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Administration Training Remote Session Notes Version 3 January 2014

Administration Training

- Welcome

- Aim

- Centre Recognition

- Your Customer Service Team

- Your Role as the Administration Contact

- Website

- Secure Portal – Registration & Awards

- Certification

- Charging Structure

- Service Standards – What you can expect for us

- Useful Links

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Administration Training

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Aims of the Session

- Understand Open Awards processes and procedures
- Feel confident in your role

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Centre Recognition

- Centre Recognition Letter
- Centre Recognition Certificate

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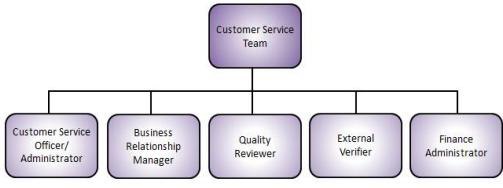
## Your Customer Service Team

Customer Service Team

- Customer Service Officer/ Administrator
- Business Relationship Manager
- Quality Reviewer
- External Verifier
- Finance Administrator

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Role of the Administration Contact

- Implement robust administration systems
- Complete and submit forms
- Submit learner registrations
- Monitoring the online verification
- Liaise with Open Awards staff
- Maintain accurate records
- Guarantee prompt distribution of certificates
- Safeguard the secure portal password

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Website

- Providers
- Learners
- Qualifications
- Unit/Qualification Bank
- Training/Events
- Fees & Charges

Secure Portal

- Logging In
- Home
- My Details
- Documents
  - Qualifications
  - Courses
- ERegistration Submission

- Review Course Runs
  - Additional Learners
  - Generating ERACs
- ERAC Submission
- Administration
- Review Learners
- Reports

Certificates

- Qualification Certificate
- Unit Transcript
- Course Certificate
- Re-issues

Service Standards

- New course/qualification available on portal – within 5 working days from receipt of NCNF/NQNF
- RAC available on portal – within 3 working days from learner registration submission
- Certificates dispatched – within 10 working days from receipt of verified RAC

Registration & Award Charges

Qualifications			
Level	**Award**	**Certificate**	**Diploma**
Entry	£22	£32	£85
Level 1	£27	£40	£85
Level 2	£27	£50	£95
Level 3	£27	£60	£95
Level 4 and above	£30	£60	£95
Functional Skills, Entry 1,2 or 3	£12		
Functional Skills, Level 1 or 2	£15		

Qualifications in Skills for Further Learning and Employment			
Level	**Award**	**Certificate**	**Diploma**
Entry	£20	£32	£85
Level 1	£20	£40	£85
Level 2	£27	£50	£95

Registration & Award Charges

*Unit Based Courses	£4 per credit with a minimum charge of £15 and a maximum or £120
Diploma in Access to HE	£140 per learner

*All unit based courses will be charged on the number of credits required for full achievement of the units in the course, as agreed on the New Course Notification Form.
All charges for qualifications and courses are levied at the point of registration. There is no additional certification fee.

Deadlines & Charges

- Short run courses (15 weeks or fewer) learners must be registered within 25 working days of course start date
- Long run courses (over 15 weeks) learners must be registered within 60 working days of course start date
- After this time all learners registered on a course will incur a charge – £15 charged per late learner

Deadlines & Charges

- RACs **must** be returned within 3 months of end date
- Late/non-returned RACs will incur a charge of £50 per RAC
- Administration charge of £25 for changes to courses/runs after point of registration
- Re-issued certificates will incur a £25 fee
- Statement of achievement will incur a £15 fee

Useful Links

Open Awards Website:
http://www.openawards.org.uk/

Learner Records Service (ULNS)
http://www.learningrecordsservice.org.uk/

Ofqual – The Register
http://register.ofqual.gov.uk/

Skills Funding Agency
http://qcf.skillsfundingagency.bis.gov.uk/qcf-funding/

Learning Aim Reference Service (LARS) lite
http://data.gov.uk/dataset/learning-aim-reference-service

