Learner Enrolment Policy

1 General

1.1 BIIAB Qualifications Limited[1] only accepts enrolments from Centres who it has recognised and approved to deliver its qualifications.

1.2 Enrolment is an initial notification by the Centre of learners' intentions to complete units towards part or full achievement of a qualification. It supports the requirements for learner identification for external quality assurance / independent assessment and award.

1.3 Learner enrolments must be submitted via one of the following methods;
- Online Registration and Certification System (ORCS)
- Candidate Information Details form (CID)
- Nominal Register/ Candidate Answer Sheet for paper based 'walk-in' examinations

An ORCS user guidance document is available for enrolments undertaken through ORCS. The Examination and Invigilation Regulations are available as guidance for CID and paper-based enrolments.

2 When to enrol Learners

2.1 We expect approved Centres to recruit with integrity on the basis of a learner's ability to contribute to, and successfully complete all the requirements of a unit or qualification. Before enrolling learners, it is important for Centres to identify any prior achievement or experience through their standard recruitment and induction procedures.

2.2 Centres will not be able to enrol learners on qualifications that have passed their operational end date.[2]

3 Information required at Enrolment

3.1 Centres are expected to give information about their learners sufficient to allow identification and to support the ongoing monitoring and verification of achievement.

The following information is required, some of which is mandatory (M).

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[1] BIIAB Qualifications Limited is a recognised awarding organisation and part of the Skills and Education Group.
[2] In exceptional cases enrolment may be possible and Centres requiring this must contact CustomerSupport@BIIAB.co.uk

3.1.1 Identification of units on which the learner wishes to be enrolled (M).

- Learners whose intention it is not to complete a full qualification may be enrolled on individual units.
- Where Centres do not know which optional units, of a full qualification a learner may ultimately complete, enrolments may be submitted for the mandatory units only and optional units added at a later date when submitting a claim for certification.

3.1.2 Learners' Given Name(s) and Family Name (M). Please note that:

- titles and or professional status will not be accepted as part of a learner's name and will be removed if included in either the given or family name fields.
- Centres must be aware that names and the format in which they are submitted will appear on the final certificate. Centres must take care when submitting names and are advised to write 'given name' (forename) out in full and ensure that appropriate capitalisation and spacing are used. We will not amend any names (except to remove titles and professional status) unless requested to do so in writing.
- to request amendments to a name or any other personal details please email CustomerSupport@BIIAB.co.uk quoting Qualification and Learner Number(s). This will incur an administration fee.
- Changes to a name, as a result of marriage, divorce or deed poll can only be made prior to completion of final assessment and claiming certification.
- Changes following external quality assurance, examinations or the issue of certificates will not be allowed unless it is an obvious spelling error on the certificate. In the case of the latter, the original certificate must be returned before learner details are amended and a new certificate is re-issued, an administration fee and replacement certificate fee is payable.

3.1.3 Date of Birth (M). Centres need to be aware of the age restrictions which apply for some qualifications.

3.1.4 Gender identity (M).

3.1.5 Ethnicity

3.1.6 Unique Learner Number (ULN).

The ULN field is currently an optional field for enrolment, although its use is encouraged to help with data validation. Except in the case of End-point assessment where it is a mandatory requirement to enter the ULN.

Any ULNs entered will be verified against the Learner Records Service database, and where an exact match is obtained any subsequent achievements will be uploaded to the Education & Skills Funding Agency's (ESFA) Personal Learner Record (PLR) database.

Non-exact matches will not prevent enrolment or certification but, if not corrected, achievements will not be uploaded to the PLR.

It is the centre's responsibility to check and input ULN's correctly, where an error is identified centres must email CustomerSupport@BIIAB.co.uk with details of the amendment.

3.1.7 Purchase Order Number.

An invoice will be raised at the point of enrolment. Centre staff who are authorised to submit enrolments must be aware of their centre's requirements in terms of PO numbers and input this into ORCS at the point of enrolment. PO numbers are not mandatory.

