Achieve UK Training Registration and Certification Policy

Effective Date: March 2025
Review Date: December 2027

1. Registration Requirements:

- **Eligibility**: Learners must meet the specified criteria to enrol in the program, which may include educational prerequisites, prior qualifications, or experience.
- **Registration Deadline**: Learners must register within **90 days** of starting the course or training program. Failure to register within this timeframe may result in a **late fee**.
- **Late Fee**: If registration occurs after the 90-day period, a **late fee** may be charged. The exact amount will depend on the policies of Achieve UK Training Ltd.

2. Certification Process:

- **Completion of Assessments**: To qualify for certification, learners must successfully complete all required assessments, assignments, or examinations.
- **Verification and Quality Assurance**: All assessments must be checked and verified by the **Assessor** to ensure that they meet the standards required for certification.
    - The **Internal Quality Assurer (IQA)** will conduct **sampling** of learner work to ensure that assessments are fair, consistent, and meet the standards.
    - The **External Quality Assurer (EQA)** may also be involved in auditing the process to ensure that Achieve UK Training Ltd adheres to regulatory standards.
- **Issuance of Certification**: Upon successful completion of all required assessments and internal quality assurance processes, learners will be awarded their certification by **Achieve UK Training Ltd**.

Issuing Certificates

Learner certificates will be issued through the following methods:

1. **Collection in Person**
   Learners may collect their certificates directly from our training centre. Learners will be notified by email or phone once their certificate is ready for collection. Valid identification must be provided upon collection.
2. **Postal Delivery**
   Certificates can be posted to learners upon request. Learners must ensure that their address details are accurate and up to date. Achieve UK Training will not be responsible for certificates lost due to incorrect postal details. A recorded delivery service may be used for added security.
3. **Awards Ceremony**
   Where applicable, certificates may be presented at scheduled awards ceremonies. Learners will be invited in advance, and participation is encouraged to celebrate their success in a supportive and inclusive environment.
4. **Third-Party Collection**
   If a learner cannot collect the certificate in person, they may nominate someone to

collect it on their behalf. The nominated person must present written authorisation and valid ID upon collection.

Timeframe for Certificate Issue

Certificates will typically be issued within **4–6 weeks** of course completion. Delays due to external awarding bodies will be communicated to learners promptly.

3. Tutor Responsibilities:

- Tutors are responsible for providing guidance and support to learners throughout the training program.
- Tutors must notify the **IQA** when it is time to initiate **sampling** of the learner's work for quality checks.

4. Appeal Process:

- If a learner feels that their assessment was unfair or their certification was unjustly withheld, they may appeal the decision. The appeal process will be outlined in the learner's handbook and will involve a review by the **IQA** or **EQA**.

5. Learner Support:

- Learners will have access to support throughout their training, including:
  - **Tutoring support** for academic questions.
  - **Technical support** for any issues related to the portal or course materials.
  - **Assessment guidance** from Assessors and the IQA.

6. Certification Expiry/Validity:

- Certifications awarded by Achieve UK Training Ltd may have an expiry date or be valid for a specified period, depending on the type of qualification. Learners should check the validity period of their certification after receiving it.

This policy ensures that learners understand the necessary steps to register for their program, the criteria for receiving certification, and the roles of different individuals involved in the process.

If you need specific details or clarification regarding Achieve UK Training Ltd's policy, it might be best to consult the official documents provided by the training center or contact them directly.

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