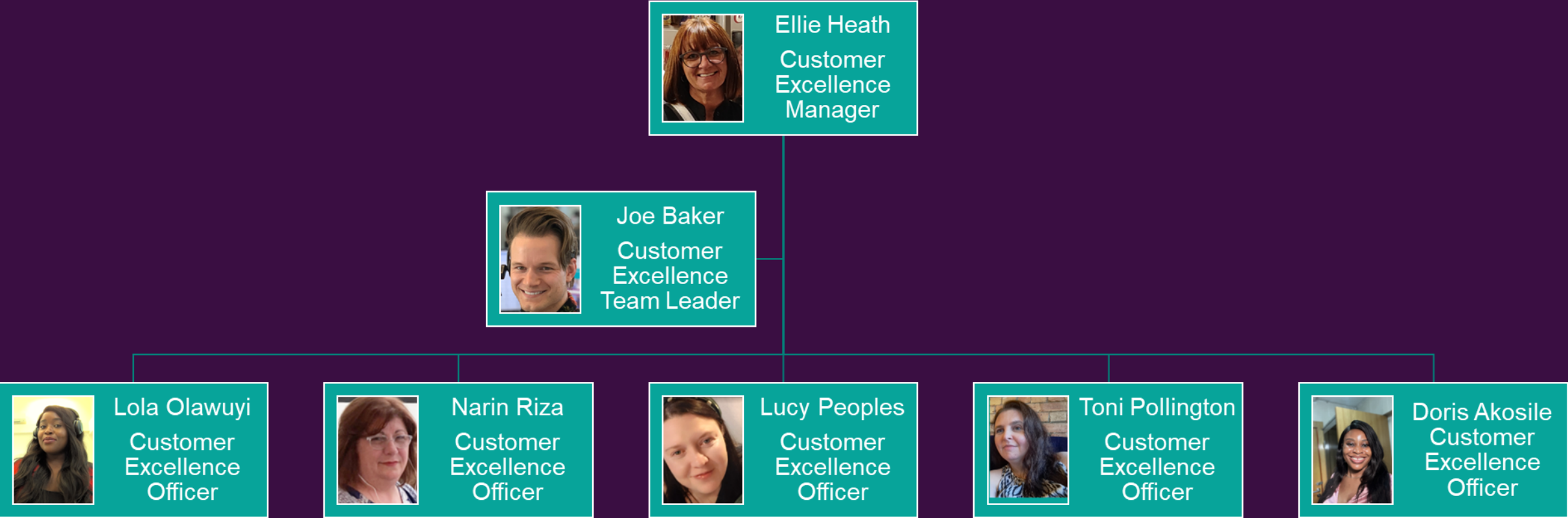


Claiming results and  
Certification:  
Best practice for Exams and MIS Staff

# Meet the Customer Excellence Team



# What will we be covering today?



Top tips



Claiming learners



Obtaining achievement data



Obtaining eCertificates

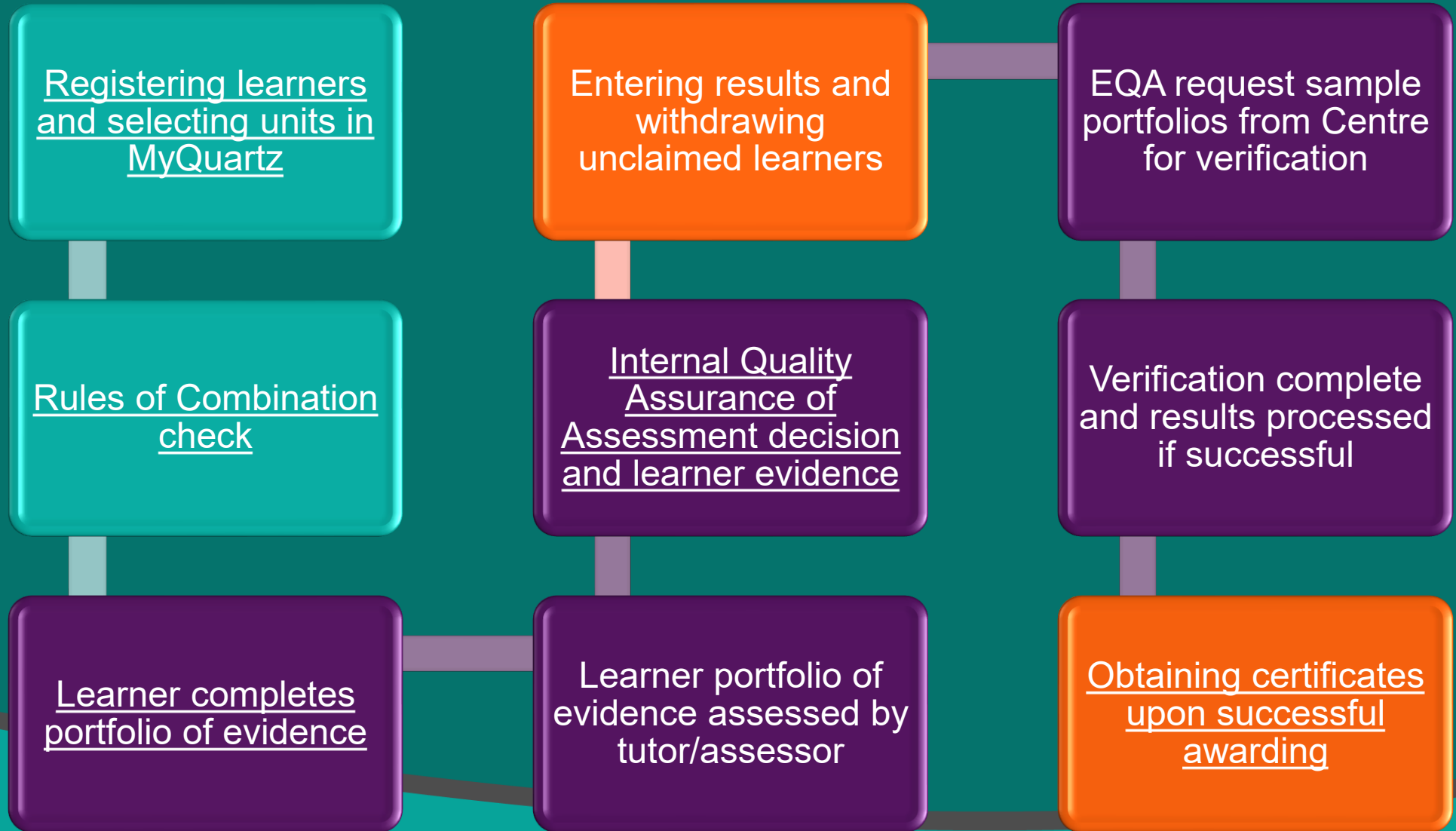


Q&A

Scan the QR code  
to join slido



# Awarding Model





# What claiming method do you prefer to use?

# Pre-Submission Claim Checklist

Action:	Completion
Check all learner are registered and that all names and spellings are accurate on prior to submitting claims	<input checked="" type="checkbox"/>
Ensure the learner ID remains the same throughout all cohorts	<input checked="" type="checkbox"/>
Check previously processed units are greyed out	<input checked="" type="checkbox"/>
