



Registration and certification Policy

Who is this policy for?

This policy and related procedures are for centres and its' staff, learners, AIM Qualifications and Assessment Group staff or other personnel in relation to registering and certifying learners for AIM Qualifications and Assessment Group approved qualification or units/components delivered either within or outside the UK.

Owner	Customer Experience Director
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Date of next review:	August 2026
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Version history

Version number	Date	Description
1	July 2022	<ul style="list-style-type: none"> Document created
1.1	April 2023	<ul style="list-style-type: none"> 2.3.1 Learner registrations (Access to HE) updated to include the process for submitting Late registrations 2.3.5 Certification updated to include centres and AIM Qualifications and Assessment Group cannot withhold certificates for financial reasons. 2.3.7 Posthumous certification added 2.3.4 Withdrawing learners section added Registration section updated Appendix 1 – AIM Qualifications and Assessment Group telephone number updated to 0844 2253377
1.2	July 2023	<ul style="list-style-type: none"> 2.2.2 Centre responsibilities updated 2.3.1 Learner registration (Access to HE Diplomas) updated Appendix 1 – AIM Qualifications and Assessment Group telephone number updated to 0333 034 8833 Hyperlinks updated throughout document
2	January 2024	<ul style="list-style-type: none"> 2.3.3 Information required for learner registration added. 2.4 numbering corrected. Pgs. 5, 10 and 12 updated to reflect certificates will be dispatched, on average, within five working days. Reduced from 10 working days.
3	May 2024	<ul style="list-style-type: none"> 2.5.5 Clarification added to policy about learners being withdrawn at certification end date. 2.3.1 Amendment to Access registration deadlines changed from weeks to calendar days. 2.3.5 Amended learner registrations to remain active 3 years from the start date of the course.with Section 3 – Added SQA principles

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Section 1 - Scope

1.1 Scope

This **Registration and Certification Policy** with related procedures applies to AIM Qualifications and Assessment Group approved provision.

This policy is intended for:

- Centres and their staff delivering AIM Qualifications and Assessment Group approved qualifications, units/components and endorsed courses.
- Learners undertaking AIM Qualifications and Assessment Group approved qualifications, units/components and endorsed courses.
- AIM staff to ensure that it maintains a consistent and transparent approach to the registration and certification of learners on AIM Qualifications and Assessment Group approved qualifications, units/components and endorsed courses.

The purpose of this policy is to:

- Define registration, late registration, certification and late certification.
- Detail the responsibilities AIM Qualifications and Assessment Group, centres, centre staff and learners have to registration, late registration, certification and late certification.
- Set out the requirements for registration, late registration, certification and late certification.
- Detail when fees and charges will apply to centres.

1.2 About us

AIM Qualifications and Assessment Group is a leading **Awarding Organisation** and one of the UK's largest **Access Validating Agencies (AVA)**. We work in partnership with colleges, independent training providers, universities, employers and voluntary organisations to develop accredited and regulated vocational qualifications. Our qualifications cover a range of academic levels from Entry Level to Level 6 across a wide range of subject areas. As an AVA we are licensed by the Quality Assurance Agency (QAA) to develop and award nationally recognised Access to Higher Education Diplomas. AIM Qualifications and Assessment Group is also an independent, government recognised, **End-Point Assessment Organisation (EPAO)** responsible for an apprentice's final assessment to ensure they can do the job for which they've trained.

Section 2 - Registration and certification

2.1 Definition

Registration is where learners are entered for a qualification so that they can be assessed as part of that qualification.

Late registration is when learners are not entered for a qualification in a timely manner.

Certification is where certificates are claimed in recognition of a learner's full or partial achievement of a qualification at the point of exit.

Late certification is where certificates are claimed for a qualification which has expired.

2.2 Responsibilities

The following represent the key responsibilities of AIM, centres, centre staff and learners.

