

POLICIES & PROCEDURES

Registration Policy



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Learner Registration Policy

1. Introduction

1.1 This policy sets out the responsibilities of ABBE as a regulated awarding body and our approved centres when registering learners.

1.2 The purpose of this policy is to outline the registration process in order to protect learners who are registered with us and ensure that ABBE and our centres comply with GDPR.

1.3 The policy should be read in conjunction with ABBE's Centre Operations Manual and the Centre Agreement and supports compliance with these documents. Non-adherence to these documents may constitute maladministration, malpractice and/or a breach of the Centre Agreement.

2. Learner Identity

2.1 As an approved ABBE centre, you must have procedures in place to enable you to verify the identity of your learners and ensure that upon completion of an ABBE qualification, procedures are in place to validate that the achievement is issued to the correct learner.

2.2 All records and evidence which are used to identify learners should be retained for quality assurance purposes and in compliance with relevant data protection legislation.

2.3 When you register a learner with ABBE, you should do so under their current, legal name. This is to ensure that their certificate and transcript are issued under this name when they complete their qualification. Certificates are important, official documents that must be correct, so it is crucial that learners' names are accurate when you register them with us.

2.4 It is the responsibility of the centre to ensure that all learner details are correct at the time of registration. These details should be confirmed with the learner, as the name under which the learner was registered is how it will appear on a learner's certificate.

2.5 The Centre have responsibility to let ABBE know if learner registration details are incorrect.

3. Registering Learners via Parnassus

3.1 All approved Centres must register all learners within 14 working days of commencing an ABBE qualification.

3.2 For those Centres operating short courses, learners must be registered with ABBE following initial assessment, and before any assessment is undertaken.

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3.3 All learners must be registered, and in possession of a learner registration number, before they can sit an ABBE examination or claim a certificate for a unit or qualification. ABBE External Quality Assurers can only review the work of learners that are registered with ABBE.

3.4 Learners must be registered via Parnassus; Parnassus is a secure portal which allows you to register learners and view learner information. It's important that you check that learners have been registered onto the correct qualification. If an incorrect registration occurs, centres have five working days to notify us the incorrect registration to avoid any fees.

3.5 To meet the requirements of our policy you must:

- ❖ Register and enter learners for any qualification in an efficient and timely manner in line with our published timescales, where applicable.
- ❖ Take appropriate and reliable steps to confirm each learner's identity before registration takes place. This will include using appropriate visual identification.
- ❖ Use the record of the learner's previous achievements to make sure that, where possible, credit transfer, exemptions and equivalences are applied, with the learner's consent.
- ❖ Comply with any limitation on the minimum amount of time that learners must be registered with us before certification

3.6 Centres must register learners via Parnassus, providing the following information:

- ❖ Learner's full name
- ❖ Learner's Date of Birth
- ❖ Learner's gender (not supplied or other can be entered in this field)
- ❖ Qualification code
- ❖ Centre's site code
- ❖ Date of Registration

3.7 Where a learner has been previously registered with ABBE the Learner code should also be included in the Parnassus registration upload, to prevent the duplication of learner records.

4. Learner Registration Fees

4.1 Learner registration fees are detailed on the ABBE Fees List. Learner registration fees are payable as soon as the learner's details have been submitted to ABBE via Parnassus. An invoice will be provided to the centre and should be settled in line with ABBE's standard terms. A failure to comply with ABBE payment terms could result in a suspension of learner registration and certification if appropriate.

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5. Transferring Learners

5.1 Once made, a learner registration remains with the learner for the life of the qualification; the registration fee cannot be refunded.

5.2 ABBE registration fees are non-refundable and once a registration has been made, this remains with the learner, and it cannot be transferred to another learner if the original learner leaves the programme early. No refunds of learner registration fees can be made in the event of a learner leaving the programme early.

5.3 Where a learner wishes to transfer to another approved centre, the receiving centre must complete a "Transfer of Learner Registration between ABBE Approved Centres" form and this must be signed by an authorised representative of the learner's original centre. This should then be submitted to ABBE for the transfer to be considered.

5.4 In exceptional cases, where a learner is registered for an ABBE qualification and wishes to transfer to a different level of the same ABBE qualification this may be possible as long as the learner has not claimed certificates for any units or sat an examination for the original qualification.

5.5 Where a transfer is required, the centre must write to ABBE to request this and must include the following information:

- ❖ Learner's name and ABBE registration number
- ❖ Full title of the qualification they are currently registered for
- ❖ Full title of the qualification they wish to be transferred to
- ❖ Reason for the transfer request

5.6 Where a learner registration fee for the qualification the learner has been transferred to is higher than the original fee paid, the difference will be invoiced to the centre. No refund will be made where the new qualification fee is lower than the original qualification fee.

