

Student Registration and Certification Policy and Procedure

Version V2.4

Student Registration and Certification Policy and Procedure

1. Purpose

The policy provides a framework to ensure that there is equal and fair access to all students, that accurate, up to date and auditable registration, achievement and certification records are maintained and kept after certification, in line with Awarding Body requirements. Finally, to claim valid student certificates within agreed timescales.

2. Definitions

Abbreviations and Acronyms

UKCBC UK College of Business and Computing

Terms

Quality Nominee

Quality Nominee oversees the internal quality assurance process on the College and acts as a focal point between the External Standards Verifier and the College.

Exam Officer

Exam officers is responsible for student registration with Awarding Body, maintaining students data and assessemment record, management and conducting examinations, organising Assessment Board meeting and caliming certificated for qualified learners.

Assessment Board

Assessment Board is responsible for ensuring examinations and assessment procedures under their remit are carried out in accordance with college regulations and other regulations governing the programme.

Programme Leader

The head of the programme specialization e.g. Business, Computing and IT, Engineering, English, ACCA

Student Services

Student service is the department in UKCBC in charge to provide support for student success while studying at UKCBC.

3. Scope

This policy applies to:

- All students at UKCBC
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The following are affected by this policy:

- All students at UKCBC
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The following must understand this policy:

- All students at UKCBC
- UKCBC Administration
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The Program Leaders and Head of Student Services have the ultimate executive responsibility for the effective development and implementation of this policy.

