



Registration Policy

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1. Policy principles

At NCFE, we want to cultivate a purpose-led, collaborative, vibrant and high-performance culture where our people are connected with and aligned to achieving our ambitious goals.

We are committed to simplifying the processes of our customers and the usage of our systems to enable a comprehensive understanding and control.

2. Introduction

This policy establishes NCFE's framework for registering learners onto NCFE products. It outlines the policy and the associated processes and procedures for our customers.

This policy outlines the responsibilities of NCFE as a regulated awarding organisation, as well as the obligations of our approved centres regarding the registration of learners.

2.1. Purpose

This policy forms part of a suite of awarding policies, all of which are designed to:

- protect learners who are registered with us
- minimise the risk of an Adverse Effect occurring (as specified in the regulators' Conditions of Recognition)
- help ensure NCFE and our centres comply with GDPR
- help improve and refine our products and services.

This policy also supports centre compliance with the Centre Agreement. It does not replace any of the requirements contained within that agreement. Non-adherence to our awarding policies and mandatory documentation may constitute maladministration, malpractice and/or a breach of the Centre Agreement.

The policy should be read in conjunction with NCFE's Mandatory Policies and the Centre Agreement which are available on the [NCFE website](#). Please ensure you read the policies in this suite carefully and implement them fully.

2.2. Scope

This policy pertains to NCFE (referred to as "we," "us," "our," etc.). The term 'NCFE' encompasses NCFE and all its affiliated brands, such as 'CACHE'. This policy applies to all individuals working for or on behalf of NCFE, including all colleagues at all locations and levels, members of the Executive Team, external contractors, flexible workers, agency workers, partners, suppliers, centres, customers, associates, subsidiaries or their employees, and any other persons associated with us (collectively referred to as 'individuals').

This policy excludes Active IQ.

Furthermore, this policy is applicable to both our regulated qualifications and unregulated qualifications, which are owned and/or offered by NCFE.

We will ensure that all our colleagues, including temporary and flexible workers, are thoroughly informed about the contents of this policy. Additionally, as a centre, you are

required to ensure that your staff (including those at centre, satellite, sub-contract centres, or contractual staff), who are involved in the administration, design, delivery, management, assessment, and quality assurance of our qualifications and products, as well as your learners, are aware of and familiar with the contents of this policy. This includes any policies you have regarding your practice and procedures related to registration and certification.

2.3. Responsibilities/duties

- The Document Owner is responsible for ensuring this policy is adhered to.
- NCFE's Head of Delivery and EUC is responsible for maintaining the NCFE Awarding systems to support the required Registration Policy and supporting processes.
- NCFE's customers are responsible for the adherence to this policy and the accuracy of data required for NCFE to function as a regulated awarding organisation
- NCFE's Director of Tech, Data and PMO is responsible for ensuring this policy is up to date
- NCFE Internal Teams will be responsible for answering queries relating to the Registration policy and supporting processes.
- Subject matter experts are responsible for reviewing the specific content, within the document and associated procedures.

2.4. Definitions

Word/Acronym	Definition
EUC	End User Computing
GDPR	The General Data Protection Regulation
LRS	Learner Records Service
PLR	Personal Learner Record
PMO	Project Management Office
QMS	Quality Management System
Qualification	Regulated or Unregulated Product
ULN	Unique Learner Number
V Cert	'V Cert' is NCFE's brand name for our L1/L2 technical award qualifications for schools and are vocational equivalents to GCSEs.

2.5. Location

This document will be available to the public via the NCFE website.

<https://www.ncfe.org.uk/qualifications/mandatory-policies-fees/>

3. Registration process

3.1. Learner identification and validation

As an Approved centre, it is necessary to implement procedures that allow for the verification and validation of your learners' identities. 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.

3.2. Unique Learner Number

We require customers to register their learners using the ULN as part of the registration process.

We will validate this during the initial registration process and verify the details via the Learner Records Service (LRS). The learner's name must match exactly the ULN in both the LRS system and the NCFE portal. If any ULNs are invalid, we will inform you of this via email and an amendment will be required via the NCFE Portal.

We will only send achievement data to the Personal Learner Record (PLR) if a learner has a valid ULN.