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Open Awards, 17 De Havilland Drive, Estuary Commerce Park
Speke, Liverpool, L24 8RN
t: 0151 494 2072 **f:** 0151 427 6247
w: www.openawards.org.uk

Role of Administration Contact

However large or small the centre, there needs to be one person who has overall responsibility for all areas of Open Awards administration. The person appointed will be responsible for:

- Implementing robust administration systems
- Accurate completion and prompt submission of forms
- Submitting course run registrations within specified time frames
- Monitoring the online verification of recommendation for the award of credit
- Liaising with Open Awards staff and forwarding necessary documents to tutors and other staff
- Maintaining accurate records of all course and learner registrations in accordance with the Centre Recognition agreement (refer to Centre Handbook)
- Guaranteeing prompt distribution of certificates to learners
- Safeguarding the secure portal password

It may be appropriate for the Administration Contact to delegate certain responsibilities to other staff.

New Qualification Notification Form

Form NCNF

Please use this form to apply to offer an Open Awards Qualification or suite of Qualifications

Completed forms should be submitted via the secure portal. For guidance on uploading documents refer to the Documents Submission section of the 'Quartz Web Portal – User Guidance' available on the secure portal.

1   CENTRE DETAILS

Centre Name:

Centre Number:

Centre Contact:

Centre Contact Email:

2   QUALIFICATION DETAILS

Please specify the Qualification suite(s) and Level(s) you wish to offer using the table below. If you want to offer Qualifications at more than one level please specify the highest level as you will automatically be approved to offer the lower level(s).   If you have an Open Awards Approved Internal Verifier (AIV) who will be verifying the award of credit please enter their name below. Please note AIV status is applicable to a sector and is not transferable.

Level	Qualification	AIV(s) – (if applicable)

Each Qualification has a detailed guide, setting out everything a Centre needs to know including:
- Who the Qualification is intended for and specific requirements of the Qualification
- Qualification content and the Units to be undertaken.
- Qualification assessment
- Quality assurance by the Centre and by the Awarding Organisation.

You can view these Qualification guides on our **website**.

Has your Centre been approved by another Awarding Organisation previously for similar Qualification(s) to those you wish to offer?

Yes ☐   No ☐

If 'Yes', which Awarding Organisation?

If 'Yes', how recently?

If 'Yes', please attach evidence (e.g. approval letter from other Awarding Organisation, latest verification report etc.).

4   DECLARATION

I confirm that:

The staff, resources and systems required to deliver and manage this Qualification(s) are available in accordance with the Qualification Guide(s).   ☐

The specification and associated regulations for delivery of the Qualification(s) will be adhered to in accordance with the Qualification Guide(s).   ☐

Requirements for assessors will be adhered to in accordance with the Qualification Guide(s).   ☐

Name:

Date completed: Click here to enter a date.

Full information about Open Awards Qualifications, including guides and charges, can be found on our **website**.

New Course Notification Form

Form NCNF

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Please use this form to notify us if you are packaging Units into a Course

Completed forms should be submitted via the secure portal. For guidance on uploading documents refer to the Documents Submission section of the 'Quartz Web Portal – User Guidance' available on the secure portal.

1   CENTRE DETAILS

Centre Name:	
Centre Number:	
Centre Contact:	
Centre Contact Email:	

2   COURSE DETAILS

When creating your Course please ensure that the title appropriately reflects the content. The Course title must not be the same as a Qualification title or include the words Award, Certificate or Diploma. The Intended Credit Value (ICV) should be the total number of credits that learners are expected to achieve. If you have an Open Awards Approved Internal Verifier (AIV) who will be verifying the award of credit please enter their name below. Please note AIV status is applicable to a sector and is not transferable.