2.2.1 AIM Qualifications and Assessment Group Responsibilities

Overseen by the Customer Experience Director, AIM Qualifications and Assessment Group will ensure that:

- all approved centres are updated on any changes to qualifications, including new and replacement qualifications, extensions, withdrawals, and amendments.
- all centre submitted learner registrations are processed within one working day (where the form has been completely correctly).
- centres are invoiced at the point of registration for each learner registered on AIM Qualifications and Assessment Group qualifications.
- only certificate claims made by a centre through the [Quartzweb Portal](#) are accepted.
- all certificates will be dispatched to the claiming centre on average, within five working days of receipt of verified results.
- all certificates are checked prior to leaving AIM Qualifications and Assessment Group.
- all fraudulent claims are investigated in accordance with the [AIM Malpractice and Maladministration Policy](#).
- the identity of learners is verified prior to reissuing certificates or issuing replacement certificates.
- the relevant regulator is promptly notified of any reportable errors in the issuing of qualification certificates.

2.2.2 Centre responsibilities

All centres delivering AIM Qualifications and Assessment Group qualifications must ensure that:

- all staff involved in the management, assessment and quality assurance of AIM Qualifications and Assessment Group qualifications and any learners undertaking one, are fully aware of this policy and related procedures.
- a policy and procedure are in place for making registrations and claiming certificates that is regularly reviewed and updated.
- all staff involved in the management, assessment and quality assurance of AIM Qualifications and Assessment Group approved qualifications and any learners undertaking one are familiar with the centre's registration and certification policy and procedure.
- a policy and procedure are in place relating to the handling of personal data in accordance with the Data Protection 2018 Legislation.
- all staff involved in the management, assessment and quality assurance of AIM Qualifications and Assessment Group approved qualifications and any learners undertaking one are familiar with the centre's data protection policy and procedure.
- all necessary steps are taken to confirm the identity of each learner, ensuring that they can be clearly and uniquely identified.
- all records and evidence used to identify learners for quality assurance purposes are retained and in compliance with relevant data protection legislation.
- a unique learner number (ULN) is obtained and validated for each learner through the Learning Records Service (LRS) and any queries are resolved promptly.
- learners are informed in writing of the personal data that it collects and processes and the purposes for which it is collected and processed (which shall include the transfer of the learner personal data to AIM Qualifications and Assessment Group).
- all learners undertaking an AIM Qualifications and Assessment Group qualification are registered and this is completed in a timely manner.
- All learner registration details are checked for accuracy including ensuring that their names are spelt correctly.
- AIM Qualifications and Assessment Group are notified of any changes to learner details.
- learners are informed that their achievement data will be uploaded to their personal learner record where a ULN has been provided.
- certificate claims are made only where learners have met the requirements of the qualification for these to be issued.
- all certificate claims are made through the [Quartzweb Portal](#).
- a record is kept of the receipt of certificates issued by AIM Qualifications and Assessment Group.
- all certificates issued by AIM Qualifications and Assessment Group are checked for accuracy before they are issued to learners.

- AIM Qualifications and Assessment Group is notified in writing of any certificate errors within 20 working days, detailing how the error occurred.
- certificates which contain errors are promptly returned to AIM Qualifications and Assessment Group.
- all certificates issued by AIM Qualifications and Assessment Group are safely stored until they are issued to learners.
- certificates issued by AIM Qualifications and Assessment Group are distributed to learners promptly, keeping a record of the date posted or collected.

2.2.3 Centre staff responsibilities

All centre staff involved in the management, assessment and quality assurance of AIM Qualifications and Assessment Group qualifications must:

- be fully aware of this policy and related procedures.
- familiarise themselves with the centre's registration and certification policy and procedure.
- familiarise themselves with the centre's data protection policy and procedure.

2.2.4 Learner responsibilities

Any learner undertaking a qualification must:

- be aware of this policy and related procedures.
- be aware of the centre's registration and certification policy and procedure.
- be aware of the centre's data protection policy and procedure.

2.3 Registration and certification process

The following sets out the requirements for registrations and certification claiming for learners, including late registration and late certification.