If expected units are not present on the RAC or in MyQuartz, double check the qualification specification to confirm its presence in the structure	<input checked="" type="checkbox"/>
Any amendment requests (typos, expanding cohort end dates to allow unit amendments) or general queries are addressed prior to committing to a claim	<input checked="" type="checkbox"/>

# Claiming Tips

Use the pre-submission checklist

If necessary, register any missed learners as soon as possible

Check unit selections actioning amendments if required. Once satisfied check the rules of combinations (ROCs)

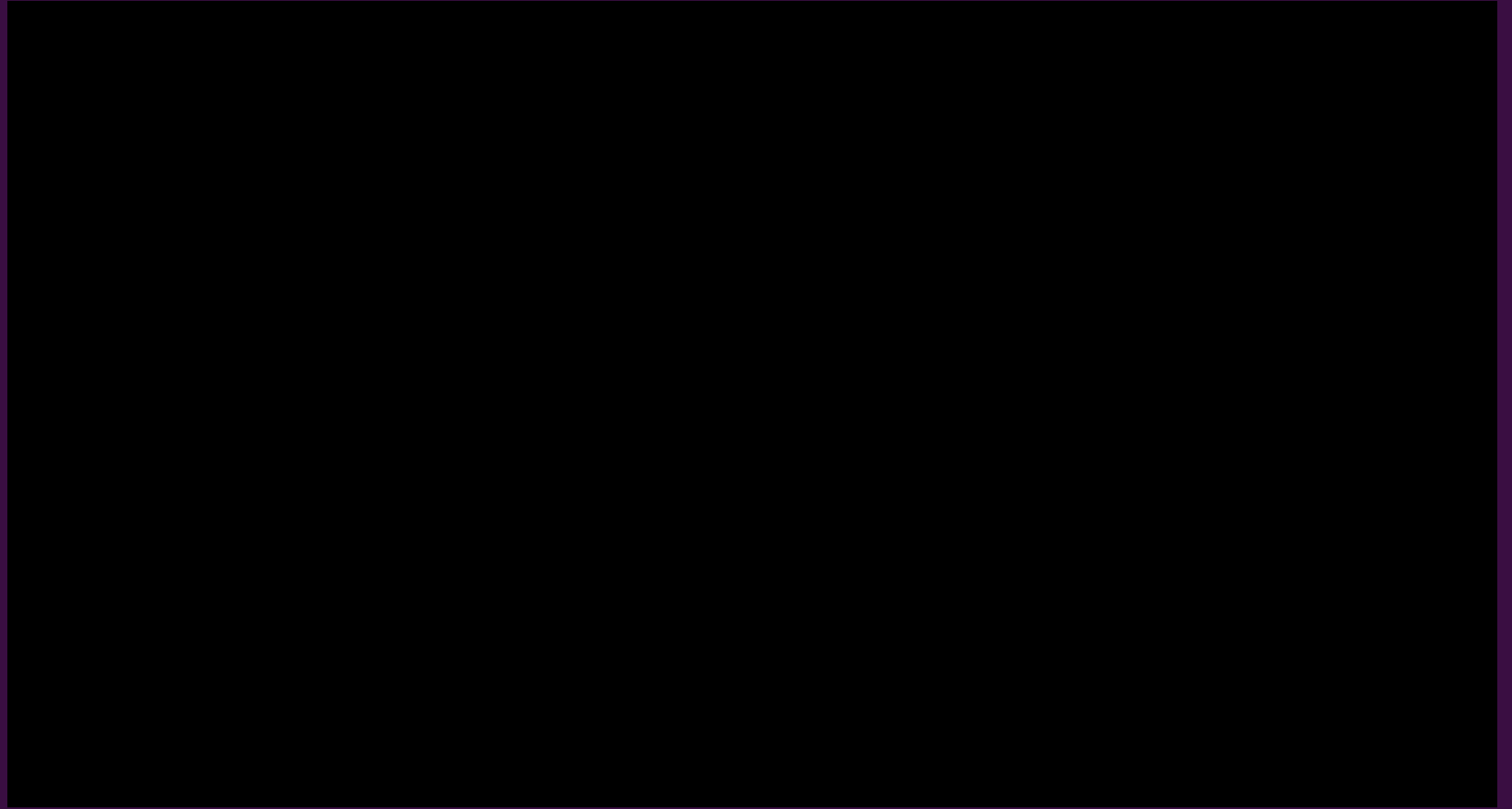
**Enter Claims:** If using RACs: Enter achievement data only; the essential cohort details will be prepopulated accordingly

