

Registration and Certification Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to ensure that the registration of learners and the issuing of certificates at 4 TEFL are carried out accurately, securely, and in compliance with Ofqual and Focus Awards requirements.

2. Scope

This policy applies to:

- All learners registering for 4 TEFL programmes.
- All staff involved in the administration of registration and certification.
- All processes carried out through the CRM system, Stripe Identity verification, and e-learning platform.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** responsible for oversight of registration and certification, ensuring compliance with awarding body requirements.
- **Administrative staff:** process learner registrations, verify identity, and maintain accurate records.
- **Assessors/IQAs:** confirm that learners have met the assessment requirements before certificates are issued.
- **Learners:** provide accurate information at registration and comply with verification requirements.

4. Registration Process

- Learners register via the 4 TEFL website and CRM system.
- Identity verification is carried out using **Stripe Identity** (ID + live selfie), in line with Ofqual requirements.
- Learner details (name, date of birth, contact details) are recorded securely in the CRM.

5. Certification Process

- Certificates are issued only after:
 - All required assessments are completed.
 - Evidence is verified by assessors and IQAs.
 - Any appeals or complaints are resolved.
- Certificates are generated digitally and stored securely.
- Learners can download their certificate directly from the CRM system.
- In cases of malpractice or maladministration, certificates may be withheld or withdrawn.

6. Security and Fraud Prevention

- Certification data is encrypted and stored on secure servers in the EU and Canada.
- Stripe Identity verification ensures authenticity of learner details.
- Any suspected fraudulent activity is investigated under the Malpractice and Maladministration Policy.

7. Appeals

Learners who disagree with registration or certification outcomes may appeal under the [Appeals Policy](#)

8. Monitoring and Review

- Registration and certification records are logged in the CRM and retained in line with the Data Retention Schedule.
- The QA reviews processes annually and after any incidents of error or malpractice.
- Policy updates are made as required by Ofqual, Focus Awards, or regulatory changes.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

