

Registration & Certification Policy



Head of Centre: Ruth Minhall

Approved: August 2026

Signed: Ruth Minhall

Last reviewed: August 2026

Next review: August 2027

Version	Date	Owner	Summary of changes	Approved by
1.0	August 2026	Exams Officer	Original policy issued	Ruth Minhall
2.0	September 2026	Exams Officer	Full review against JCQ General Regulations for Approved Centres (effective 1 September 2026) and Pearson Centre Guide to Policies & Procedures 2026–2027. Added scope, regulatory framework, certification claims, certificate security, third-party arrangements, data protection and cyber security, conflicts of interest, appeals and revised roles.	Letitia Etherington

1. Scope and Centre Details

This policy applies to all qualifications for which Tuition Extra Kent Ltd holds centre approval, and to all staff involved in the registration, entry, assessment and certification of learners — including tutors working in learners' homes, online tutors and administrative staff. It covers both our role as an approved examination centre and our role as a tuition and alternative provision centre delivering qualifications to commissioned learners.

Item	Detail
Centre name	Tuition Extra Kent Ltd (trading as Tuition Extra)
Centre number(s)	61443
Awarding bodies	Pearson Edexcel (general and vocational); Open Awards
Qualifications covered	iGCSE and GCSE, A/S and A Level subjects; Functional Skills; Open Awards, Entry Level to Level 2.
Head of Centre	Ruth Minhall
Quality Nominee	Dawn Wainwright
Exams Officer	Letitia Etherington
Lead Internal Verifier(s)	Letitia Etherington
SENDCo	Megan Lamb
Data Protection lead	Jean-Paul Muller

2. Regulatory Framework

This policy is written and reviewed in line with the following requirements. All named documents are held by the Exams Officer and are available to staff and for inspection.

- JCQ, *General Regulations for Approved Centres* (effective 1 September 2026) — in particular sections 5.3, 5.7, 5.8 and 5.13
- JCQ, *Instructions for Conducting Examinations* (ICE)
- JCQ, *Instructions for Conducting Coursework* and *Instructions for Conducting Non-Examination Assessments*

- JCQ, *Access Arrangements and Reasonable Adjustments* and *A Guide to the Special Consideration Process*
- JCQ, *Suspected Malpractice: Policies and Procedures* and *A Guide to the Awarding Organisations' Appeals Processes*
- Pearson, *Centre Guide to Policies & Procedures 2026–2027* and *BTEC Quality Assurance Centre Guide*
- Pearson, *Centre Guide to the Lead Internal Verifier* and *Information Manual* (registration and entry deadlines)
- UK GDPR and the Data Protection Act 2018

3. Aim of Policy

The aims of this policy are to ensure that Tuition Extra Kent Ltd will:

1. Register and enter every learner for the correct qualification, programme and components within the awarding body's published timescales.
2. Claim valid learner certificates within the agreed timescales, based solely on internally verified assessment records.
3. Maintain a secure, accurate and accessible audit trail so that every registration and certification claim can be tracked through to the certificate issued to the learner.
4. Protect learner data at every stage of the registration, entry and certification process.

In order to do this, Tuition Extra will:

- Register each learner in line with awarding body requirements and on the correct programme and qualification code, before any assessment activity is completed
- Provide a documented mechanism for programme teams and tutors to check the accuracy of learner registrations and entries
- Make each learner, and their parent/carer or commissioning authority, aware of their registration and entry status in writing
- Inform the awarding body promptly 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, and audit certificates received to confirm accuracy and completeness

- Declare any conflict of interest to the relevant awarding body before the published entry deadline
- Keep all registration and certification records safely and securely for a minimum of three years post certification
- Review this policy annually through a member of the senior leadership team and communicate it to all relevant staff

4. Procedures

4.1 Registration and entry

Learners will be registered on a course within six weeks of starting with Tuition Extra Kent Ltd. Registration will always take place before any units within a course are submitted for assessment.

The Exams Officer completes all registrations and entries via Edexcel Online (or the relevant awarding body system), using the learner's legal name, date of birth, gender and Unique Learner Number exactly as recorded on the admissions record and verified against a formal document (for example a birth certificate, passport or school record). Any discrepancy is corrected with the awarding body before the entry deadline.