T levels and integrated dental qualifications now require the ULN as a mandatory data field at the point of registration. Customers are required to check the NCFE Portal for the validity of ULN's 48 hours after registering Learners.

Further information on the LRS can be found at

<https://www.gov.uk/government/collections/learning-records-service-lrs>.

3.3. NCFE Portal

The [Portal](#) is NCFE's secure extranet which allows customers to register learners, book learners for external assessment, submit internal units for graded qualifications, claim certificates and view learner information.

It is the customer's responsibility to ensure that the data held against their learners and the registration information is accurate and aligned to the correct qualification(s).

Each qualification has a unique code which is published on our website and in the qualification specification for cross reference purposes.

3.4. Registration timeframes

- T Level students must be registered by November of their first year.
- V Cert learners must be registered by the end of January of their first year.
- Learners on all other qualifications must be registered no later than 90 days after their start date. This practice ensures we can support learners at every

stage of their journey and ensure we have the appropriate resources in place to support you during busy assessment periods.

Complying with this timeframe prevents the imposition of additional late registration fees by NCFE on customers, for applicable products.

Details of **Late registration fees** can be found within **NCFE's fees list** on the NCFE website:

<https://www.ncfe.org.uk/qualifications/mandatory-policies-fees/>

3.5. NCFE Portal

Access to the NCFE Portal will be provided once customers have received approved status from NCFE.

Guides have been developed to facilitate the completion of all relevant processes associated with registration, and can be found on the NCFE Portal

<https://portal.ncfe.org.uk/>:

<https://www.ncfe.org.uk/media/g54d4bvv/portal-user-guide.pdf>

Where a customer is approved to deliver T-Level qualifications and needs to register learners, they can refer to the following user guide for the applicable processes:

<https://www.ncfe.org.uk/media/lv1de21r/t-level-portal-and-online-assessment-user-guide.pdf>

The user guides above can be also found on NCFE's Portal webpage:

<https://portal.ncfe.org.uk/>

User guides are revised as necessary and updated versions will be made available to customers at the above location.

4. Registration policy compliance

To meet the requirements of our registration policy, customers must:

- Register learners for any qualification accurately and within our published timescales. As stated above, where registration occurs outside of our published timescales, applicable qualifications will generate a late registration fee in addition to the relevant registration and certification fee.
- Take appropriately robust and reliable steps to confirm each learner's identity before registration takes place. This includes 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 add link to RPL policy.
- Comply with any limitation on the minimum amount of time that learners must be registered with us before certification. regularly withdraw learners via the Portal, that are no longer on programme. We will also automatically withdraw learners after 36 months; these can be un-withdrawn if required via the Portal.

- Regularly maintain and update Learner planned end dates for the relevant qualifications for any T Level learners, we will automatically withdraw learners at 48 months unless they are marked as complete.
- Access the ULN from the LRS and ensure the ULN is correctly validated for the learner upon entry to the NCFE Portal.
- Support the learner in accessing their Personal Learner Record when available.
- Take reasonable steps to ensure that all relevant staff within the customer's organisation understand how and when to register learners and disseminate this policy and its supporting processes accordingly.

5. Initial Equality Impact Assessment

An Initial Equality Impact Assessment has been completed for this policy, and no concerns were raised. A copy is available on request via the QI team within ARA.

6. References to associated documents

Portal User Guide	Portal User Guide
T-Level Portal User Guide	T-Level Portal User Guide

7. Implementation and dissemination

This policy will be available on the NCFE Website.

<https://www.ncfe.org.uk/qualifications/mandatory-policies-fees/>

8. Monitoring arrangements

This policy will be reviewed on an annual basis.

9. Data retention

Access to learner registration data is required by NCFE for the provision of information and services to customers, regulators, and learners. We will ensure that this information is kept secure, used solely for the purposes of the relevant request, and always managed in accordance with prevailing data protection legislation.

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

Disclaimer: Submission of original documentation

To protect personal information, please do not send original documents to NCFE via post. We cannot accept responsibility for the loss, damage, or return of any original documentation sent to us.

Where documentation is required, we request that you provide certified copies or high-quality scanned versions instead. This approach helps protect your documents and ensures a more secure and efficient service.

10. Contact information

If you have any queries about the contents of the policy, please contact the Customer Support Team.

Email: customersupport@ncfe.org.uk

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