

Starting the year well

Best Practice for Exams and MIS Staff

 01206 911 211

 @GatewayQuals

 www.gatewayqualifications.org.uk

 enquiries@gatewayqualifications.org.uk



Meet the Customer Excellence Team



Ellie Heath
Customer
Excellence
Manager



Joe Baker
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Lola Olawuyi
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Narin Riza
Customer
Excellence
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Lucy Peoples
Customer
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Officer

Session Purpose

Registrations
and selecting
units

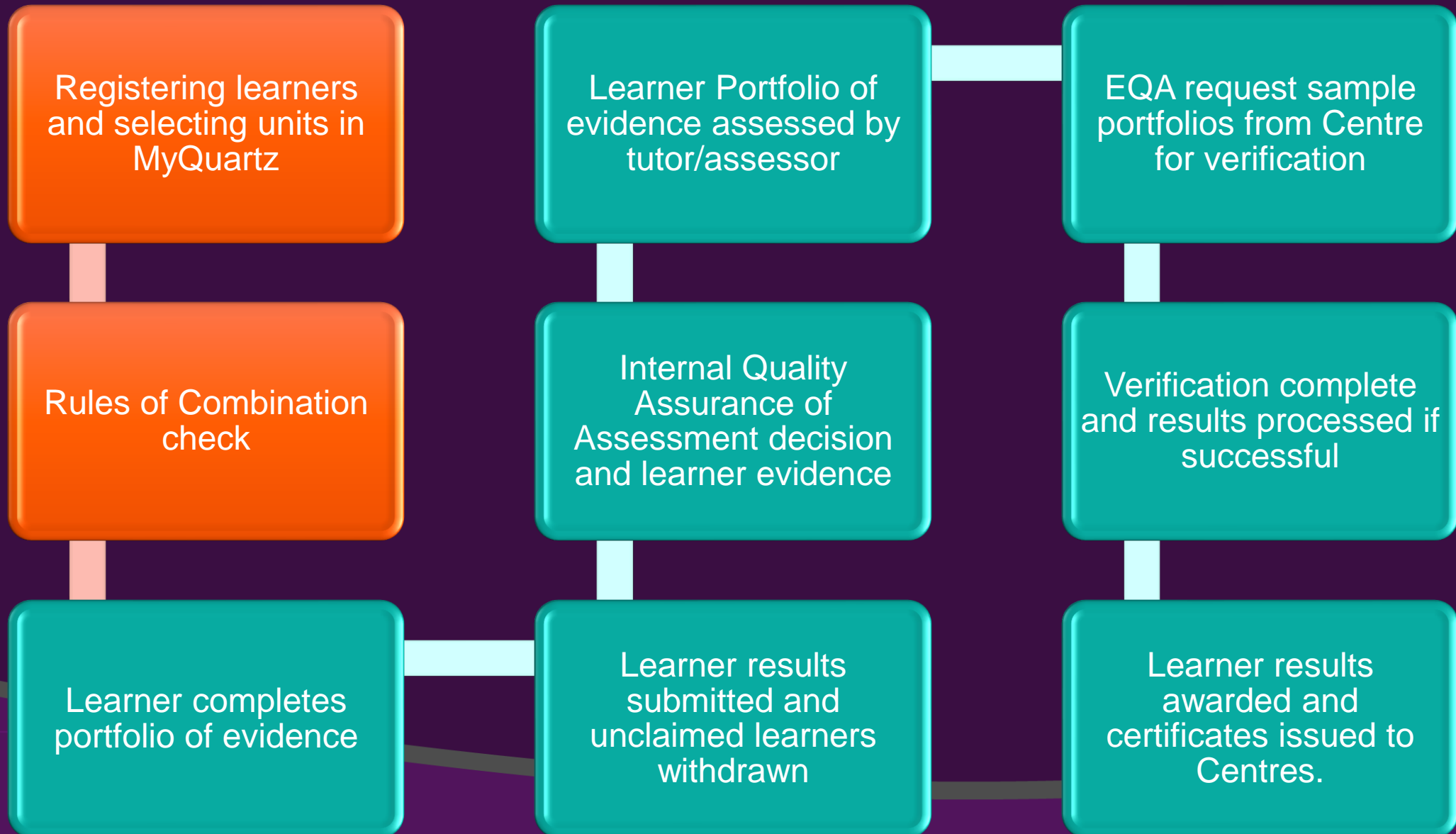
Rules of
combination

Utilising
reports and
tools

Top Tips

Questions

Awarding Model



slido

Please download and install the Slido app on all computers you use



**How comfortable are you
with registrations and
selecting units?**

① Start presenting to display the poll results on this slide.