2.3.1 Learner registration (Access to HE Diplomas)

Learners must be registered no later than 42 calendar days from the date the learner begins the course.

- All registrations must be made by completing the **AIM Access to HE learner registration form** with details of all the learners to be registered on each Diploma, before submitting through the [Quartzweb Portal](#).
- Any Recognition of Prior Learning (RPL) or credit transfer requests must be submitted to AIM Qualifications and Assessment Group for consideration prior to registration by completing the [AIM Recognition of prior learning and credit transfer form](#) and emailed to compliance@aimgroup.org.uk
- Following registration, units must be selected **no later than 84 calendar days** from the date the learner begins the course.

- All RACs must be checked for accuracy **no later than 84 calendar days** from the date the learner begins the course.
- Amendments to learner registrations can be made via the [Quartzweb Portal](#) up to and **no later than 84 calendar days** from the date the learner begins the course.
- Amendments to learner registrations **after 84 calendar days (late registration)** may be considered only in exceptional circumstances. Providers must contact the AVA in such circumstances. A fee per learner will be incurred in line with [AIM Fees and Charges Policy](#).
- Late Access to HE registrations must be submitted to acesstohe@aimgroup.org.uk using the [AIM Access to HE late learner and unit registration form](#) along with a copy of the centre's registration and certification policy and procedure and any relevant supporting evidence.

2.3.2 Learner registration (all other courses)

- Register all learners in accordance with the timescales set out by AIM Qualifications and Assessment Group and **which is prior to the end date of the course:**
 - for short courses with less than a 15-week duration, learners must be registered within 25 working days of the start date of the course.
 - for all other courses (16 weeks or more), learners must be registered within 60 working days of the start date of the course.
- All registrations must be made by completing the [AIM learner registration form](#) with details of all the learners to be registered on each course, before submitting through the [Quartzweb Portal](#).
- Check that where qualifications or units/components are included in the course, learners are being registered prior to the qualification end date or unit expiry date and meet the minimum age requirements.
- Confirm, via the registration submission confirm screen on [Quartzweb Portal](#), that all details entered are correct.
- Notify the customer experience team via enquiries@aimgroup.org.uk, of any required changes to registered learner details, e.g. name change or units/components missing from a course.
- It must be noted that **learners cannot be assessed until they have been registered.**
- Failure to register learners as indicated, will result in delays in being able to claim achievement and issuing achievement certificates.
- Any Recognition of Prior Learning (RPL) or credit transfer requests must be submitted to AIM Qualifications and Assessment Group for consideration prior to registration by completing the [AIM Recognition of prior learning and credit transfer form](#) and emailed to compliance@aimgroup.org.uk

2.3.3 Information required for learner registration:

- All learner registrations must include the following mandatory information:
 - Unique Learner Number (ULN)
 - Forename - Learners must not be registered using nicknames or preferred names
 - Surname
 - Date of birth
 - Gender
 - Postcode
 - Ethnicity
 - Employment status
 - Ability status

2.3.4 Late registration

- Failure to register a learner within the timescales specified by AIM Qualifications and Assessment Group, will incur a late registration fee per learner.
- Action will be required by the centre to prevent further late registrations.
- Late Access to HE registrations must be emailed to acesstohe@aimgroup.org.uk using the [AIM Access to HE Late learner and unit registration form](#) along with a copy of the centre's registration and certification policy and procedure and any relevant supporting evidence.
- Late registrations may result in a learner not being registered before the qualification end date. Where this occurs, a learner must be registered onto the replacement qualification or a suitable current alternative that meets the needs of the learner.
- If there is a legitimate reason why a learner registration has not been made before the qualification end date and it would disadvantage the learner to be registered on a replacement or alternative qualification, **then a formal request can be made in writing to compliance@aimgroup.org.uk with the following information:**
 - the date the learner commenced the qualification.
 - how much of the qualification the learner has completed.
 - why the learner was not registered in time.
 - when the qualification end date was.
 - why the learner cannot be registered onto the replacement or an alternative qualification.

