

Policy Name: Qualification & Registration
Policy and Procedure



Aims and Objectives of the Policy

To ensure all registrations follow the same process and are in line with the requirements as set out by the awarding bodies.

MCIOA will:

Register individual learners to the correct programme within agreed timescales

Claim valid learner certificates within agreed timescales.

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 each learner.

In order to do this, MCIOA will:

- carry out identity checks of learners at enrolment
- register each learner within the awarding body requirements
- provide a mechanism for programme and audit teams to check the accuracy of learner registrations
- make each learner aware of their registration status
- inform the awarding body of withdrawals, transfers or changes to learner details
- ensure that certificate claims are timely and based solely on internally verified assessment records
- audit certificate claims made to the awarding body
- audit the certificates received from the awarding body to ensure accuracy and completeness
- keep all records safely and securely for three years post certification.

Registrations

Only once MCIOA have received payment can learners be registered with the Awarding Organisation for their qualification. All registrations will take place within 10 working days of application.

Learners will be asked to provide the following information to ensure we are able to register them;

First Name

Surname

Date of Birth

This information will be provided to the Awarding Organisation and it's at this point the learner is considered "registered".

It is a requirement of the Awarding Organisation that MCIOA must confirm the learners identify to prevent malpractice. This may be done by the provision of a valid form of photo ID e.g. a passport, driving licence or student card.

All learners will receive notification when they have been registered on to the qualification.

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Learners will be provided the following policy documents, which they must read and by completing their registration will be agreeing to abide by them;

1. Appeals Policy
2. Assessment Policy and Procedure
3. Complaints Policy
4. Equality and Diversity Policy
5. Malpractice Policy
6. Privacy Notice (If relevant to qualification)
7. Reasonable Adjustments and Special Considerations Policy
8. Recognition of Prior Learning Policy
9. Registrations Policy
10. Terms and Conditions

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Once Registered

- Once learners have been registered, depending on the qualification they will have access to;
- Online learning
- Knowledge tests Resource Documents

The system that MCIOA is using for all learners can evidence their learning to ensure the learner can achieve all the relevant learning outcomes and assessment criteria as per the qualification specification.

Timescale for completion

There are target timescales for the various qualifications we can offer; this is detailed in the qualification specification document available to download from www.mcioa.com.au website.

If a learner feels they won't be able to complete their qualification within this timeframe then they must contact MCIOA to discuss Reasonable Adjustments and Special Considerations.

Withdrawals, Transfers and Changes

Once a learner has been registered with the Awarding Organisation we are not able to make transfer that qualification to another learner.

If a learner wishes to withdraw their enrolment, they must email confirmation of their withdrawal will be made. studentservices@mcioa.com.au where, depending on the nature of any changes needed and how far along a learner is to completion; MCIOA may be able to make changes. All withdrawal, transfer and change requests will be confirmed with the Awarding Organisation.

It should be noted that and changes that are needed must be made within 14 days of initial registration.

Certification

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On confirmation of achievement of all assessment criteria as provided by the Awarding Organisation in the Specification of Qualification, learner's certificates will be claimed from the Awarding Organisation in line with their online claim procedure and Assessment Centre status.

On receipt of the certificate in the Centre from the Awarding Organisation the details will be check for accuracy and completeness and recorded.

Learners will be informed, and the Certificate will be made available for collection or posted to the registered address by recorded delivery.