



## Learner Registration Policy (Awarding Body – City and Guilds)

### **Version 1**

Approved by the Board of Governors

Last Amendment: August 2024



## Document Information

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Document Owner:	Head of Registry
Date of Next Review:	September 2025
Document Status:	In Use
Dissemination:	For General Publication

\*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the School.

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## **1. Implementation and Procedures:**

### **1.1. Learner registration with City & Guilds**

1.1.1. The Registry Office will be the responsible department to register learners with City & Guilds using the portal <https://www.walled-garden.com> Learner registrations with City & Guilds are authorised by the Registrar and should normally take place after the 14 days from the date of enrolment or induction but no later than 6 weeks from the commencement of the programme. Prior to registration takes place, the Registrar or Assistant Registrar should check that each learner has fully completed the College's registration process and holds an 'Active' status on Learner Management System. In order to assure the accuracy, following the learner registration the registry committee will be responsible to review the status of the learner registration and compare with awarding body portal

### **1.2. Learner and City & Guilds communications (withdrawals, transfers and changes)**

1.2.1. It is the learner's responsibility to inform college about any withdrawal, transfer and changes to their course. Learner can inform the college by completing the forms which is available from learner support department or LSST Connect, E-Forms section. All withdrawal or transfer requests will be reviewed by the Registry department. Learners who have withdrawn from the programme will be made inactive on the SMS and learner will be notified via email and the letter. Following the withdrawal learner will have 10 working days to appeal the decision as per the withdrawal policy. Once the appeal period is over the registry department will update the withdrawal to City & Guilds via <https://www.walled-garden.com>

1.2.2. Learners who are transferring from another centre or onto another course will also be communicated to City & Guilds via portal within 5 working days of receiving the confirmation of their enrolment status. Where applicable, such learners will be liable to pay the difference in the course registration fees

### **1.3. Certificate claims and Auditing Procedure**

1.3.1. Learners' final results and certification claims will be submitted to City & Guilds via <https://www.walled-garden.com>. The marks will only be updated once the assessment is marked and internally verified as well as reviewed by internal assessment board. This process is undertaken by the registry department who will compile all the marks and conduct the exam board. Registry department will also enter the results and records onto the system for final award certificate claims normally within 10 to 15 working days of assessment board. After receiving the certificates from awarding body, the registry department will take the responsibility to audit the grades on the City & Guilds portal with internal assessment board.



#### 1.4. **Record keeping**

- 1.4.1. All learner files and results are stored electronically and on password secured systems for a minimum of 3 years and released only to authorised personnel and within strict GDPR rules.



## Version History

<b>Versions</b>	<b>1.0</b>	
Original author(s):	Registry Quality Manager	
Reviewed by:	Quality Unit	
Revision summary:	<i>Minor grammatical corrections, document format applied.</i>	
Approved by:	Board of Governors	October 2024
<b>Version</b>		
Revised by:	Name; Title	
Revision summary:		
Approved by:		DD/MM/YYYY
<b>Version</b>		
Revised by:	Name; Title	
Revision summary:		
Approved by:		DD/MM/YYYY
<b>Version</b>		
Revised by:	Name; Title	
Revision summary:		
Approved by:		DD/MM/YYYY
<b>Version</b>		
Revised by:	Name; Title	
Revision summary:		
Approved by:		DD/MM/YYYY