6. Learner Withdrawals

6.1 Centres are requested to regularly withdraw learners that are no longer on programme. In order to do this, the centre must write to ABBE to request this and include the following information:

- ❖ Learner's name and ABBE registration number
- ❖ Full title of the qualification they are currently registered for
- ❖ Reason for the withdrawal request

6.2 No refund will be made for withdrawals.

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7. Learner Name Change Guidance

7.1 During their studies, a learner's name can change for a variety of reasons. A centre must inform ABBE of any name changes as soon as possible, so that our records are updated to reflect any changes.

7.2 Before a claim is made for a learner's certificate a centre must notify ABBE where:

- ❖ There is an error in the way the learner's name is recorded or would like a middle name added or removed, or they need the name re-ordered. The learner will need to provide the centre with a form of official identification like a passport or driving licence. The centre will then need to notify ABBE to request the change to be made on Parnassus.
- ❖ There is a surname change through marriage or divorce, the learner will need to provide the centre with a copy of identification showing their new legal name, such as a marriage certificate. The centre will then need to notify ABBE to request the change to be made on Parnassus.
- ❖ The name has changed because of gender reassignment, witness protection or deed poll. The learner will need to provide the centre with a copy of new, official identification like a passport or driving licence. A deed poll can also be used.

7.3 Transgender and non-binary learners should be supported to ensure that their name and other characteristics, such as title and gender, are up to date according to the learner's wishes. All requests of this nature should be handled sensitively and confidentially by the centre. A deed poll can be used as evidence for this, and the centre will then need to notify ABBE to request the change to be made on Parnassus.

7.4 After a learner has been awarded with their certificate and transcript, as these are issued in the legal name of the learner at the time that the qualification is confirmed, it is in only certain cases that this can subsequently be re-issued.

7.5 In all cases post-award, contact ABBE to request a replacement certificate request form where:

- ❖ There is error in the learner's certificate or transcript. ABBE will require a form of official identification like a passport or driving licence to be sent in with the replacement certificate request form.
- ❖ If the name has changed because of gender reassignment, witness protection or deed poll, ABBE can issue a certificate showing the learner's new legal name. ABBE will require a copy of new, official identification like a passport or driving licence. A deed poll can also be used. The evidence for the legal name change will need to be sent in with the replacement certificate request form.

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7.6 Where ABBE have reissued a printed certificate or transcript, the original must be returned to us before a replacement certificate and transcript can be issued.

7.7 There are charges for replacement certificates and transcripts, these are stated on the ABBE Fees List.

8. Last Registration and Certification Dates

8.1 ABBE's qualifications are allocated a 'last registration' and 'last certification' date. The 'last registration' date is the date by which learners must be registered for the qualification; the 'last certification date' is the date by which the learners' certificates must have been claimed.

8.2 Last registration and certification dates are set when a qualification is first developed and must be adhered to by all centres. In some cases, ABBE will choose to extend the last registration date and last certification date for a qualification. We will advise centres where this is the case. In some cases, a qualification may be redeveloped to ensure the content is up to date and introduced as a replacement; occasionally qualifications will be withdrawn without a replacement being available. Whichever of the above applies, ABBE will keep centres informed of the future of a qualification that is currently being offered.

8.3 When qualifications change, arrangements for transfer of learners who wish to move to the new version will be provided by ABBE. This will take the form of a letter which will detail the specific options available to learners in relation to transferring from the existing qualification to the new qualification. These may include details of any exemptions, the qualification currency and the actions that need to be undertaken by centres.

9. Continuous Improvement

9.1 To ensure that this policy remains fit for purpose and that the procedures and its outcomes are achievable, it is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of ABBE. This policy is also reviewed as part of ABBE continuous improvement monitoring through its annual self-assessment arrangements.

10. Data Retention

10.1 ABBE may need access to confidential information and where this is necessary, we will ensure that such information is kept secure, only used for the purposes of the relevant request, and always handled in accordance with prevailing data protection legislation.

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10.2 ABBE does not disclose confidential information to third parties unless we are required to do so, for example by our regulators, law enforcement or statutory bodies.

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Sponsor Department:	n/a
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Purpose of this Document: The purpose of this policy is to outline the process ABBE approved training centres are required to follow when registering learners for ABBE qualifications to remain compliant with regulatory requirements set by Ofqual. The policy also sets out the guidelines for the transfer and withdrawal of ABBE learners.	

Version History

Version	Author	Revisions Made to Sections	Date
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Approval History

Version	Committee Name	Date of Final Approval
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