Accuracy checks and notification are carried out as follows:

- A registration and entry report is produced by the Exams Officer and circulated to the relevant tutors and Lead Internal Verifier within 10 working days of registration for checking.
- Tutors confirm in writing that the qualification, programme, tier, option and component details are correct, and report any errors within five working days.
- Each learner (and their parent/carer, and the commissioning authority where applicable) receives written confirmation of their registration and entries, including the qualification title, level, awarding body and examination series.
- Candidates are asked to check and sign a statement of entry before the amendment deadline.
- A master registration and entry record is maintained centrally and retained for a minimum of three years post certification.

4.2 Transfer

A learner registration transfer can be made between programmes for which Tuition Extra Kent Ltd has approval and which are currently open for registrations.

Arrangements for the recognition of prior learning from the learner's original programme will be included within the transfer where appropriate. Transfers are requested by the Exams Officer, authorised by the Head of Centre or Quality Nominee, recorded on the master registration record, and confirmed in writing to the learner and, where relevant, the commissioning authority.

4.3 Withdrawal

A withdrawal of a learner from a course is permitted within two months of the date when the learner was registered and provided that no units have been completed and no test bookings have been made.

Withdrawals for Vocational and Introductory Level 1 will be made via Pearson raising a Request to Delete Candidate Case Number.

All other withdrawals will be made via Edexcel Online by the Exams Officer or Open Awards Portal. All withdrawals are authorised by the Head of Centre or Quality Nominee, recorded with the date and reason on the master registration record, and confirmed in writing to the learner and, where relevant, the commissioning authority. Where a withdrawal falls outside the permitted window, the learner remains registered and the position is recorded so that any future certification claim remains valid.

4.4 Certification claims

Certification claims are made only where assessment is complete, internally verified and standardised, and where the learner has met the full rules of combination for the qualification. The following steps apply:

1. The Assessor confirms all unit outcomes and records them on the learner's tracking sheet.
2. The Lead Internal Verifier confirms that internal verification is complete, that any resubmissions or retakes were properly authorised, and signs off the grades.
3. The Exams Officer checks the verified records against the learner's registration and the rules of combination, then enters the claim on Edexcel Online or Open Awards Portal within 10 working days of sign-off and no later than the awarding body's published deadline.
4. The Quality Nominee samples and audits claims before release, and records the audit on the certification claims log.
5. Marks and results are never claimed on the basis of predicted, estimated or unverified outcomes.
6. On receipt, certificates are audited against the claims log for accuracy and completeness, and any discrepancy is reported to the awarding body within five working days.

5. Certificate Issue, Security and Retention

Unit (rather than full qualification) certification may be claimed where the qualification permits it and where the learner leaves the programme before completing the full rules of combination. Unit claims follow the same verification and audit steps set out in section 4.4.

On receipt from the awarding body, certificates are checked against the certification claims log and stored in a locked, fire-resistant cabinet in the Tuition Extra Kent Ltd office, accessible only to the Exams Officer and Head of Centre. Certificates are never sent by ordinary post between sites or handed to tutors for onward delivery.

Candidates receive their certificates either in person at the Tuition Extra Kent Ltd office, on production of photographic identification, or by first class tracked post to the address held on the learner record. All issues are recorded in a certificate issue log showing the candidate name, qualification, date of issue, method of issue, identification seen and the signature of the person collecting. A certificate may be accepted on behalf of a candidate by a third party only where that person produces written authority from the candidate and suitable identification confirming who they are; both are recorded in the log.

The centre retains uncollected certificates securely for 12 months, after which they are returned to the awarding body. Reasonable efforts to contact the candidate are made and recorded before any return. The centre can securely destroy any unclaimed certificates after holding them from 12 months of the date of issue.

A replacement certificate will not be issued by an awarding organisation unless the candidate agrees to cover the costs incurred. Where appropriate, the centre may issue a transcript or a certified statement of results in the interim. Certification records, including the claims log and certificate issue log, are retained for a minimum of three years post certification.

6. Learners Registered Through Another Centre and Third-Party Delivery

Many Tuition Extra learners are commissioned by a local authority or referred by a home school, and tuition is delivered in the learner's home, in the community or online. The registering centre must therefore be confirmed in writing at the point of referral and recorded on the learner file.