Registering Learners



Registrations Tips

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

Be aware of registration deadlines (to avoid late fees)

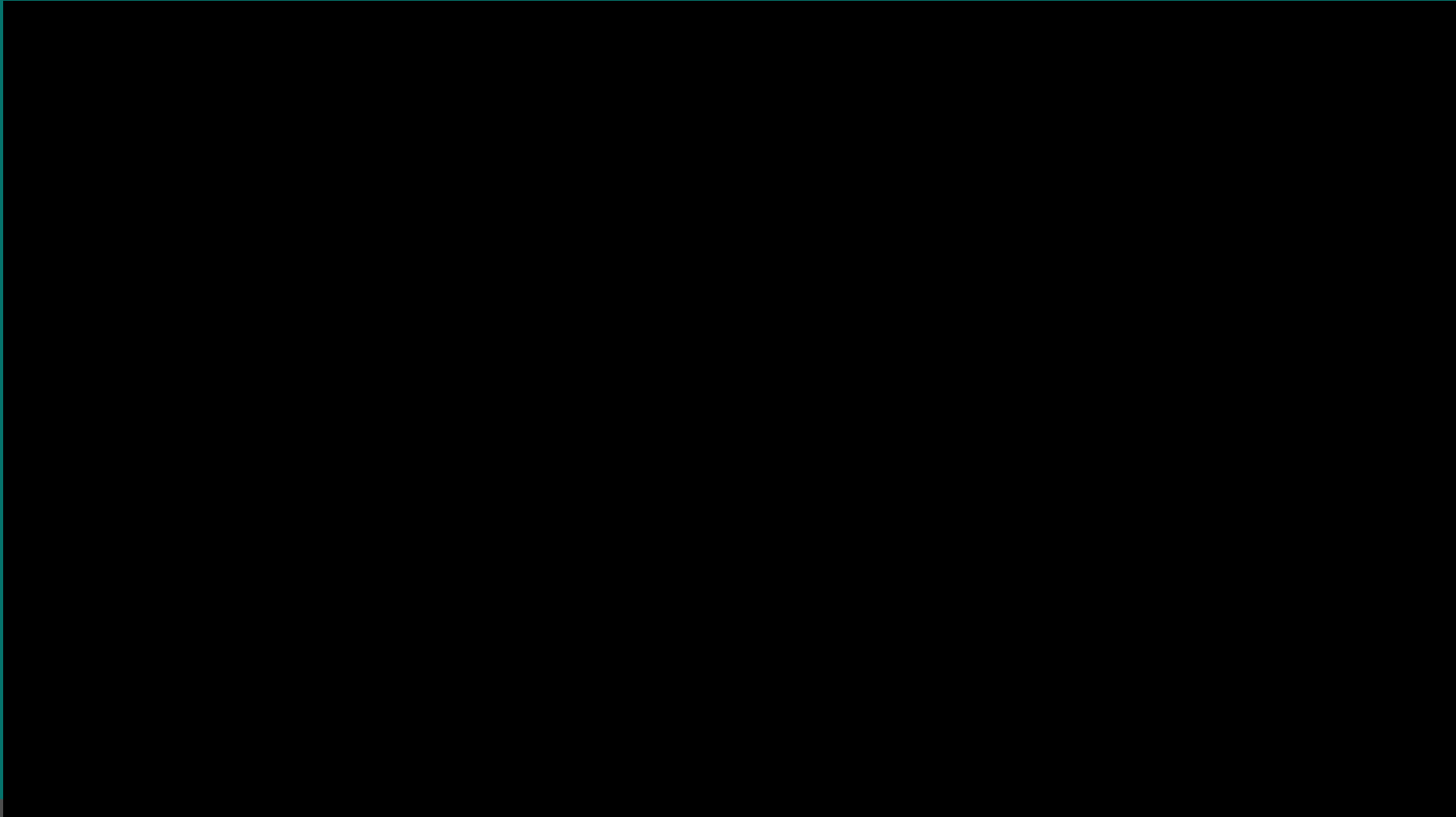
Be aware of [Fees and Charges](#)

Use Centre Registration Report to avoid registration duplications

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

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

Selecting and Amending Units



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

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

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

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Do you know how to use the Rules of Combinations (ROC) checker?

① Start presenting to display the poll results on this slide.

