

Tips to reduce incorrect registrations and claims

To maintain the integrity of our qualifications and ensure compliance with regulatory requirements, it is essential that all learner registrations and submitted claims are accurate.

To reduce the risk of incorrect registrations or claims at your Centre and to help avoid additional costs and recorded maladministration, it is best practice to take a holistic, end-to-end approach to the process.

We recommend implementing a Centre-agreed, fully documented internal procedure tailored to your operations, covering things such as:

- Who is responsible for each task and monitoring activity
- Defined roles and responsibilities
- Key timings for actions to be completed
- Checks and controls in place throughout the process

You can use our checklist below to help mitigate incorrect registrations and claims and avoid maladministration events.

Checklist

Initial Registration and Ongoing Monitoring of Cohorts

- Learner details matched against official photo ID
- The current Qualification Specification is checked before course delivery to ensure relevance and currency (units have not since expired)
- Learners are registered on the correct qualification level, title and code (sense-checked by Curriculum and Exam staff)
- The correct units are registered in line with delivery plans (including where unit titles are shared across levels)
- Rules of Combination (ROC) checker used in MyQuartz
- Registrations in MyQuartz match internal centre records
- There are steps in place for monitoring learner status and actioning any required withdrawals prior to course completion.

Claiming

- There are steps in place to ensure any unit amendments are made prior to submitting claims
- Achievement records are double-checked before being sent to the Exams Team
- The Exam Team double-checks entries before submitting to MyQuartz

For Access to HE qualifications:

- Any RPL and/or credit transfer requests have been finalised prior to submitting claims
- There are steps in place to confirm unit achievement with learners before submitting to MyQuartz
- Claims have been submitted at least 24 hours before the Final Awards Board
- Destination data for each learner has been recorded in MyQuartz

Staffing and Management of the Process

- There is a formal policy/procedure in place for registrations and claims, and this is accessible to relevant staff
- Training is provided to all relevant delivery and administrative staff (including any Department Heads or process owners, where applicable)
- There is regular refresher training, ensuring awareness of the most up-to-date procedures
- There is a contingency plan in place for staff absence/leavers to ensure processes are followed
- There is dedicated time allocated for registrations and claims

Useful Resources

Supporting Registration and Certifications:

[Gateway Qualifications – Administration Hub](#)

- [Registering Learners and Making Unit Selections](#)
- [Claiming Results and Obtaining Certificates](#)
- [Rules of Combination Checker](#)
- [Access to HE – All Admin Tasks](#)
- [System Guidance](#)

[Gateway Qualification – Our Policies](#)

All our related and useful policies are located here on our website, from Malpractice and Maladministration, Conflict of Interest, Appeals and more.