- **Where Tuition Extra is the registering centre:** this policy applies in full, and the centre is accountable to the awarding body for registration, entry, assessment, certification and the conduct of examinations.
- **Where the learner is registered by a host school or another exam centre:** a written agreement is put in place before any assessment begins, confirming which organisation is responsible for registration, entries, access arrangements, non-examination assessment, invigilation, results and the issue of certificates, and setting out the information to be shared and the deadlines for sharing it.
- **Where any part of a qualification is delivered, assessed or administered by a third party** (including associate or self-employed tutors and online delivery partners), the Head of Centre retains full accountability. A written agreement is in place, the third party is included in centre standardisation and internal verification, and the arrangement is declared to the awarding body where required.
- Assessment evidence produced off site is transferred securely, logged on receipt and stored centrally so that a complete audit trail is maintained.
- Where certificates are issued to another centre, receipt is obtained in writing and recorded in the certificate issue log.

7. Data Protection and Cyber Security

Registration and certification involve the processing of personal data, including names, dates of birth, Unique Learner Numbers, candidate numbers, assessment evidence and, where relevant, information about a learner's special educational needs or medical circumstances. The centre processes this data in line with UK GDPR, the Data Protection Act 2018 and the Tuition Extra Data Protection Policy.

- Data is shared with awarding bodies on the lawful basis of compliance with a legal obligation and the performance of a contract, and with commissioning authorities only where there is a lawful basis to do so and only the minimum information necessary is shared.
- Learner data is transferred using secure, approved channels only. Personal data is not sent by unencrypted email or held on personal devices.
- The centre maintains a written cyber security policy, which is available for inspection, in line with JCQ General Regulations 5.3(x).
- All staff with access to awarding bodies' secure systems, including Edexcel Online, complete annual cyber security training. A record of completed training is held on file for inspection (JCQ 3.38(a)).

- Multi-factor authentication is enabled on all accounts and systems holding exam-related data. Where MFA is not available, an equivalent multi-layered approach of strong log-in controls, access monitoring and secure storage is applied (JCQ 3.38(c)).
- Log-in credentials are never shared. Access is reviewed when a member of staff changes role and removed on the day they leave.
- Suspected data breaches or suspicious activity are reported immediately to the Data Protection lead and the Head of Centre, and to the awarding body and ICO where required.

8. Conflicts of Interest

Because Tuition Extra delivers small-group and one-to-one tuition, conflicts of interest must be managed carefully. The Head of Centre is responsible for managing the conflict of interest process and determines how it operates.

- All staff complete an annual conflict of interest declaration, and declare any new conflict as soon as it arises.
- A conflict must be declared where a member of staff assesses, tutors, invigilates for, or has access to the live assessment materials of a candidate with whom they have a close personal relationship, or where a member of staff is themselves entered as a candidate.
- In relation to controlled assessment, coursework and non-examination assessment, any possible conflict is declared to the relevant awarding body before the published entry deadline for each examination series (JCQ 5.7(g)).
- This requirement also applies to staff conducting internally or externally assessed Speaking, Listening or Oracy components and units (JCQ 5.3(j)).
- Where a conflict exists, additional safeguards are applied — for example, a second assessor, an increased internal verification sample, or reallocation of the candidate to a different tutor — and the arrangements are recorded on the conflicts of interest register.

9. Malpractice and Internal Appeals

All suspected or actual incidents of malpractice by candidates, staff or third parties are reported by the Head of Centre to the relevant awarding body in accordance with the JCQ publication *Suspected Malpractice: Policies and Procedures* and the Tuition Extra Malpractice Policy. Where an assessment decision is affected, no certification claim is made until the matter is resolved. The use of artificial intelligence tools in candidate work is managed under the centre's malpractice and plagiarism arrangements; teaching staff review each candidate's work in its entirety and determine

the mark it warrants and remain responsible for the mark or grade awarded.

Candidates and their parents/carers are made aware of the centre's Internal Appeals Procedure, which is published on request and covers, as a minimum, appeals relating to internal assessment decisions and centre-assessed marks; appeals against a decision to reject a candidate's work on the grounds of malpractice; appeals against centre decisions not to support a clerical re-check, review of marking, review of moderation or appeal; and appeals relating to access arrangements, special consideration and other administrative issues. Appeals about registration or certification errors are made in the first instance to the Exams Officer and, if unresolved, to the Head of Centre.

