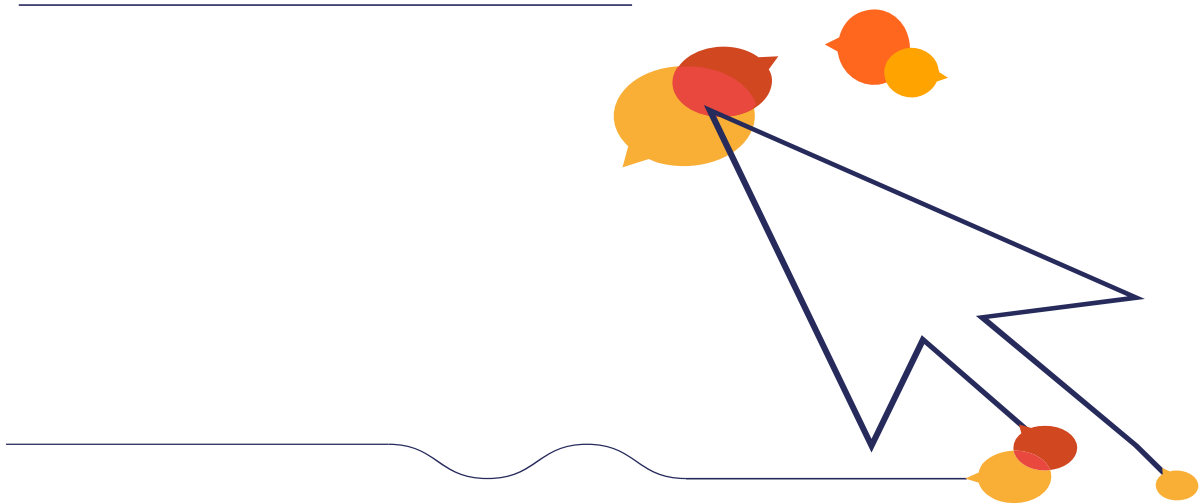




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# RoSPA Registration, Certification and Moderation Policy 2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	Centres, Learners
Legislation and Regulation	Ofqual GCoR I4,
Formally endorsed by	Chief Financial Officer
Version	14
Last Update	August 2025
Next Review	August 2026
Date effective from	1 October, 2025



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## 1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

## 2. Introduction

Purpose of this policy is to outline the procedures and standards for the registration, certification, and moderation of Learners to ensure a fair, transparent, and efficient process that upholds the integrity and quality of our qualifications. 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)

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

## 3. Definitions

- Ofqual General Conditions of Recognition - GCoR
- Qualification Management System - QMS

## 4. Policy statement

This policy applies to all Centres, trainers, Learners and administrative staff involved in the qualifications offered by RoSPA.

## 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, please email: [qualifications@rospa.com](mailto:qualifications@rospa.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
  - Photocard driving licence (mandatory for driving or driver training qualifications)
  - ID card or other form of national identity
  - Workplace employee ID Card.

### Details to be added onto the QMS

### Regulated Award

- Required information to be registered:
  - Title (optional)
  - First name (mandatory)
  - Last name (mandatory)



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- 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

Centres must provide RoSPA with a copy of the Learners 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)
- 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 £44 plus VAT may be charged for the replacement. Our Replacement Certificate Policy is available from the QMS.

## 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



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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 on the QMS. Certificates **must** be claimed for within **eight weeks** of the assessments taking place. **Centres must notify RoSPA if this timeframe is not achievable**
- It is important that certificate deadlines are adhered to. Persistent late claiming for certificates, will be 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.rospace.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 will moderate at least 20% of Learners' assessments from each booking, submitted for certification, including video and audio recordings of assessments, where relevant, as part of our Centre Assessment Standard Scrutiny (CASS) Policy. 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. Centres must assign their External Quality Assurer (EQA) to the moderation form, this will alert the assigned External Quality Assurer (EQA), 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 **audio** and, or, **videos, MUST** be attached to the form before it is submitted to RoSPA. It is the Centre's responsibility to upload the information, RoSPA will not send reminders requesting this. If you are late returning this information this will delay certification and may result in a maladministration investigation. Centres can use <http://wettransfer.com> if files are larger than 60mb. If this method is used videos must be downloaded and 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 £1023 plus VAT per day, to the Centre.

## E-certificates

Once moderation and verification are complete, and if RoSPA agree with the Centre's assessment decisions, the moderation form will be returned to the Centre. Centres should read the comments made from the moderation, note any feedback and complete the centre feedback section, and return to RoSPA. RoSPA 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 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 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 for Centres to check that Learner names are spelt correctly at the booking/registration stage.**

**Hard copy certificates are no longer available.**

## 5. Responsibility and review

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.

### Contact us:

- Telephone RoSPA on 0121 248 2115
- Email us at [qualifications@rospa.com](mailto:qualifications@rospa.com)
- Or write to us at:  
RoSPA  
RoSPA House  
28 Calthorpe Road  
Birmingham  
B15 1RP



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## 6. Evidence

Effectiveness of this policy will be measured through ongoing monitoring of the Centre, through Centre visits both announced and unannounced and moderations. Pass / refer data will be collected to monitor compliance and trends. Risk ratings for Centres updated and managed accordingly.


Approved by

DocuSigned by:  
Monique Klein  
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Name: Monique Klein Date: 1/30/2026

## Appendix 1: Related Documents

Document Title	Relationship to this policy
Malpractice and Maladministration Policy	Ensure correct issue of certificates to Learners because of moderation activities
Centre Assessment Standards Scrutiny (CASS) Policy	Process for moderated qualifications and issue of certificates to Learners
Replacement Certificate Policy	Procedure and fees for replacement certificates for Learners
Ofqual GCoR I4,	Issuing certificates and replacement certificates <a href="#">Ofqual Handbook: General Conditions of Recognition - Section I - Appeals and certificates - Guidance - GOV.UK (www.gov.uk)</a>



### Learner Register

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

Trainers Signature: *R Bush*

Date: *01/01/2022*

Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
August 2025	Policy Review	Enquiry email address	New email address	---	---