

**Administration and Registration Policy**

**City College Limited**

69 Steward Street

Birmingham

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| Title | Administration and Registration Policy | Department | Operations |
| Location | Sharepoint | Author | PWA |
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| V.1 | PWA | January 2021 | First draft |

**Key Person(s)**

**Managing Director**

**Director of Operations**

**Higher Education Manager**

**Chief of Staff**

**Administration and Registration Policy**

**Policy Statement**

City College is fully committed to accuracy and consistency within the management of all student information and recognises the importance of timeliness, accuracy and integrity when handling all student information. This policy explains the high expectations City College has of all staff in the handling of student information and outlines the process of registering students with the awarding bodies who will ultimately quality assure each student’s programme.

The following legislation and guidance is relevant to this policy;

* Equality Act 2010
* Health and Safety at Work Act 1974
* General Data Protection Regulations 2018
* The Consumer Contracts Regulations 2013
  + Ofqual Handbook – General Conditions of Recognition

**Management of Student Information**

Registering students with an awarding body is the process of recording key personal information in association with students and programmes. Although the information may vary from one awarding body to another or within different partnership arrangements, the College will follow the same process for each student, regardless of the differences in required information.

**Student Information Monitoring**

Student information is maintained on the City College Student Management System and processed electronically. In the interests of equality, should a student need to submit their information on paper, City College will respond to this as a possible reasonable adjustment. Relevant student information will be maintained securely for 3 years after certification in line with the OFQUAL requirement to maintain information for as long as required to undertake effective monitoring.

The College requires all information to be accurate, true and with no pertinent information omitted, students are required to sign declarations to this effect. Any information provided by students suspected of containing fraudulent information will be investigated by the College and, where appropriate, referred to an external party for further investigation.

To eliminate fraudulent information being submitted by students, the college require every applicant to apply using the name shown on their passport or birth certificate. This name will be entered into the College Student Management System and must be used throughout the student’s learning journey unless legally changed by the student. Students should report any errors in spelling or data entry.

Anonymised student information including information on age, disability, gender, ethnicity, religion and sexual orientation will be used for statistical and reporting purposes.

**Registration of Students**

The process of registration is starts from the point of when timetabled lessons begin, not when students start attending their induction. The College will register students with the relevant awarding body or partner organisation who meet the attendance and academic standards during their induction.

The Admissions Team will review the list of students to be registered. The list of students with acceptable attendance are then uploaded to either the Awarding Body Registration system or shared with the relevant partner organisation through a secure portal provided by that partner during the first week of the students timetabled lessons. Receipt of registered students are provided by the awarding body including awarding body specific student identification numbers. These details are checked for accuracy and entered into the Student Management System.

**Publishing Assessment Results**

Intermediary assessment results are shared with students no more than four weeks following the submission deadline. All intermediary results are published subject to change following guidance from either and External Examiner or Assessment Board.

Final assessment results are shared with each student following the internal verification is the process whereby staff peers check the quality of assessment setting. The accuracy of grading decisions and the effectiveness of feedback taking place during this process

All grades issued are provisional until they have been Internally Verified and ratified by an Assessment Board at the end of the Academic Year and an External Examiner. The External Examiner is appointed by Pearson or by a partner organisation to assess standards achieved by students and examine the management of the programme. The College cannot make any awards without an External Examiner participating in the assessment process.

Within no more than one week following the assessment results have been ratified by an Assessment Board the Academic Team will submit a written report for each student, which is available for individual students to view on the College Virtual Learning Environment (VLE). Each report should clearly highlight each student’s performance. The College will make any External Examiners Reports available in full, with the sole exception of any confidential student information. The report will be published on the College VLE

**Claiming Certification**

The below timeline describes the process for the issue of physical Pearson certificates and relates to students completing all summative assessment by the first agreed deadline.

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| Award stage | Anticipated timeline |
| All work due for completion of year/programme is submitted by the student by the final deadline date set. | All activities must take place prior to assessment board. |
| The Programme Lead oversees the marking of assessments and internal moderation/verification of grading. |
| The Programme Lead confirms that any appointed External Examiner has satisfactorily carried out sampling of summative assessment, grading decisions and internal moderation/verification. |
| The Programme Lead submits all confirmed grades to the Assessment Board. |
| The Assessment Board takes place to ratify final grades, exemptions and final outcomes / awards / progression. | Assessment board to take place before end of February (HN winter starts) and end of July (autumn starts). |
| A transcript of grades and outcomes agreed at Assessment Board are shared with either the partner organisation exams department or the City College Administration Team | Within 1 week following assessment board |
| The partner exams office or the City College Administration Team process grades electronically. | Within 2 weeks of receipt of assessment board transcriptsHE . |
| The partner organisation or awarding body confirm award and send certificate to the campus where students are registered | This stage is beyond the control of either City College or the partner organisation |
| Certificates are issued to students | Within 2 weeks of receipt of certificates |

**Withdrawals and Cancellations**

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ensure students have a 14-day cancellation period after the day on which the offer of a place is accepted. Students choosing to cancel do not have to inform the College of their decision to cancel in writing. Students will be deemed to cancel by their non-attendance any time during that 14-day cancellation period. Where students have been accepted as a late applicant the cancellation period may overlap with the beginning of term.

The term ‘withdrawal’ is used when a student either chooses to or by way of omission, such as non-attendance, leave their programme. Students considering withdrawing are advised to discuss their circumstances with a member of City College staff as soon as is reasonably possibly. Students withdrawing are likely to be subject to some or all of their programme fees.

The date of withdrawal is deemed to be the date on which students notify the College of an Intention to withdraw, or the date on which students last attended a learning activity. The Administration Team will record the student withdrawal on the Student Management System within 5 working days. In the event the student is registered with either a partner organisation or awarding body, the College will send written notification of the withdrawal within 10 working days.

In the event that the College is notified of the death of a student, the College will follow the withdrawal process to ensure the student is withdrawn and the Student Management System as quickly as possible. Key stakeholders will be notified (as appropriate) to try and ensure that no further communications are sent.

**Related policies**

This policy needs to be read in conjunction with other policies including:

* Safeguarding Policy
* Prevent Strategy
* Governance Code
* Induction Policy
* Health and Safety Policy
* Equality and Diversity Policy
* Safe Recruitment Policy
* Appeals Policy and Procedure
* Complaints Policy and Procedure
* Quality Assurance and Delivery Policy
* Information, Advice and Guidance Policy
* Fitness to Study Policy
* Fitness to Practice Policy
* Recruitment and Admissions Policy