

Below is an overview of the processes involved in registering courses and learners and issuing certificates.

Awarding Organisation	Centre (your organisation)
<p>As soon as your organisation has received Centre Recognition we will send you a confirmation letter and Centre Recognition Certificate. This will be followed by a telephone call from our Customer Services Administrator to discuss admin training and login details for our Secure Web Portal.</p> <p>Upon receipt of 'New Course Notifications' (NCN) form, courses will be available on the portal to register your learners within 5 working days of receipt.</p>	<p>Centre submits New Qualification Notification form (NQNF) and New Course Notification forms (NCNF) as required to notify us of provision.</p> <p>Centre checks course details are accurate for any 'New Course Notifications' submitted, via the Open Awards Secure Web Portal – courses will be available for checking 5 working days after submission.</p> <p>Centre registers learners via the Secure Web Portal within agreed timescales.</p> <p>Short courses (15 weeks or less) within 25 working days of the start date. Full year long courses (over 15 weeks) within 60 working days of the start date (see charges document).</p>
<p>We validate learner details within 3 working days of you uploading your registrations via the Secure Web Portal.</p>	<p>Centre checks course runs and registrations through the Secure Web Portal. Additional learners can be added to existing course runs through the Secure Web Portal.</p>
<p>We invoice the Centre for all learners registered approximately 4 weeks after learner registrations have been validated (see charges document).</p>	
	<p>Once we have validated learner registrations centre generates Recommendations for the Award of Credit (RAC) form on the Secure Web Portal and arranges for RAC(s) to be completed, checked and uploaded to the Open Awards Secure Web Portal within 3 months of course end date.</p> <p>Please note: missing data and/or incorrect data may delay the award of certificates.</p>
<p>We process results from the verified RAC uploaded on Secure Web Portal and produce certificates. Certificates will be sent to Admin contact within 10 working days from receipt of completed and verified ERAC.</p>	<p>Admin contact checks certificates and confirms receipt/advises of any inaccuracies within 5 working days of receipt. Centre forwards certificates to learners.</p>