10. Roles and Responsibilities

Head of Centre

- has overall accountability to the awarding bodies for the centre's compliance with all published JCQ and awarding body regulations
- signs the annual National Centre Number Register declaration and ensures the centre's details are kept up to date
- ensures all relevant staff have read and understood the current JCQ regulations and awarding body requirements, and has the authority to deploy the resources needed to maintain compliance
- ensures all staff are adequately trained, including annual cyber security training, and that records of training are maintained for inspection
- manages the conflict of interest process and ensures declarations are made to awarding bodies before the published entry deadlines
- reports all suspected or actual incidents of malpractice to the relevant awarding body, in line with the JCQ publication *Suspected Malpractice: Policies and Procedures*
- approves transfers and withdrawals and authorises decisions on post-results services and appeals
- ensures this and all other exams-related policies are reviewed and updated annually by a member of the senior leadership team and communicated within the centre
- ensures that any action letter issued by the JCQ Centre Inspection Service is acted upon within the timeframes set out in the letter, so that the issue does not recur

Quality Nominee

- acts as the main point of contact with Pearson for the overarching quality assurance of vocational programmes, and is a member of, or directly supported by, the senior leadership team
- maintains a list of identified Lead Internal Verifiers for every programme, together with succession arrangements
- ensures centre standardisation is completed each academic year and that records are retained
- samples and audits certification claims before release and maintains the certification claims log
- leads the annual review of this policy and the wider suite of vocational quality assurance policies

Exams Officer:

- manages the administration of internal and external exams and acts as the main point of contact with awarding bodies for examination administration
- completes all registrations, entries, amendments, transfers and withdrawals on Edexcel Online and other awarding body systems within published deadlines
- circulates the registration and entry report for checking, issues written confirmation of registration to learners, and maintains the master registration record
- enters certification claims once signed off by the Lead Internal Verifier, and audits certificates received against the certification claims log
- maintains the certificate issue log and the secure storage of certificates
- advises the Head of Centre, tutors and support staff on annual exam timetables and awarding body procedures
- oversees the production and distribution to all centre staff and candidates of an annual calendar for all exams, and communicates regularly with staff about imminent deadlines and events
- ensures that candidates and their parents/carers are informed of, and understand, the aspects of the exam timetable that affect them
- checks with teaching staff that the necessary coursework and non-examination assessments are completed on time and in accordance with JCQ guidelines
- provides and confirms detailed data on estimated entries, and maintains systems and processes to support the timely entry of candidates

- receives, checks and stores securely all exam papers and completed scripts, and ensures scripts are dispatched in line with awarding body guidelines
- works with the SENCo on access arrangements and applications for special consideration, following the JCQ publications *Access Arrangements and Reasonable Adjustments* and *A Guide to the Special Consideration Process*
- ensures candidate identity is verified at the time of each examination or assessment and that the required records are retained
- identifies and manages exam timetable clashes and any overnight supervision arrangements
- accounts for income and expenditure relating to all exam costs and charges, supplying the relevant data to the Accounts Department for invoicing
- manages the Lead Invigilator in organising the recruitment, training and monitoring of the invigilation team
- ensures candidates' coursework and non-examination assessment marks, and any other material required by awarding bodies, are submitted correctly and on schedule
- tracks, dispatches and stores returned coursework and non-examination assessments
- completes annual cyber security training, keeps awarding body log-in credentials secure and reports any suspicious activity immediately
- arranges the dissemination of results and certificates to candidates and forwards post-results service requests, in consultation with the Head of Centre

Lead Internal Verifier and Assessors

- one Lead Internal Verifier is identified for each vocational programme delivered, with succession arrangements recorded by the Quality Nominee
- the Lead Internal Verifier standardises the assessment team each academic year using the awarding body's centre standardisation materials and retains a record of the activity
- verifies assignment briefs before issue, samples assessment decisions, authorises resubmissions and retakes, and signs off grades before any certification claim is made
- where there is a single assessor for a programme, that person acts as Lead Internal Verifier and a second member of staff internally verifies their briefs and a sample of their decisions