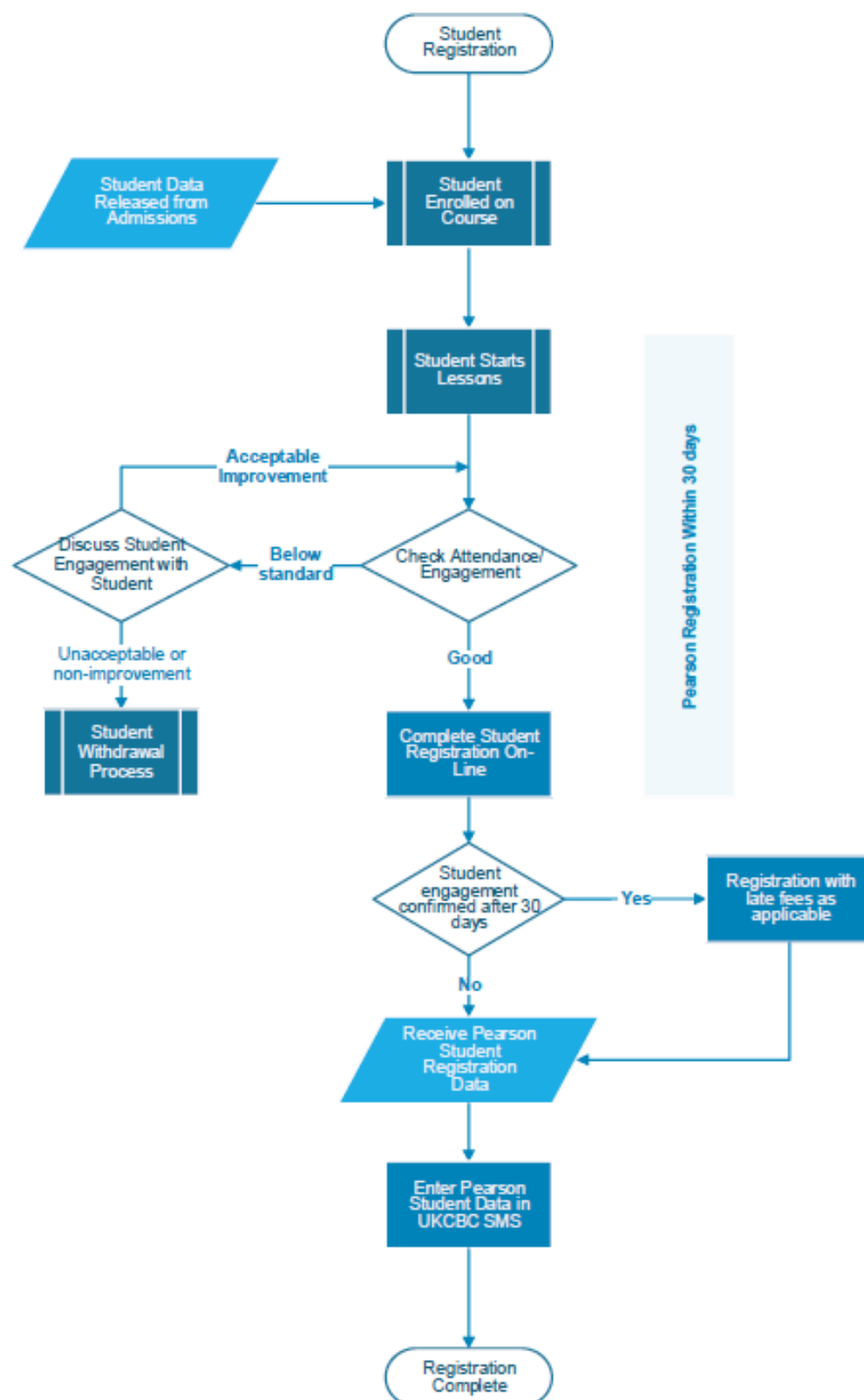
4. Policy Statement

UKCBC will:

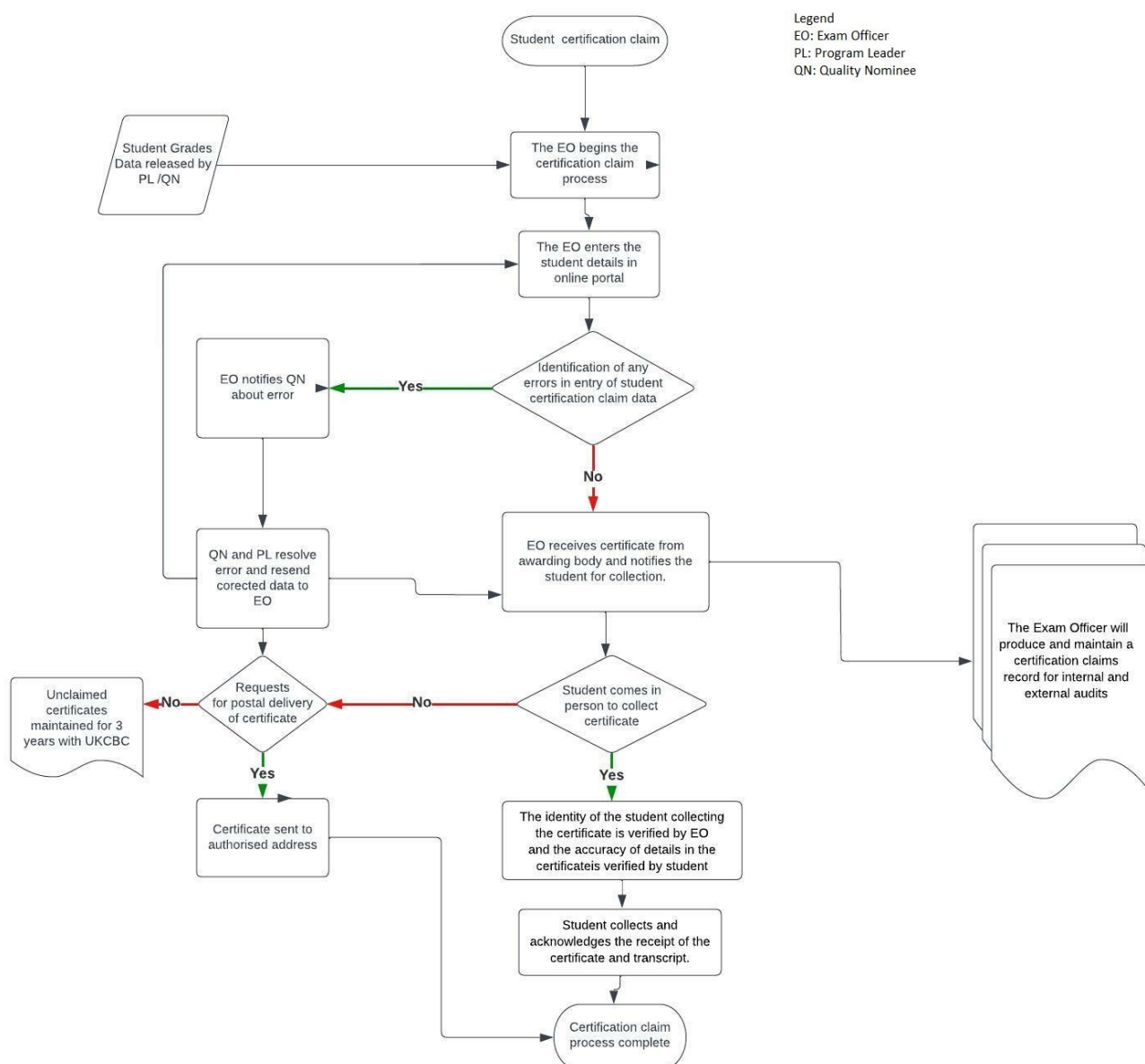
1. Register each learner in accordance with the awarding body requirements.
2. Provide a mechanism for student services team to check the accuracy of learner registrations.
3. Make each learner aware of their registration status.
4. Inform the awarding body of withdrawals, transfers, or changes to learner details.
5. Ensure that certificate claims are timely and based solely on internally verified assessment records.
6. Audit certificate claims made to the awarding body.
7. Audit the certificates received from the awarding body to ensure accuracy and completeness.
8. Keep all records safely and securely for three years post certification.
9. Ensure that all certificates are submitted for attestation by KHDA before distributing them to the learners
10. Ensure that Certificates are successfully claimed and distributed following statement #9 without delay
11. Ensure that certificates are issued only when the learners have fulfilled all the requirements prescribed for awarding these certificates
12. Ensure that copies of the certificates are forwarded to KHDA
13. Ensure that the content and details of the certificates are not changed or tampered

