

# Starting the year well

Preparing for Admin Excellence

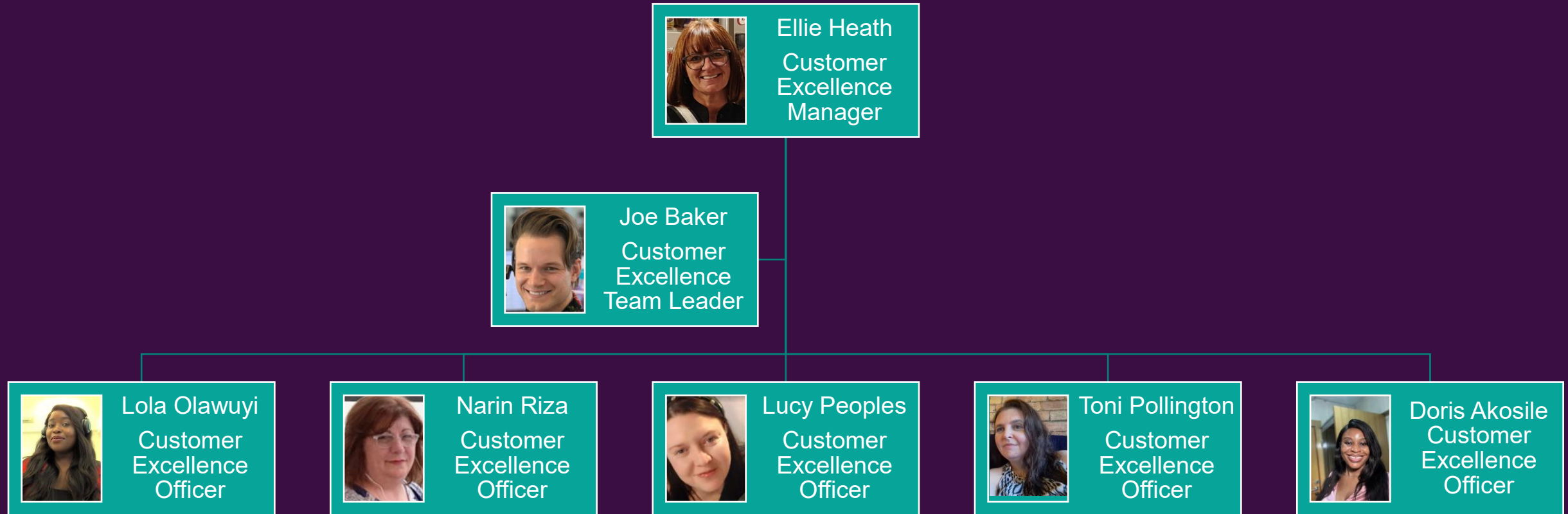


LEARNER OF THE YEAR  
**FAB 2024 AWARDS**  
AWARD WINNER



QUALIFICATION OF THE YEAR  
**FAB 2024 AWARDS**  
AWARD WINNER

# Meet The Customer Excellence Team



# Session Purpose

Registrations and  
selecting units

Utilising reports and tools

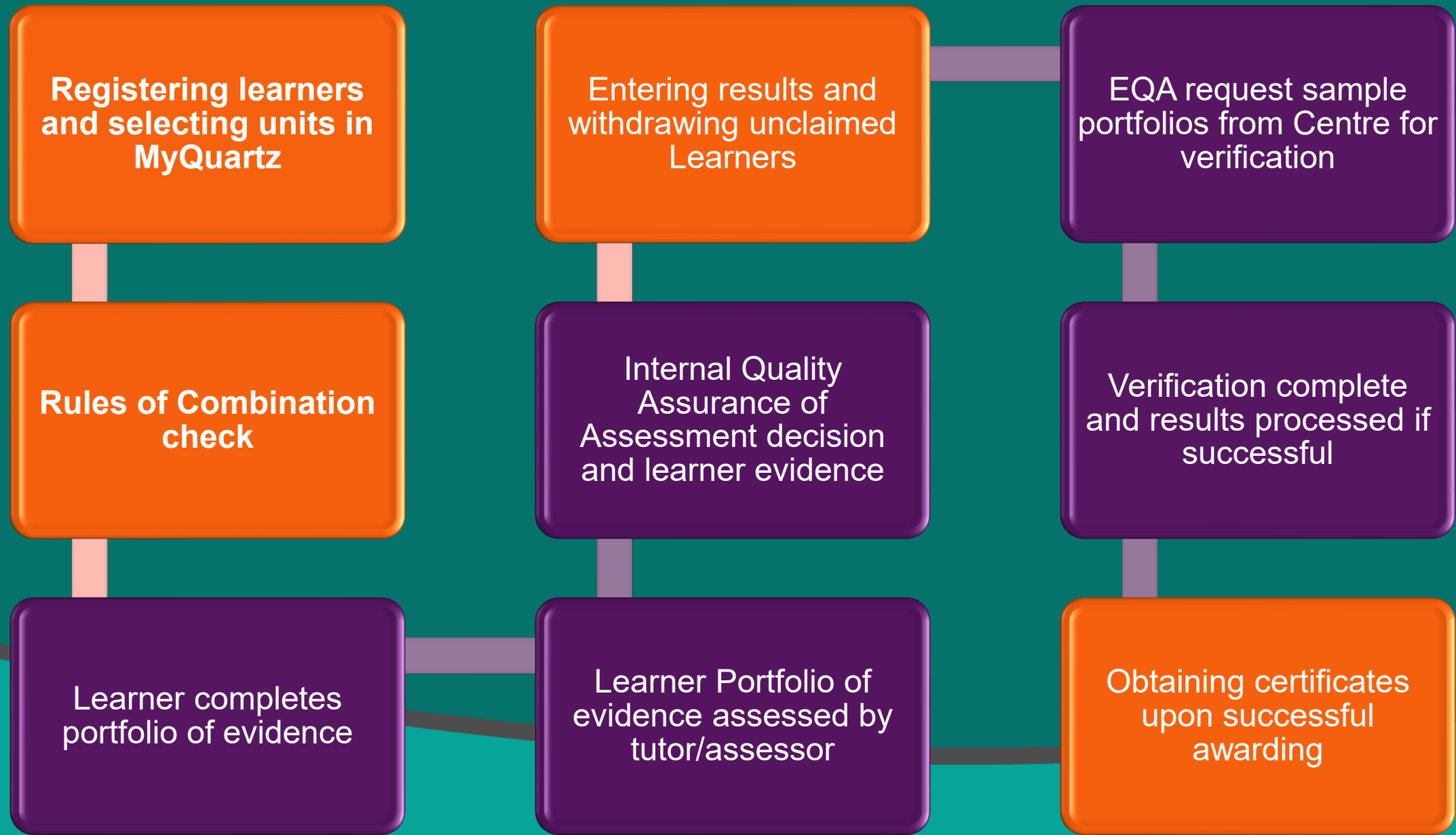
Rules of combination

Top Tips

What's New

Questions

# Awarding Model



# Registering Learners, Selecting & Amending Units



# Registrations Tips

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Ensure all requests for anyone requiring MyQuartz account are made to the Customer Excellence Team all accounts must be created with an individual business address

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Be aware of registration deadlines (to avoid late fees)

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Be aware of Fees and Charges

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Use Centre Registration Report to avoid registration duplications

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Make sure all learner fields are correct and consistent particularly if planning to register on more than one qualification.

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Check spelling of names are accurate, and if a typo is noticed post registrations (but pre-award entering), inform CET prior to claim submission

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# Centre Registration Report

- ✓ Available to download via MyQuartz
- ✓ Allows you to view all learner registrations at your Centre with a selected period
- ✓ Helps avoid duplicate registrations
- ✓ Review learner details input to ensure accurate

# Selecting Units Tips

Selections and final amendments are complete by the cohort end date

If cohort durations require amending to allow further amendment, simply contact the Customer Excellence Team

Ensure to check unit requirements prior to teaching by checking the published qualification specification

Ensure all units you wish to deliver are all available in the same qualification size

