

Learner Registration Policy

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1.0 Introduction

The key role of OTHM is to secure standards for those qualifications we are responsible for. . As part of our commitment to ensuring quality assuring standards, we provide guidance and support to help Centres and their learners achieve learning and development goals. We also ensure that any regulatory requirements are met, and in turn, we support Centres to meet those requirements.

We review all our policies annually or in response to regulatory changes to ensure that they remain fit for purpose.

2.0 Scope of policy

This policy applies to all regulated qualifications offered by OTHM and related products and services.

3.0 Initial Learner Registration

All approved Centres must register all learners **within 28 working days** of commencing studies on an OTHM regulated qualification. Learner registration must be done using a prescribed learner registration sheet supplied by OTHM.

Centres must ensure that the form is completed in full indicating the following areas for each learner to be registered:

- Centre Name
- ULN – if any
- Learner Number – if any
- Title
- Surname
- First Name
- Date of Birth
- Gender
- OTHM Qualification Number
- Start date
- Full postal address
- Mobile telephone number
- Personal Email address
- Nationality

The full completion of learner registration is essential to verify the learner and address any learner related query.

Where possible, OTHM encourages every approved centre to access the Learning Records Centre by following the link:

<https://www.gov.uk/government/publications/lrs-unique-learner-numbers>

Following this step would allow the Centre to have access to Learner Achievement Records and ensure that:

- a) Each learner taking a qualification, which it makes available, is registered in a way that permits the learner to be clearly and uniquely identified, and
- b) Where the identity of a learner has not previously been confirmed to OTHM or the Centre at which the assessment will take place, arrangements are in place to confirm the learner's identity.

4.0 Minimising and Managing Errors

All learners are registered electronically to reduce the likelihood of human errors. The first step in registering learning is to request Centres to provide accurate learner information in the learner registration spreadsheet.

If a centre identifies an error in learner registration details at any point before certification, they can contact OTHM to make amendments; the request must be made in writing by authorised centre staff.

Learner registration is not transferable to any other learner.

Once registered, learner registration cannot be cancelled or withdrawn.

All information requested from Centres when dealing with external verification and certification is checked against records held by OTHM.

5.0 Claiming certification

Learner(s) must be registered for a minimum of **10 weeks** with OTHM before a claim for certification can be made.¹

Centre's judgement on learners' work remains provisional until verified by external quality assurance.

6.0 Regulatory references

Ofqual requires all regulated Awarding Organisations to establish and maintain evidence of their compliance with the General Conditions of Recognition. As part of its ongoing process of compliance, OTHM policies and procedures will reflect the conditions and criteria they address.

This policy addresses the following Ofqual General Conditions of Recognition (GCR).

GCR Reference	GCR Section title
G5	Registration of Learners
I14	Issuing certificates and replacement certificates

¹ Refer to our Certification Policy

8.0 Useful contacts

For more information on our qualifications and services visit: www.othm.org.uk. Alternatively, call at: +44(0)20 7118 4243 or email at: customerservice@othm.org.uk

Version History

Version Number	Date	Comments
1.0	April 2020	_____
2.0	March 2025	Review and split out to new certificate policy