5. Process Flow Chart

5.1 Student Registration.



5.2 Student Certification



6. Support for Students Procedure

Student Registration

1. In the best interests of the student, the awarding body and the college, the student's commitment to study and attendance are closely monitored in the early stages before registering with the Awarding Body. All student data are maintained in the UKCBC's Student Management System securely in line with Awarding Body requirements.
2. The process of registration is launched from the point where lessons are scheduled to commence at the start of a semester/academic year (not when students start attending). UKCBC has adopted the policy of registering the students with the Awarding Body who meet the academic standards and adhere to minimum 80% of attendance at the time of registration. Attendance is monitored thoroughly throughout the year; however, it is particularly relevant during the initial stages of the new academic year. UKCBC recognises its significant responsibility to ensure

all registered students are fully committed to their studies across the period of registration, resulting in credible progression and completion rates as required.

3. The Centre Head reviews the list of students to be registered, considering attendance and engagement within the class setting over the first 30 days since start of teaching. The list of students with acceptable attendance and engagement are then uploaded to the Awarding Body Registration system. This includes relevant student data and qualification details.
4. Receipt of registered students are provided by the awarding body including Awarding Body specific student identification numbers. These details are checked for accuracy and entered the Student Management System (SMS) for future utilisation and to ensure a satisfactory student tracking, audit and achievement mechanism.
5. Registration plays a key role as only the registered learners with the Awarding Body are given access to ULearn, this is the key eLearning platform towards academic practices such as access to teaching material, assessment both formative and summative and towards coordination and communication.
6. The Centre Head in coordination with the Quality Nominee regularly monitors inactive or dis-engaged learners regularly to update the registration in the online platform of the Awarding Body. Only in extreme cases the college will seek to terminate a student's registration with the Awarding Body after detailed discussion in the case during the assessment board meeting held after each semester.
7. If students initially display below standard attendance and engagement in the first 30 days, but improve significantly following college support and intervention, then UKCBC will register the students late, recognising a late registration surcharge that may be applicable.