4   Enrolment Confirmation via ORCS

4.1   It is a Centre's responsibility to check that the enrolments submitted via ORCS are accurate. Centres are advised to check their entries before pressing 'Revalidate and Import' on ORCS. We will not be held responsible for inputting errors in data input which subsequently result in awards not being made or reported.

4.2   Once enrolments are submitted in ORCS, Centres will receive an automated email which will confirm whether the enrolments have been accepted or not.

5   Enrolment via paper-based methods (CID's and Nominal Roll's/ Candidate Answer Sheet)

5.1   Where a Centre runs qualifications from the Security Portfolio, it is the responsibility of the Centre to ensure that learner names, dates of birth and Registration Code are entered onto the CID forms correctly along with all other required information. The name must match the identification provided by the learner. The same name in the same format should then appear on all nominal rolls and candidate answer sheets associated with the learner.

5.2   Where a Centre runs any other paper-based examinations and the registration occurs at the point of the examination paperwork being scanned by our office, it is the responsibility of the Centre to ensure that invigilators are fully aware that the name on the candidate answer sheet is what will be entered into the system and therefore appear on the certificate. Therefore, invigilators must check that learners' names are clearly written into the boxes and legible on the candidate answer sheet and that the name format matches their identification.

6 Enrolment Errors

6.1   Learners' personal details

    6.1.1 Where individual learner details have been submitted via ORCS in error (such as a spelling mistake or incorrect ULN) Centres must notify CustomerSupport@BIIAB.co.uk to request the amendment. Administration fees will be charged for any amendments.

    6.1.2 Where individual learner details have been submitted via paper-based methods (CID's and Nominal Rolls/Candidate Answer Sheet) it is the responsibility of the Centre to check that the Learner names is displayed correctly in the Online Registration Certification and Assessment System (ORCAS) when checking learner results. Any errors must be notified to CustomerSupport@BIIAB.co.uk immediately. If a certificate has already been issued to a Centre, this must be returned before any amendments can be actioned. Administration fees will be charged for any amendments and reissue of certificates.

6.2   Learners enrolled on the wrong qualification via ORCS

    6.2.1 Where learners are enrolled on the wrong qualification via ORCS, Centres must notify CustomerSupport@BIIAB.co.uk requesting the amendment and we will then transfer to the correct qualification or remove altogether. An administration fee will be charged for this service along with any difference in qualification fees.

6.3   Learners enrolled on the wrong units via ORCS

    6.3.1 Where units have been registered in error or where optional units undertaken by learners have changed during a course, Centres must notify CustomerSupport@BIIAB.co.uk to request the change. Administration fees will be charged for any amendments.

7 Fees

7.1   Each qualification has a required number of units / minimum credits (rule of combination) that are required in order to achieve a full qualification.

    7.1.1 Learners enrolling for fewer units/components than are required for a full qualification will be charged the full qualification's fee.

    7.1.2 Where learners are enrolled on an allowed standalone unit, only available from certain qualifications, Centres will be charged the individual published unit fee applicable.

7.2 Fees published may be subject to change. For up-to-date fees, please refer to our website.

7.3 Invoicing[3]

7.3.1 Invoices are emailed to Centres following enrolment of learners.

7.3.2 The invoice will clearly state the name of the qualification, the number of learners and the amount of the fees.

7.2.3 When centres finally claim achievement for learners via ORCS, additional certification fees may apply in the case of certain qualifications.

8   Final Claim via ORCS

12.1 Confirmation of units and qualifications achieved is determined by the Centre. Centres must submit their final achievement when claiming certification.

9   Mergers and Acquisitions

13.1 In the event of Centre mergers and acquisitions please contact CustomerSupport@BIIAB.co.uk for advice on the transfer of learners.

10 Quality Assurance

This policy is reviewed annually to ensure it remains fit for purpose and in line with the Regulators' Conditions of Recognition. [4]

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[3] Please refer to the website for our Centre Invoicing Policy.
[4] Ofqual in England; Qualifications Wales; CCEA Regulation in NI and SQA in Scotland.