It must be noted that AIM Qualifications and Assessment Group can only approve a late registration where the learner will be able to complete the qualification before the published certification end date, as a late certification request cannot be granted for a learner who has also been given a late registration.

2.3.5 Withdrawing Learners

Where a learner who has been registered is no longer continuing, [Quartzweb Portal](#) must be updated to indicate the learner has been withdrawn, alternatively you must notify the customer experience team via enquiries@aimgroup.org.uk within 30 days. Please note all learner registrations submitted to AIM Qualifications and Assessment Group are non-refundable. Withdrawing learners will only remove the learner from newly generated RACs and will not remove the learner from Quartz.

Learner registrations will remain active for a period of three years from the course start date after which the learner's status will be updated to withdrawn if there have been no claims for achievement. If the qualification certification end date passes before the three years are up, the learner will be withdrawn at this point.

2.3.6 Certification

- All certificates must be claimed from AIM Qualifications and Assessment Group **no later than four weeks** after the end date of the course, by submitting achievements through the [Quartzweb Portal](#), by either direct entry or through a **Recommendation for Award of Credit form (RAC)**
- Neither AIM Qualifications and Assessment Group, nor any AIM approved centre, may withhold issuing certificates to learners for financial reasons i.e. a learner who has not completed payment for a course to the training or education provider must still be issued certificates if the achievement requirements have been met by the learner.
- The following certificates can be claimed from AIM Qualifications and Assessment Group:
 - qualification certificates, where a learner has achieved the rules of combination of a qualification.
 - certificates of unit/component credit, where a learner has achieved credits which form part of a qualification.
 - certificate of accreditation, where a learner has completed an AIM bespoke course (non-qualification course).
 - an e-certificate per learner, can be downloaded from the Quartzweb Portal. This is purely an electronic copy of the official paper version of the certificate and is not provided in a printable format.
- Certificates will be accompanied by a transcript of unit/component achievement that has a standard format and records achievement for all units/components completed.
- AIM Qualifications and Assessment Group reserves the right to reject a claim for certification where there is cause for concern regarding malpractice, maladministration or any fraudulent or non-valid claim.
- All certificates issued by AIM Qualifications and Assessment Group are designed according to relevant regulatory guidelines.

- All certificates will be dispatched to the claiming centre on average, within five working days of receipt of verified results.
- Certificates will only be dispatched to the claiming centre (*ie not directly to learners*) and may be dispatched by courier, recorded delivery or by hand.
- All certificates are checked in accordance with the relevant procedure prior to leaving AIM to ensure that they are accurate and complete.
- For UK based centres, the cost of certification forms part of the registration fee. Centres based outside of the UK may be subject to an additional distribution charge for certificates.
- Aegrotat certificates may be issued in cases where learners have been unable to complete an assessment. All Aegrotat certificates will be clearly marked with the word 'Aegrotat'.

Aegrotat awards may be approved if the following apply:

- there are exceptional extenuating certified medical circumstances which have resulted in the student being unable to complete the course requirements.
- for Access to HE Diploma certificates, Aegrotat awards may be approved by the final awards board where both of the following apply:
 - there are exceptional extenuating certified medical circumstances which have resulted in the student being unable to complete the course requirements.
 - the student has achieved at least 30 of the credits required for the Access to HE Diploma.

In such cases, the Access to HE Diploma can be awarded without full credits and the unit and grade profile will be incomplete.

- Mistakes on certificates must be reported to AIM Qualifications and Assessment Group via email to enquiries@aimgroup.org.uk no later than four weeks after receipt with the certificate(s) also returned. Where the mistake is not due to an error on the part of AIM Qualifications and Assessment Group, a fee will be charged for the certificate to be re-issued. Requests outside of this time period will be considered on a case-by-case basis and may be subject to additional administrative charges.
- For Access to HE, the [AIM Access to HE: Final Awards Board Policy](#) must also be referred to alongside this policy.