- assessors record outcomes on learner tracking sheets, retain assessment evidence securely, and confirm that all work submitted is the learner's own
- the centre maintains a process to check and record the qualifications and occupational competence of all assessors and internal verifiers

Tutors are responsible for:

- supplying accurate information on entries, coursework and non-examination assessments as required by the Exams Officer, and meeting the deadlines set
- checking the registration and entry report for their learners and reporting any error within five working days
- accurate completion of coursework and non-examination assessment mark sheets and candidate authentication and declaration sheets
- reviewing each candidate's work in its entirety and determining the mark it warrants, remaining responsible for the mark or grade awarded
- identifying and evidencing candidates' normal way of working and access arrangement requirements, and notifying the Exams Officer and SENCo in good time so that applications can be processed and approved
- working with the Exams Officer and the SENCo to provide the access arrangements required by candidates in examination rooms
- declaring any conflict of interest, including where they tutor or assess a candidate with whom they have a close personal relationship
- handling learner data securely, using centre systems and Tuition Extra accounts only, and completing annual cyber security training where they access awarding body systems

SENCo

- assesses candidates' needs and gathers the evidence required to support applications for access arrangements and reasonable adjustments

- ensures approved arrangements reflect the candidate's normal way of working and are in place before assessment begins, including for learners with an EHCP
- works with the Exams Officer to submit applications through the awarding body system and to retain the required evidence for inspection
- completes annual cyber security training where they have access to awarding bodies' secure systems

Lead Invigilator is responsible for:

- assisting the Exams Officer in the efficient running of exams according to JCQ regulations
- collection of exam papers and other material from the exams office before the start of the exam
- collection of all exam papers in the correct order at the end of the exam and ensuring their return to the exams office.

Candidates are responsible for:

- checking their statement of entry and confirming and signing their entries by the deadline given
- notifying the Exams Officer of any error in their personal details, qualification, level or option
- understanding coursework and non-examination assessment regulations, including the rules on the use of artificial intelligence, and signing a declaration authenticating the work as their own
- bringing acceptable identification when collecting certificates, or giving written authority where a third party collects on their behalf
- conducting themselves in all exams according to the JCQ regulations

11. Related Policies and Documents

This policy should be read alongside the following Tuition Extra policies and procedures, all of which are reviewed and updated annually by a member of the senior leadership team and held for inspection:

Policy / procedure	Required by	Owner
Cyber Security Policy	JCQ 5.3(x)	Head of Centre
Conflicts of Interest Policy and register	JCQ 5.3(j), 5.7(g)	Head of Centre

Internal Appeals Procedure	JCQ 5.3, 5.8	Senior leader / Exams Officer
Malpractice Policy (including plagiarism and use of AI)	JCQ / Pearson	Head of Centre
Non-Examination Assessment and Coursework Policy	JCQ	Senior leader / tutors
Access Arrangements, Special Consideration and Word Processor policies	JCQ	SENCo / Exams Officer
Candidate Identification Procedure	JCQ	Exams Officer
Exam Contingency Plan, Escalation Process and Emergency Evacuation Policy	JCQ	Head of Centre / Exams Officer
Assessment Policy and Internal Verification Policy	Pearson	Quality Nominee / Lead IV
Distance and Blended Learning Policy	Pearson	Quality Nominee
Recruitment, Enrolment and Induction Policy; Recognition of Prior Learning	Pearson	Quality Nominee
Collaborative / Consortium Arrangements Policy	Pearson (where applicable)	Quality Nominee
Safeguarding and Child Protection, Data Protection, Equality, Complaints and Whistleblowing policies	JCQ / statutory	Head of Centre / DSL

12. Monitoring and Review

- This policy is reviewed and updated annually by a member of the senior leadership team, and following any change to JCQ or awarding body requirements, and is then communicated to all relevant staff.
- Changes are recorded in the version control table at the front of this document.

- The Quality Nominee reports annually to the Head of Centre on the accuracy and timeliness of registrations, entries and certification claims, and on any errors, delays or near misses and the action taken.
- All staff confirm annually that they have read and understood this policy; the record of confirmation is retained by the Head of Centre.
- This policy and its supporting records are available to the JCQ Centre Inspection Service and to Pearson quality assurance staff on request.