



Registration & Certification (AIM Qualifications & Assessment Group) Policy

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Document Controller	Robert Longstaff
Signature	<i>R. Longstaff</i>

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1. Policy Statement

This Registration and Certification Policy sets out the procedures and responsibilities of Staff Power Training (SPT) in relation to the registration of learners, withdrawal of learners, and the claiming of certificates for qualifications offered through AIM Qualifications and Assessment Group (AIM).

SPT is committed to operating in full compliance with AIM's Centre Agreement, specification requirements, and all applicable regulatory guidance issued by Ofqual.

2. Scope

This policy applies to all staff involved in the delivery, coordination, and administration of AIM qualifications at the Centre, including tutors, assessors, internal quality assurers (IQAs), and administrative personnel.

3. Learner Registration

3.1 Registration Requirements

SPT will register all learners with AIM using the designated AIM portal or approved registration method. Registrations must be submitted using the learner's correct legal name, date of birth, and Unique Learner Number (ULN) where applicable. It is the responsibility of the Admissions Team to verify this information at the point of enrolment.

Learners must not begin formal assessment activities until their registration with AIM has been confirmed. Any assessment evidence gathered prior to confirmed registration is at risk of not being recognised.

3.2 Registration Deadlines

SPT must adhere strictly to the following registration deadlines set by AIM. Failure to register learners within these timeframes may result in late registration charges being applied by AIM. AIM have the following registration deadline requirements:

- *Short Courses (15 weeks or less in duration):*
Registrations must be received by AIM within 25 working days of the course start date.

- *Long Courses (more than 15 weeks in duration):*
Registrations must be received by AIM within 60 working days of the course start date.

3.3 Registration Process

The following process will be followed for all new learner registrations:

1. Tutors or admissions staff notify the Administration Team of all new learner enrolments on the first day of attendance.
2. Administration staff verify the learner's identity documents and collect the required personal data (full legal name, date of birth, ULN, contact details, and relevant protected characteristics for Equality Act compliance).
3. The Administration Team logs the learner on the Centre's Management Information System (MIS) and submits the registration to AIM via the designated portal within the applicable deadline.
4. AIM registration confirmation (including registration number) is saved to the learner's electronic record.
5. The Quality team monitors registration deadlines on a weekly basis and escalates any at-risk registrations to the Head of Quality immediately.
6. A registration log is maintained and reviewed at each internal quality assurance meeting.

3.4 Registering Learners to the Correct Qualification

SPT will ensure that all learners are registered for the qualification that accurately reflects the programme of learning they are undertaking. This includes the correct qualification title, level, credit value, and unit selection where applicable.

Any errors identified in a learner's registration must be corrected with AIM at the earliest opportunity. The Quality team are responsible for checking the accuracy of all registrations within five working days of submission.

3.5 Late Registration

Where a registration cannot be submitted within the required deadline, the Compliance/Quality team must:

- *Document the reason for the delay in writing.*
- *Notify the Head of Quality immediately.*
- *Contact AIM to explain the circumstances and seek guidance.*
- *Submit the late registration with the required late registration fee, where applicable.*
- *Record the incident in the SPT quality log and implement corrective action to prevent recurrence.*

4. Learner Withdrawals

4.1 When to Withdraw a Learner

A learner must be withdrawn from an AIM qualification in any of the following circumstances:

- *The learner permanently leaves the SPT or the programme.*
- *The learner formally requests to withdraw from the qualification.*
- *The learner has not attended training and cannot be contacted*
- *The learner transfers to a different qualification or programme.*
- *It becomes evident that the learner is unable to complete the qualification within the registration period.*

4.2 Withdrawal Process

SPT will manage learner withdrawals as follows:

1. The tutor or relevant member of staff notifies the Compliance Team as soon as a withdrawal trigger event is identified.
2. The Compliance Team updates the Centre's MIS and submits the withdrawal to AIM via the designated portal within 30 days of the learner withdrawing from the programme.
3. The withdrawal confirmation from AIM is saved to the learner's electronic record.
4. Any assessment evidence gathered prior to withdrawal is retained SPT in accordance with the data retention schedule and AIM requirements.
5. The Quality team records the withdrawal in the SPT quality log and updates the withdrawal register.

4.3 Partial Completions and Credit Transfer

Where a learner withdraws having achieved some, but not all, of the required units or components, SPT will explore options for partial certification or credit transfer in line with AIM's policies. Learners will be informed of any achievements to date and provided with their results in writing. All partial achievement records will be retained as part of the learner's file.

5. Certificate Claims

5.1 Eligibility for Certification

A certificate claim may only be submitted to AIM once all of the following conditions have been met:

- *The learner has successfully completed all mandatory units and/or components of the qualification.*
- *All assessment decisions have been made by a qualified and approved assessor.*
- *The IQA has reviewed and signed off on the assessment decisions in accordance with the Centre's internal quality assurance plan.*
- *All required external quality assurance (EQA) sampling has taken place, where applicable, and no sanctions are in place that prevent certification.*
- *The learner's registration is current and active with AIM (i.e., the registration has not lapsed or been withdrawn).*
- *All required learner documentation, including consent to claim certificates, has been obtained and stored.*

5.2 Certificate Claim Process

The following steps will be taken for all certificate claims:

1. The assessor confirms completion of all qualification components and signs the relevant assessment documentation.
2. The IQA countersigns the assessment decisions, confirming compliance with AIM's assessment criteria.
3. The Quality team verifies that all eligibility criteria are satisfied and that the AIM EQA has not imposed any restrictions on certification.
4. The Compliance team submits the certificate claim via the AIM portal, ensuring all learner data matches the original registration.
5. Certificate claim confirmation from AIM is saved to the learner's electronic record.
6. Upon receipt, certificates are logged, checked for accuracy, and issued to learners within five working days. Any discrepancies are reported to AIM immediately.

5.3 Certificate Claim Timeframes

SPT will endeavour to submit certificate claims as promptly as possible following the confirmation of learner completion and IQA sign-off. Claims should be submitted to AIM no later than 10 working days following IQA confirmation of a learner's achievement. The Quality team will maintain a claims tracker to monitor outstanding claims and ensure timely submission.

5.4 Certificates Not Claimed or Uncollected

Where a certificate is issued by AIM but remains uncollected by the learner, it will be held securely by SPT for a minimum of 12 months. After this period, SPT will make reasonable attempts to contact the learner. Uncollected certificates will be stored securely and recorded in the learner's file. SPT will not destroy or discard certificates without prior authorisation from the Quality team.

6. Record Keeping

6.1 All records related to reasonable adjustments and special considerations will be securely stored in the learner's file for a period of 3 years.

6.2 This will be done in accordance with the SPT Data Protection Policy and the requirements of the Data Protection Act 2018. Records will be made available to the awarding organisation and regulatory bodies upon request.

7. Policy Review

7.1 This policy will be reviewed annually, or more frequently if there are significant changes in legislation, working practices, or following any related incidents.