2.3.7 Reissue and replacement certificates

- AIM Qualifications and Assessment Group will reissue a certificate in the following circumstances (*and will incur a charge where relevant*):
 - spelling errors input at registration
 - additional information provided by centre eg addition of ULN
 - certificates lost between centre and learner
 - certificates lost or damaged in transit between AIM Qualifications and Assessment Group and the centre

- Please note reissued certificates may not have the same information on as the original certificate.
- AIM Qualifications and Assessment Group will replace a certificate it has been lost or damaged. Replacement certificates will have the same information on as the original but will also have the words 'Replacement certificate issued (date)' on it and will incur a charge.
- Replacement certificates will not be issued with a changed name unless not changing a name breaches the Equalities Act or other relevant legislation. Applicants must provide evidence to support any claim for a name change.
- Replacement certificates will be dispatched to the claimant within five working days of receipt of an authenticated claim and payment.
- AIM Qualifications and Assessment Group reserves the right to revoke any certificate that contains false information as a result of malpractice, maladministration or appeal. This will only be done after careful consideration of culpability and the overall effect of the revocation. Where AIM Qualifications and Assessment Group decides to revoke certificates, centres will be given adequate notice of the intended actions and will be expected to take every action to recover revoked certificates from learners. Where relevant, sanctions may be applied in line with the [AIM Sanctions Policy](#).
- AIM Qualifications and Assessment Group will notify regulatory bodies promptly of any reportable errors in the issuing of qualification certificates. Employers and other interested parties can verify the authenticity of AIM Qualifications and Assessment Group issued certificates making use of free service which can be accessed on the [AIM website](#).

2.3.8 Late certification

- Where a certificate has not been claimed for a learner before the certification end date for the qualification, as agreed between AIM Qualifications and Assessment Group and the regulator, **in exceptional circumstances a request for a late certificate may be approved if one of the following three reasons applies:**
 - The learner has completed the required work for the qualification before the certification end date, but there were extenuating circumstances which stopped final assessment or verification from taking place on time.
 - The learner has completed the required work for the qualification before the certification end date, but there were exceptional conditions which stopped a centre from claiming the learner's certificate on time.
 - The learner has completed most of the work for the qualification before the certification end date but could not fully complete because of illness or other extenuating circumstances, and the work was/can be completed within a reasonable period of time.
- A formal request must be made in writing to AIM Qualifications and Assessment Group and in each instance, there must be evidence that the work completed to date cannot be mapped and assessed

against the replacement or an alternative qualification and it would disadvantage the learner not to issue a late certification.

It must be noted that AIM Qualifications and Assessment Group can only approve a late certification where the learner has not also been granted a late registration, as a late certification request cannot be granted for a learner who has also been given a late registration.

2.3.9 Posthumous certification

An application for a posthumous award/certification must be made to the Head of Compliance at AIM Qualification and Assessment Group. The application must provide details of the programme of learning, the units/components and any grades achieved by the learner together with details of the units/components and grades they were expected to achieve. The Head of Centre, Principal or CEO must authorise the application and confirm that the family is in agreement and wants to receive a copy of the award/certificate. AIM Qualifications and Assessment Group may ask to see a copy of the death certificate before a posthumous award/certification can be issued.

2.4 Certificate design

2.4.1 Qualification certificates

Learners that have achieved a qualification will be issued with a qualification certificate printed on a standard qualification certificate proforma containing:

- the learner's name (taken from the registration details given by the centre)
- the name of the qualification achieved (in the form: AIM Qualifications level 1 Award in Employability)
- details of the units/components achieved (Unit title, RITS code, credit value, level)
- the qualification accreditation number
- the certificate number
- the Unique Learner Number (ULN) or learner registration number if this is not available
- the date of award
- AIM Qualifications and Assessment Group logo
- the signature of AIM Qualifications and Assessment Group Chief Executive
- Ofqual's logo (following the guidance set out in Ofqual's Logo Requirements and Certificate Requirements documents)
- where applicable, the Qualification Wales logo (following the guidance set out in QW's Additional Certificate Requirements)
- where applicable, the council for the curriculum examinations and assessment's (CCEA) logo (following the guidance set out in CCEA's certificate requirements)

- where applicable, the SQA logo (following the guidance set out in SQA Certificate Requirements documents)
- an AIM Qualifications and Assessment Group hologram

For a non-language qualification, the language of the assessment if it is taken in a language other than English, or Irish in Northern Ireland or Welsh in Wales.

