# RSL VOCATIONAL QUALIFICATIONS EXAMS OFFICER HANDBOOK 2024/25

## Contents

Last updated: August 2024

# Introduction

This handbook is designed to act as a reference manual for the operational delivery of RSL Vocational Qualifications (VQ). It will support the administration of delivering vocational qualifications and is particularly relevant for Exams Officers.

Supporting policies are available on our website: https://www.rslawards.com/policies-regulations/

There is a separate VQ Quality Handbook covering quality processes, aimed at teachers, assessors and internal verifiers available here

# Centre Responsibilities

### What is a centre?
A centre is "an organisation undertaking the delivery of vocational training and assessment (and potentially other activities) to learners on behalf of an awarding organisation. Centres are typically educational institutions, training providers or employers".

RSL vocational centres carry out several internal assessment activities and RSL quality assures these to ensure that standards are met. Some centres also deliver external assessment activities on behalf of RSL as part of their provision.

### Centre Approval and Agreement

All centres are required to gain approval and have in place a signed centre agreement prior to the delivery of any delivery of RSL qualifications. Centres are required to abide by the centre agreement issued at the point at which they have been granted approval.

### Finance

Approval as a centre and delivery of RSL vocational qualifications are subject to
- Centre approval fees
- Annual centre fees
- Learner registration (qualification) fees
- Additional administration and support fees

RSL will invoice learner registration fees and annual centre fees when centres have registered learners. Administration and additional fees will be invoiced when they are incurred.

Invoices are generated through the RSL administration site and the Quality Representative (QR)  will receive a notification via email when a new invoice has been raised. To ensure that only the most up to date version of an invoice is accessed, it will need to be downloaded as a pdf from the system. The QR is responsible for ensuring that the person or department within the centre responsible for accounts payable receives the invoice and actions the payment. RSL reserves the right to charge late payment interest at 8% plus the Bank of England base rate if payment is not settled within 30 days.

If a member of the finance team would like to access the invoices directly, they will need to go to cloud. rslawards.com/create-account and create an account and then email this to vocational@rslawards.com and they can then be linked to the centre on the system. Note that once the account has been created, they will not be able to view the centre until we have linked the account. Do not add them as a Tutor as the Tutor account does not have the access to see invoices.

## Changes of Details

Please ensure that RSL is advised of any changes to centre details as soon as possible. Any change that materially affects the way in which the centre operates needs to be notified in writing. There is a selection of forms on our website, including a Change of Address and Merger Confirmation Form. Complete the appropriate form and return to vocational@rslawards.com.

## The RSL Administration Site

The RSL administration site is the online system for all RSL administrative processes. The site can be accessed via the main RSL website or through this link: cloud.rslawards.com. The administrative processes conducted through this site include:
- Submission of all centre documentation for quality assurance purposes, including documentation for centre visits
- Submission of a sample of internally assessed work for moderation
- Submission of all learner work and associated documents for external assessment (controlled conditions)
- The release of external assessment (controlled conditions) briefs for the current academic year
- The release of grades for the external assessment (controlled conditions)
- Registration of learners on the correct qualification
- Input of grades for internally assessed units

Each centre has their own area within the site which they need a login to access. Relevant RSL staff also have access to the centre's page and where appropriate will use this to provide feedback.

Guidance about how to use the administration site and register learners is included in this handbook.

## Storage of Learner Work

All work submitted by learners in respect of a qualification they are studying must be collated by the centre and ready for sampling.

Centres must retain learner work for a minimum period of 6 months following certification of the learner, unless any other specific agreement has been made in writing with RSL.

Centres must retain 20% of all learner work, including a sample of each grade category, examples of each type of assessment method, examples covering each tutor/assessor and evidence of assessment and internal verification for a minimum of 5 years following certification.

# Communicating with RSL

Send all email queries to vocational@rslawards.com rather than to specific members of staff. This will ensure your email is directed to the correct person.

Include as much detail as possible in the email, including the name of the centre. If the query refers to specific learners, include their full names so we can investigate the query. Avoid sending multiple emails as this causes an email backlog and delays response times.

Our telephone number is 0345 460 4747 and our phone lines are open Monday to Friday 8.30am to 5pm.

We can help with most administrative queries over the phone. If the query is more complex, it may need review and we will be unable to provide a solution over the phone. In these instances, we will ask for the query to be put in writing via email.

Our response time for queries is 5 working days. We will always endeavour to respond more quickly but this may not always be possible, particularly at busy times of the year. If it will take longer than 5 working days, we will provide an update.

