



Registration and Certification

EDLounge Centre Registration and Certification Policy

Aims:

- To register individual learners to the correct approved programme within the agreed timescales
- To claim valid learner certificates within agreed timescales
- To construct a secure, accurate and accessible audit trail to ensure that individual learner registration and certification claims can be tracked to the certificate, which is issued for individual learners.

In order to this, the centre will:

- register each learner within the timescales stated by the awarding bodies
- require original documents (ID or certificates) to be presented prior to registration on a programme
- provide PICS data management system to check the accuracy and eligibility of learner registrations
- make each learner aware of their registration status
- Inform the awarding body of any withdrawals, transfers or changes to learner details
- ensure that certificate claims are timely and based solely on internally quality assurance verified records
- audit certificate claims made to the awarding body
- audit certificates received from the awarding body to ensure accuracy
- keep all records safely and securely after certification

Data Transfer, Storage and Registration

All learner personal details and prior learning information is recorded on the Individual Learner Record (ILR). The ILR is submitted via a secure online landing page. The EDLounge Data Administrator inputs the learner details onto the Pellcomp PICS Data Management System. The data once inputted onto the PICS, is exported and uploaded to the Education Skills Funding Agency FASTT Hub to registration and funding claims.

Any paper based ILRs are either stored within locked cabinets in a secure cage, or scanned and uploaded into a password protected folder in the MYcloud secure environment.

Once the Internal Quality Assurance (IQA) process is completed, a claim is made to the awarding body for learner certification. Once EDLounge receive the certificates these are audited to ensure accuracy and completeness. All original certificates are scanned, with the original sent via post to the learner accompanied with a cover letter and a copy is retained by EDLounge on the secure MYcloud network.

DATA STORAGE

These rules describe how and where data should be safely stored. Any questions about storing data safely should be directed to the EDLounge IT manager or EDLounge Centre Data Controller.

When data is stored on paper such as; learner certificates, reports, portfolios, these should be kept in a secure and locked cage place within the 1st floor of EDLounge Centre, which cannot be accessed by unauthorised personnel. This also applies to data that is usually stored electronically but is printed.

When not required the learner certificates or files are kept in a locked drawer or filing cabinet within the first-floor secure cage.

Employees should make sure paper and printouts are not visible where unauthorised people could see them, such as: on a printer.

Data printouts should be shredded and disposed of securely when no longer required.

When data is stored electronically on the EDQuals online platform, it is password protected using strong passwords, which are changed regularly to prevent unauthorised access, accidental deletion and malicious hacking attempts. All data is encrypted during transit and at rest on secure Amazon Web Servers.

If data is stored on removable media (like a CD or DVD), this is uploaded to an approved MYcloud environment.

Servers containing personal data are sited in a secure server room, away from general office space, with only restricted and authorised staff access.

All data is backed up frequently, with the backups tested regularly, in line with the company's GDPR policy and standard backup procedures.

Data is never saved directly to laptops or other mobile devices like tablets or smart phones.

Version No	Purpose / Change	Lead	Review Date	Next Review Date
1	Policy update	Cara Radford EDLounge & HR Manager	October 2018	October 2019
2	Policy review	Mick Farrar Quality Manager	October 2019	October 2020
3	Policy review	Ian Gunn Head of EDLounge Mick Farrar Quality Assurance	October 2020	October 2021