2.4.2 Unit/component certificates

Learners who have not achieved a qualification, but have achieved units/components from a qualification(s), will be issued with a unit certificate, printed on a standard unit certificate proforma containing:

- the learner's name (taken from the registration details given by the centre)
- the number of credits achieved and the level they have been achieved at
- the course/programme name provided by the centre (this is not a qualification title)
- the centre name
- details of the units achieved (unit title, unit code, credit value, level)
- the learner registration number
- the date of award
- the certificate number
- AIM Qualifications and Assessment Group logo
- the signature of AIM Qualifications and Assessment Group Chief Executive

For non-language units, the language of the assessment if it is taken in a language other than English, or Irish in Northern Ireland or Welsh in Wales Certificate design.

2.4.3 Quality Mark certificates

Delegates that have completed an AIM Quality Mark training course will be issued with an approved training course certificate, printed on a standard approved training course proforma containing:

- the delegate's name (taken from the registration details given by the organisation)
- the approved training course name from the organisation (this is not a qualification title)
- the organisation name where the approved training course was attended
- the delegate registration number
- the date of award
- the certificate number
- AIM Qualifications and Assessment Group logo

- the signature of AIM Qualifications and Assessment Group Chief Executive

2.5 Fees

AIM Qualifications and Assessment Group publishes its charges annually. These run from 1 September to 31 August each year. A copy of the [AIM Fees and Charges Policy](#) is available on the [AIM Website](#).

Section 3 - Regulatory references

3.1 Conditions / Principle and licencing criteria

This policy is intended to meet our regulatory requirements. In particular:

Section	Condition/Principle /Licensing criteria
Notification of certain events	Condition B3
Representations regarding qualifications	Condition B5
Arrangements with centres	Condition C2.3
Registration of learners	Condition G5
The design and content of certificates	Condition I3
Issuing certificates and replacement certificates	Condition I4
Issues an Access to HE Diploma certificate to all students who have been awarded the Access to HE Diploma	Licensing Criteria 45
Issues students with a transcript of unit achievement that has a standard format and records achievement for all units completed	Licensing Criteria 46
Action to record and remedy errors relating to the award or certification	Licensing Criteria 47
Informing QAA of major errors relating to certificates and actions to be taken	Licensing Criteria 48
The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications	Principle 5
The awarding body and its providers must maintain accurate documents, records and data	Principle 9
The awarding body must have effective, reliable and secure systems for the registration and certification of learners	Principle 15

Section 4 - Appendices and links

Appendix 1 - Useful contacts

The following provides contact details for AIM Qualifications and Assessment Group and its regulators.

AIM Qualifications and Assessment Group contact details

If you have any queries about the contents of the policy, please contact us.

Telephone: [0333 034 8833](tel:03330348833)

Email: enquiries@aimgroup.org.uk

Regulators' contact details

CCEA

Telephone: [02890 261 200](tel:02890261200)

Email: info@ccea.org.uk

Ofqual

Telephone: [0300 303 3344](tel:03003033344)

Email: public.enquiries@ofqual.gov.uk

Qualifications Wales

Telephone: [0333 077 2701](tel:03330772701)

Email: enquiries@qualificationswales.org

SQA Accreditation

Telephone: [0345 279 1000](tel:03452791000)

Email: accreditation@sqa.org.uk

The Quality Assurance Agency for Higher Education (QAA)

Telephone: [01452 557 000](tel:01452557000)

Email: enquiries@qaa.ac.uk

Disclaimer: Please note that any downloaded version of our policies may not be the most current iteration. For the latest updates and accurate information, kindly refer to the version available on our official website.