

Withdrawing, transferring, and claiming certificates for your learners

To withdraw a learner, follow the steps below:

- log into the NCFE Portal and go to the 'My learners' area
- search for your learners – you can do this by using the batch number or product code, as well as the current learner status of 'Registered'
- select any learners to be withdrawn by ticking the box on the left of the batch number

The screenshot shows the NCFE 'My learners' interface. At the top, the 'My learners' menu item is highlighted with a red box. Below the header, there is a search bar and a table of learners. The table has columns for Batch, Forename, Surname, DOB, NCFE learner number, Centre learner number, ULN, Product code, Product name, Current learner status, Planned end date, and Registration date. The first learner in the list is selected with a blue checkmark. Below the table, there are navigation buttons: 'First', '< Previous', '1', 'Next >', and 'Last'. A message states 'Your search returned 4 learner(s). Displaying page 1 of 1'. At the bottom, there are buttons for 'Cancel learners', 'Withdraw learners' (highlighted in red), 'Transfer learners', 'Top up learners', and 'Unwithdraw learners'. There are also file upload options: 'Choose file', 'No file chosen', 'Upload Learners', and 'Download Learners'.

- click the 'Withdraw learners' button and you'll get a green confirmation message to confirm that the learner is withdrawn

My learners

Welcome to the My learners screen, you'll be able to edit learner details here as well as completing cancellations, transfers, top ups and withdrawing your learners. Information on Fees and Pricing can be found on the website.

The screenshot shows the NCFE 'My learners' interface after a learner has been withdrawn. A green banner at the top displays the message 'One learner has been withdrawn successfully'. Below the banner, the table of learners is shown. The first learner's status is now 'Withdrawn'. The 'Withdraw learners' button is no longer visible.

To transfer a learner, follow the below steps:

- log into the NCFE Portal and go to the 'My learners' area

- search for your learners – you can do this by using the batch number or product code, as well as the current learner status of ‘Registered’
- select any learners to be transferred by ticking the box on the left of the batch number

<input type="checkbox"/> Batch	Forename	Surname	DOB	NCFE learner number	Centre learner number	ULN	Product code	Product name	Current learner status	Planned end date	Registration date	Edit
<input type="checkbox"/> 805592215	<input type="text" value="Forename"/>	<input type="text" value="Surname"/>	<input type="text" value="DOB"/>	<input type="text" value="Learner No."/>	<input type="text"/>	<input type="text" value="ULN"/>	<input type="text" value="Product code"/>	<input type="text"/>	<input type="text" value="Registered"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>
<input checked="" type="checkbox"/> 805592215	EXEMPLAR	PUPIL	20/04/1973	105867429			600/3085/9	NCFE CACHE Level 3 Award in Awareness of Dementia	Registered		17/04/2021	<input type="button" value="Edit"/>
<input type="checkbox"/> 805592215	SAMPLE	STUDENT	20/04/1973	105867428			600/3085/9	NCFE CACHE Level 3 Award in Awareness of Dementia	Registered		17/04/2021	<input type="button" value="Edit"/>

Your search returned 2 learner(s). Displaying page 1 of 1

- click the ‘Transfer learners’ button

Transfer your learners

To transfer your learners, please choose your product and batch below.

Product

Batch

Purchase Order Number

- once you confirm you’re happy to make the transfer, you’ll be given your new batch number and reports.

To top up a learner, follow the below steps:

- log into the NCFE Portal and go to the ‘My learners’ area
- search for your learners – you can do this by using the batch number or product code, as well as the current learner status of ‘Registered’
- select any learners to be topped up by ticking the box on the left of the batch number

<input type="checkbox"/> Batch	Forename	Surname	DOB	NCFE learner number	Centre learner number	ULN	Product code	Product name	Current learner status	Planned end date	Registration date	Edit
<input type="checkbox"/> 805592215	<input type="text" value="Forename"/>	<input type="text" value="Surname"/>	<input type="text" value="DOB"/>	<input type="text" value="Learner No."/>	<input type="text"/>	<input type="text" value="ULN"/>	<input type="text" value="Product code"/>	<input type="text"/>	<input type="text" value="Registered"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>
<input checked="" type="checkbox"/> 805592215	EXEMPLAR	PUPIL	20/04/1973	105867429			600/3085/9	NCFE CACHE Level 3 Award in Awareness of Dementia	Registered		17/04/2021	<input type="button" value="Edit"/>
<input type="checkbox"/> 805592215	SAMPLE	STUDENT	20/04/1973	105867428			600/3085/9	NCFE CACHE Level 3 Award in Awareness of Dementia	Registered		17/04/2021	<input type="button" value="Edit"/>

Your search returned 2 learner(s). Displaying page 1 of 1

- click the ‘Transfer learners’ button

Transfer your learners

To transfer your learners, please choose your product and batch below.

Product	<input type="text" value="600/3095/1 - NCFE CACHE Level 2 Award in Awareness of Dementia"/>
Batch	<input type="text"/>
Purchase Order Number	<input type="text" value="PO 123"/>

- once you confirm you're happy to make the transfer, you'll be given your new batch number and details.

To claim a learner certificate

- log into the NCFE Portal and go to the 'Certification' area
- search for your learners – you can do this in the 'Make a claim' area by using the batch number or product code alongside status and session
- you can now see all your learners at a glance – from this screen you can submit any learners you are now ready to claim a certificate for by ticking the box on the left of the batch number and clicking submit

Learner search

Click the Advanced button for more search options.

Batch: Learner forename:

Product code: Learner surname:

Product name: Learner DOB:

Centre learner number: Centre reference number:

NCFE learner number: Learner status:

Unique learner number (ULN): Session:

Batch	ULN	Session	Name	DOB	Product code	Product name	Current status	Certificate date	ACE report
805592215		2020/2021	EXAMPLE CANDIDATE	30/12/1981	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
805592215		2020/2021	NIGHT CREAM	24/01/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
805592215		2020/2021	EYE GEL	19/07/1965	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
805592215		2020/2021	TEST LEARNER	20/04/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Full Certificate	09/08/2023	<input type="button" value=""/>
805592215		2020/2021	ROSE OIL	20/12/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
<input type="checkbox"/>	805592215	2020/2021	EXEMPLAR PUPIL	20/04/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Registered		
805592215		2020/2021	LIP SCRUB	20/04/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
805592215		2020/2021	FACE SERUM	20/04/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
805592215		2020/2021	PRO-COLLAGEN SERUM	20/04/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Withdrawn		
<input type="checkbox"/>	805592215	2020/2021	SAMPLE STUDENT	20/04/1973	600/3085/9	NCFE CACHE Level 3 Award in Awarene...	Registered		

- if your product is graded this will display the learners' predicted new status of full or partial achievement and you can then claim these
- if your product has units you need to mark, you can set these to 'Achieved'. This will display the learners' predicted new status of full or partial achievement and you can then claim these.

Full details of all these processes can be found in the [Portal User Guide](#).