Course Title:	
Approved Internal Verifiers (AIVs):	
Intended Credit Value (ICV):	
Minimum Age Requirement:	Pre 16 ☐ 16-18 ☐ 18+ ☐ 19+ ☐

Qualification

If you are offering a **full** Skills for Further Learning and Employment Qualification within this Course please provide details below. If you have not offered a Skills for Further Learning and Employment Qualification previously you will also need to complete a New Qualification Notification Form (NQNF).

Qualification Title:	
Accreditation Number:	

For full information about Qualifications, including guides and charges, please refer to our **website**.

3   UNIT DETAILS

Please specify the Units you wish to offer using the table below. All columns **must** be completed.

	Unit Title	Level	Credit Value	Code
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				

4   DECLARATION

I confirm that:

The staff, resources and systems required to deliver and manage this Course are available. ☐

This Course has been approved in accordance with the Centres internal approval process. ☐

Name:

Date completed: Click here to enter a date.

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This is to certify that

Learner Name Here

Has achieved the following Qualification

Qualification Name Here

Qualification Approval No:	No. Here
Learner ID:	No. Here
Award Date:	Date Here
Certificate No:	No. Here

John Hollis-Davies
Chair
Open Awards

Regulated by
Ofqual
For more information see http://register.ofqual.gov.uk

Llywodraeth Cymru
Welsh Government

Rewarding Learning

Learner Name Here

Credit/s Awarded

Unit Title	Unit Code	Credit(s)	Level
Unit Title Here	Unit Code Here	Credits	Level

Learner ID: No. Here
Award Date: Date Here
Certificate No: No. Here

John Hollis-Davies
Chair
Open Awards

Regulated by

For more information see http://register.ofqual.gov.uk

Llywodraeth Cymru
Welsh Government

Rewarding Learning

openawards

This is to certify that

Learner Name Here

Has achieved the following Qualification

Qualification Name Here

Qualification Approval No: No. Here
Learner ID: No. Here
Award Date: Date Here
Certificate No: No. Here

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Welsh Government**

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This is to certify that

Learner Name Here

has been awarded

Credit and Level Here

on a course entitled

Course Title Here

Provided by

Provider Name Here

Credit/s Awarded

Unit Title	Unit Code	Credit(s)	Level
Unit Title Here	Unit Code Here	Credits	Level

* Unit/s marked with an asterisk form part of an accredited qualification.
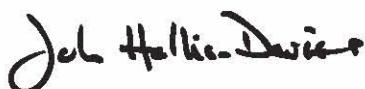
Learner ID:	No. Here
Award Date:	Date Here
Certificate No:	No. Here

John Hollis-Davies
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Ofqual

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Welsh Government

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Form PCRF

Provider Replacement Certificate Request Form

Part 1 – Provider Details

Provider Name:	
Requested by: **Role:**	
Purchase Order No. (if applicable):	

Reason for Reprint:			
A – Incorrect Spelling*	☐	D – Damaged*	☐
B – Lost/Mislaid	☐	E – Other	☐
C – Never Received	☐		
If 'Other', please specify:			

* In the above noted cases, please return original certificates to Open Awards wherever possible.

Part 2 – Request Type

If you require a replacement certificate for an individual learner then please progress to Part 2.1. If you require a replacement certificate batch then please progress to Part 2.2.

Part 2.1 – Individual Learner Certificate Request

Learner Number:	
Learner Forename:	
Learner Surname:	
Date of Birth:	/ /
Course ID:	
Course Run ID:	

Part 2.2 – Certificate Batch Certificate Request

Course ID:	
Course Run ID:	

Part 3 - Disclaimers

Original Certificates MUST be returned with a copy of this form to: Open Awards, PO Box 58, Speke, LIVERPOOL, L24 8WW.

If originals have been lost/mislaid, please email this completed form to reissues@openawards.org.uk.

Open Awards Use Only

Authorised by:	
Date:	/ /
Original certificates received?:	Yes ☐ No ☐
Replacement posted:	/ /
Number of certificates re-issued	