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 type="checkbox"/>	<input type="checkbox"/>		16254490	—	Jess	Blue (more...)	01/02/2000	Not Specified	Withdraw		Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)	27/03/2019
Check registered qualification													
	<input type="checkbox"/>	<input type="checkbox"/>		16254491	—	Stacey	Pink (more...)	07/09/1992	Not Specified	Withdraw		Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)	27/03/2019
Actions	<input type="checkbox"/>	<input type="checkbox"/>		16254492	—	Phil	Red (more...)	03/03/1976	Not Specified	Withdraw		Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)	27/03/2019
Actions	<input type="checkbox"/>	<input type="checkbox"/>		16254493	—	Ross	Green (more...)	03/09/1999	Not Specified	Withdraw		Gateway Qualifications Entry Level Award In Skills for Childcare (Entry 3)	27/03/2019

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Qualification Check

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

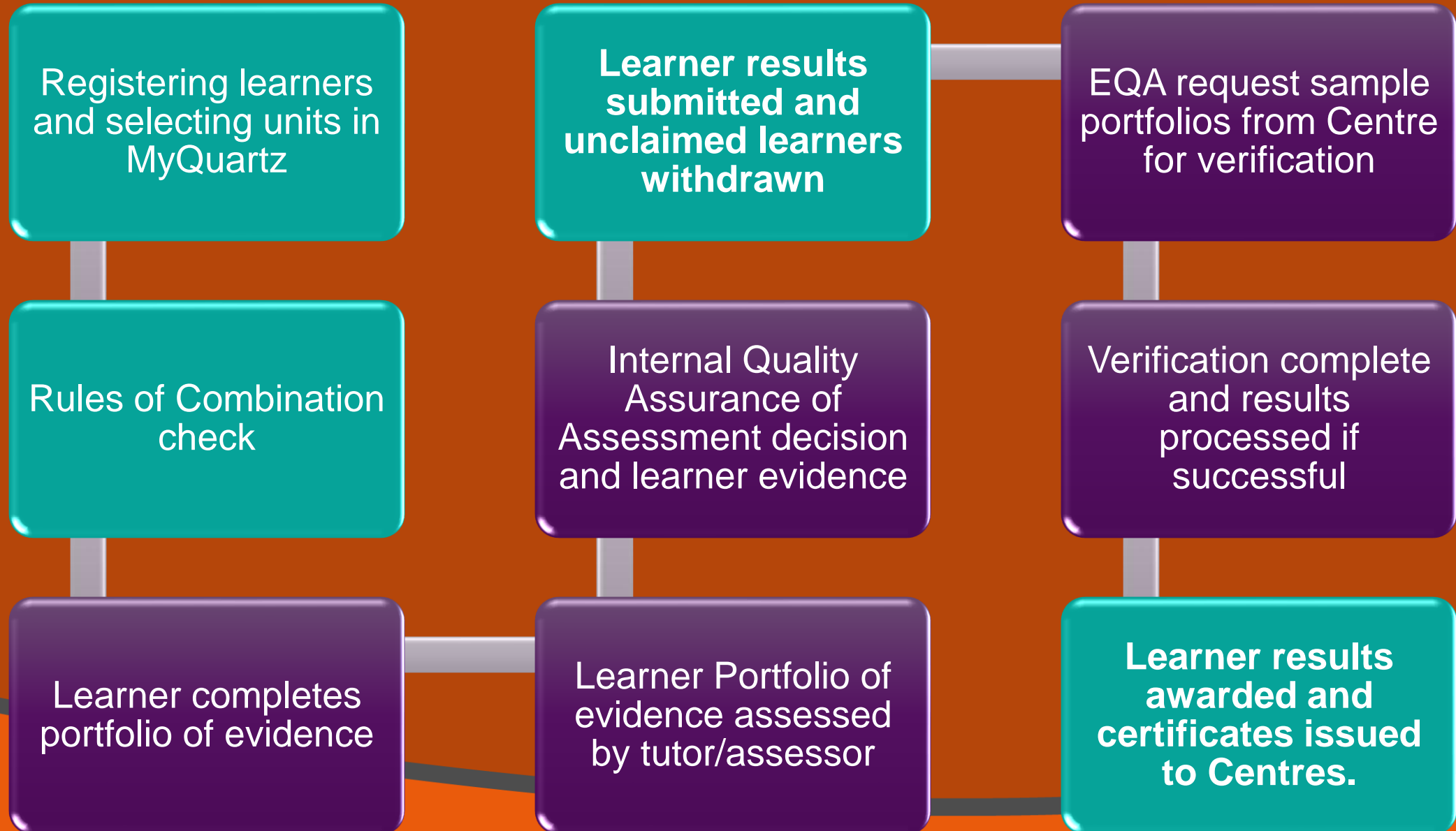
- [group] OG (Overarching Group) / O1 (Optional Units): OK
- [group] OG (Overarching Group) / M (Mandatory): OK
- [route] OG (Overarching Group): OK

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

Next Time...



Questions?

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Contact information

Website



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

Customer Excellence Team



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