Select all units covering all learner pathways should the units vary per learner

Once units are selected and finalised, proceed to use the ROC Checker Tool to ensure certainty that learners will achieve the full registered aim if those units selected are awarded

The ROC Checker operates on the registered units on the cohort ONLY



# Rules of Combination (ROC)

Cohort [1529142]

Provider

[61139] AAA Test Centre Alpha

Programme/Provider Course

[131603] Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)

Qualification

[126760] Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)

Your Ref

TestCentreChildCare

Purchase Order No

N/A

Cohort Start

27/03/2019

Cohort End

30/05/2019

Site

First Site (Unknown site)

Number of Learners

4

Course Administration Contact

Quality Personnel

None

Provider Note

Programme Run Administration Events

Learner Registrations

Click on the surname to review the learner's history for your currently selected organisation

| Actions | All                                 | DER                      | Photo | Learner ID | ULN | Title | Forename | Surname         | Date of Birth | Status        | Metrics          | Registered On                                                              | Registered |
|---------|-------------------------------------|--------------------------|-------|------------|-----|-------|----------|-----------------|---------------|---------------|------------------|----------------------------------------------------------------------------|------------|
| Actions | <input checked="" type="checkbox"/> | <input type="checkbox"/> |       | 16254490   |     |       | Jess     | Blue (more...)  | 01/02/2000    | Not Specified | Withdraw Metrics | Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3) | 27/03/2019 |
| Actions | <input checked="" type="checkbox"/> | <input type="checkbox"/> |       | 16254491   |     |       | Stacey   | Pink (more...)  | 07/09/1992    | Not Specified | Withdraw Metrics | Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3) | 27/03/2019 |
| Actions | <input checked="" type="checkbox"/> | <input type="checkbox"/> |       | 16254492   |     |       | Phil     | Red (more...)   | 03/03/1976    | Not Specified | Withdraw Metrics | Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3) | 27/03/2019 |
| Actions | <input checked="" type="checkbox"/> | <input type="checkbox"/> |       | 16254493   |     |       | Ross     | Green (more...) | 03/09/1999    | Not Specified | Withdraw Metrics | Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3) | 27/03/2019 |

Qualification Check

Jess Blue

Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)

[group] OG (Overarching Group) / O1 (Optional Units): OK

[group] OG (Overarching Group) / M (Mandatory): OK

[route] OG (Overarching Group): OK

NOTE

These are results from a check of the rules-of-combination **assuming** the candidate achieves **all** the units they are currently registered on, and that in the meantime no currently achieved units cease to be applicable.

Cancel

# Completing a learner amendment on MyQuartz

- Amendments can be made directly via the learner's record in your cohort
- Changes to names or dates of birth require Gateway Qualifications review
- Do not submit duplicate requests while awaiting confirmation
- You'll receive an email once the amendment is:
  - Approved
  - Rejected
  - Or if more info is needed
- Secure way of making amendments as you do not need to send identifiable learner details via email
- If a certificate has already been issued, use the Replacement Certificate Form to update records and request a new certificate