Ensure confirmation is displayed on the screen

- [Learner Amendments](#)
- [Adding Learners To An Existing Cohort](#)
- [Amending your unit selection post registration](#)
- [Rules of Combination Checker](#)

**Note:** Cohort duration and unit selections can be altered following request through to the Customer Excellence Team.

# Claiming Learners RAC



# Claiming Learners DER



# Additional claiming hints



Claim cohorts in the correct order working appropriately through the sizes



Upload results at least one month prior to when you wish to receive certificates



Double check your achievement input and your declaration statement before submitting



Entering results are not required for Surpass Qualifications or Level 2 ESOL Reading or Writing

# New papers for externally assessed Qualifications

Each assessment has its own pass mark, which is determined at an awarding meeting. For an awarding meeting to take place, Gateway Qualifications requires a certain number of candidate scripts and sufficient data on candidates' performance across the different questions

Once an awarding meeting is held, a pass mark will be confirmed

Gateway Qualifications will issue results and certificates to candidates who sat the paper prior to the date of the awarding meeting as soon as possible, once the pass mark has been confirmed. For subsequent candidates, Gateway Qualifications will issue results within 5 working days of successfully verified results

# Good Practice

Maintain accurate internal records to avoid duplicate registrations or claiming

Ensure all admin staff are trained appropriately in our requirements

Utilise the Administration section of MyQuartz to check results status per cohort

Withdraw any learner who no longer requires a result

Please delay following up with Gateway Qualification until internal checks are complete

Upload sampling requests in a timely manner

Ensure to respond to any actions set to avoid delay

Review certificates prior to issuing to ensure accuracy

Familiarise yourself with the issuing certificate guidelines in our [Centre Handbook](#) and [Administration FAQs](#)

# Pitfalls to avoid

Duplicate the registration of any learners on to the same qualifications

Upload RACs from a cloud service

Alter the RACs or save in a different format

Duplicate the upload, ensure any new claims are on a new form and are unique

Please note that there are results for this run that have been verified but not yet processed



# Obtaining achievement data & useful reports

Centre Registration Report

Learners Progress Report

Learner Achievement Report (All subjects)

Essential Digital Skills Qualifications (EDSQ)

Digital Functional Skills Qualifications (DFSQ)

Learner Achievement – ESOL Level 2 (Reading and Writing)

# Obtaining eCertificates



Any questions?

 01206 911 211

 @GatewayQuals

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

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



Available to watch on demand

# Starting the year well

## Best practice for Exams and MIS staff



Watch on-demand here

Date: 21st April 2026

Time: 11: 00 am - 12:00 pm

**Preparing Centres for EQA sampling**



Book your place here

21 Apr

A calendar icon with a teal border and a white page, showing the date '21 Apr' in a bold, black, sans-serif font.

# Contact information

## Website



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

## Customer Excellence Team



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



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## Quality Team



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



01206 911 250



# We want to hear from you!

Your feedback is crucial to us to find out about your experience and where we could improve.

Scan the QR code to give your feedback