For English and ACCA courses the registration process is internal which follows the Student recruitment and admissions policy

Student Certification

Guidelines

1. The Exams Office monitors all student achievements and reports to the programme leaders to check eligibility for certification. The Exam Officer schedules Assessment Board meetings as per academic calendar or based on chairs action organises Interim Assessment Board meeting.
2. The exams office ensures all documentation is complete and accurate including confirmation that the student has accepted their grades. Any omissions are referred to the quality nominee for remedy.
3. When all documentation is confirmed as accurate, the Exams Office team secure approval for certificate request from the Academic Dean. The certificate request is made to the awarding organisation either through paper-based or on-line processes.
4. When certificates are received by the College, they are checked for accuracy against the UKCBC Student Management System. Any factual errors or physical defects are reported to the awarding organisation for replacement. The student is at this point invited to collect the certificate subject to college clearance.
5. At the point of collection, the student has a final opportunity to confirm the accuracy of the certificate details including grades. Included in the certificate documentation may be a transcript that details not only the overall qualification grade but also the individual module grades.

Procedure for claiming full certificates/interim claims

1. Exams Officer should make sure that every certification claim is signed off by the Academic Dean/ Quality Nominee rather than any delegated member. Exams Officer will not be making any claims until each student achievement is signed off by the Quality Nominee.
2. The approval of certification claims document should be used for internal audit. The quality nominee assures the claims process by involving various Heads of departments to sign off the certification claim which involves various

stages of checks and re-checks, on every certification claim to be made. Certification claims should be made based on such approved templates for each of the students.

3. A careful and thorough attention should be paid by the Exams Officer while entering student achievement details on online portal. Any typos/mistakes if identified should immediately be notified to the Quality Nominee as well as Pearson's Examination Support department without delay. Certificates with errors if any should be immediately notified to relevant departments for corrective actions.
4. No certificate claim either full claim or interim claim will be made until and unless approved by the following:
 - (i) Quality Nominee (or) in his/her absence, the Academic Dean / Director of Quality
 - (ii) Programme Leader/Deputy Programme Leader or a person authorised for the purpose and/or
 - (ii) Exams Officer and/or
 - (iii) Centre Had
5. The exam officer notifies the student to collect the certificates. The respective student collecting his/her certificate will also sign off the template, confirming the accuracy of details in the certificate and acknowledge the receipt of the certificate and transcript.
6. The student's identification will be verified by means of checking a valid proof of identity.
7. Certificates can be despatched by post in cases where a student cannot collect it in person.
8. The Exam Officer will produce and maintain a day-to-day certification claims record for internal and external audits as required from time to time to ensure consistency and accuracy.
9. The unclaimed certificate will be retained at the centre for the period of 3 years.
10. The record keeping of students' academic data and relevant information on their achievements should be strictly followed as per the requirement of the Awarding Body.
11. For English courses, certificates are issued which is signed by the programme leader upon completion of their level
12. For the ACCA course the process of claiming certification is done and managed by student himself/herself.

Assessment Board

The certifications are approved either by the Pearson Quality Nominee or the Academic Dean/ Director of Quality, Enhancement & Development will approve each certification claim separately prior to making any claims, as the Chair's actions. A summary of these claims will be presented to the Assessment Boards at regular intervals so that the possible delays in certifications can be avoided in the interest of students.

7. References

Title	Link
Student Recruitment and Admissions Policy	

8. History of Versions

Version Number	Date	Link	Author	Comment or Reason for Modification
2.2	SEP 2019	Previous version	ND	Periodic review and update
2.3	Dec 2021	Previous version	SP	Transferred to new template, and updated the procedure
2.4	Aug 2022	Previous Version	JM	Updated flowchart