# Completing a learner amendment on MyQuartz



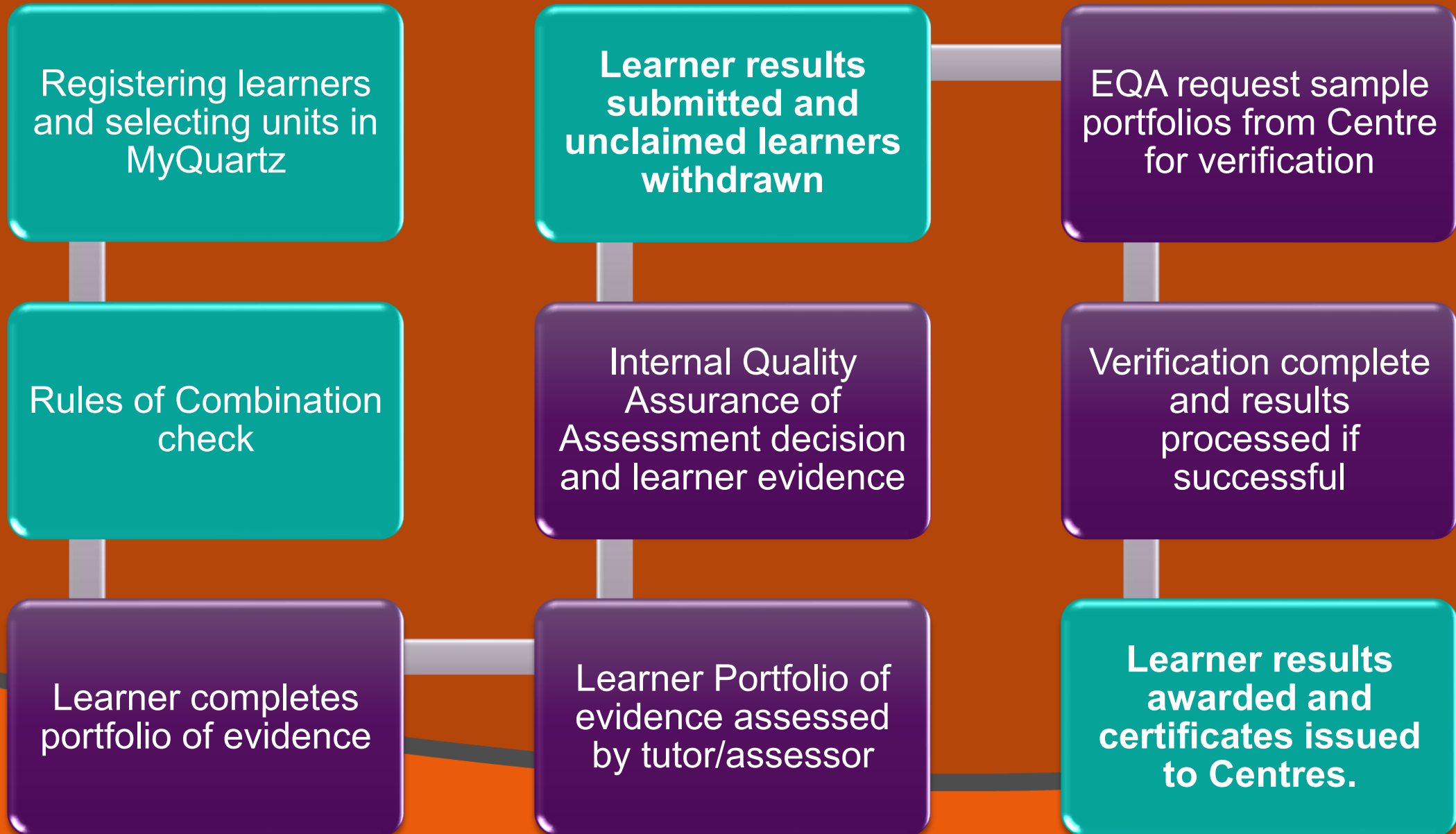
# Additional Learners Into An Existing Cohort

- New or missed learners can be added into an existing cohort.
- Missed learners can be added using existing learner ID
- This ability can be utilised up until 80% into the cohort duration.
- Late fees remain calculated per learner and remain applicable to any learner added after the registration deadline.

# Additional Learners Into An Existing Cohort



# Next Time...



# Centre Monitoring

## Best practices and preparations

Join the Quality Team and a Lead EQA for an exclusive session designed to help you stay compliant and confident.

What we'll cover:

- Key prep before monitoring
- Submission timelines
- What to expect during & after EQA activity

Date: 16th October 2025

Time: 3:00 pm - 4:00 pm

**Centre Monitoring  
Best practices and preparations**



**Book your webinar place here**

# Questions?



01206 911 211



@GatewayQuals



[www.gatewayqualifications.org.uk](http://www.gatewayqualifications.org.uk)



[enquiries@gatewayqualifications.org.uk](mailto:enquiries@gatewayqualifications.org.uk)





# Contact information

## Website



<https://www.gatewayqualifications.org.uk/>

## Customer Excellence Team



[registrations@gatewayqualifications.org.uk](mailto:registrations@gatewayqualifications.org.uk)



01206 911 220



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