When we send out communications to all centres, we will email all members of staff with accounts on the RSL Administration Site. Any emails will come from the vocational@rslawards.com email address. To avoid emails going to junk mail, we recommend adding this email address to your email contact list. If we need to contact a centre directly, we will normally contact only the QR for the centre.

# Support for Centres

RSL is committed to providing support for its centres from the point at which they receive approval to deliver RSL vocational qualifications.
The support offered includes:
- Syllabus documents and unit specifications
- Help and Support page
- CPD Sessions

**Help and Support Page**

All resources can be found in the 'Help and Support' section of the RSL administration site: cloud.rslawards.com/secure/vocational/help-and-support

The current content of the Help and Support page includes key documents/forms, exemplars, templates, videos from CPD events and standardisation materials. We continually add to the content available from this page in order to support centres in delivering our vocational qualifications.

# Planning for Delivery

**Key Dates Calendar**

The RSL key dates calendar outlines all processes which need to be met by centres to successfully deliver RSL qualifications. The key dates calendar is updated each academic year and is available on our website here and from the Help and Support section of the RSL administration site.

There are two versions of the key dates calendar:
• qualifications WITH external assessment
• qualifications WITHOUT external assessment.

The key dates calendar is purposefully structured as a tick list to allow the key dates to be ticked off throughout the academic year.  This year we have also released a version in a which is grouped into activities so centres can easily see all the dates associated with a particular process.  For example, all the dates associated with the moderation process are grouped together.

When planning delivery, centres need to take the key dates into account. For example, sufficient internally assessed units need to be completed by the date for moderation. The final date for inputting grades is the date at which all final grades need to be input, so all assessment, resubmission attempts and internal verification will need to take place prior to this date to ensure the grades can be entered by the deadline.

We recommend centres print and/or save a copy of the key dates calendar to refer to regularly. If dates change during the academic year, an email will be sent to the centre's quality representative.

**Tips for Key Dates Calendar Submissions**

The key dates calendar must be adhered to by every centre, annually. If dates are missed without sufficient reasoning, an investigation may be conducted into the centre.

The key dates calendar may include new tasks annually, based on Ofqual / CCEA / Qualifications Wales' direction or a change to process. Read the most up-to-date version carefully — do not make assumptions based on previous year's key dates.

Use the headings indicated for each task when uploading documents. If the incorrect heading is used, the document may be missed and your centre may risk being noted as non-compliant with the key dates calendar.

At the start of the year, we recommend discussing with your team who is responsible for each of the key dates. It is very easy to assume somebody else has completed a task, especially when everyone is busy. This is particularly important where more than one qualification suite is delivered within a centre.

# Registering Learners

Our Registration and Certification Policy details all aspects of registration and certification for RSL qualifications. The policy can be found on our website here: https://www.rslawards.com/policies-regulations/ It is vital that centres familiarise themselves with the RSL policy as different awarding organisations have different rules.

Once approved, centres can register learners for the approved qualification(s). It is vital that centres register learners on the correct qualifications at the start of the academic year and by the deadline date specified in the key dates calendar, which is published on our website: https://www.rslawards.com/vocational-qualifications-dates-fees/ This page also contains fees for the current academic year. Registrations made after the published date will be subject to a late registration fee.

For details about how to make registrations, refer to the guide Managing Learner Registrations at the end of this handbook.

For more details regarding specifics of registrations, refer to the RSL VQ Registration and Certification Policy.

# Cybersecurity

Given the increasing reliance on technology, it is crucial that centres have mitigations in place to reduce the risk of cyber-attacks.

It is difficult to give specific guidance given the variety in centre types and resources available in each centre.

RSL recommend reviewing the JCQ guidance for centres which can be found here - https://www.jcq.org.uk/wp-content/uploads/2023/11/Guidance-for-centres-on-cyber-security_23_FINAL.pdf

We also recommend using the National Cyber Security Centre website which can be found here - https://www.ncsc.gov.uk/section/education-skills/cyber-security-schools and https://www.ncsc.gov.uk/section/information-for/small-medium-sized-organisations

# Certification and Grade Input

**Grading Deadline**

The key dates calendar identifies a date for a grading deadline for all completed internally assessed units results to be input into the RSL administration site (cloud.rslawards.com). Certification cannot take place if grades have not been input into the site. We recommend inputting grades throughout the academic year when units are completed so that the workload is spread throughout the academic year. If the grading deadline is missed, certification cannot be guaranteed in line with the key dates calendar.

Centres must complete and submit an 'Accuracy of Grade Input Declaration,' as identified in the key dates calendar. For more details, refer to the relevant key dates calendar.

**Partial Achievement / Unit Certification**

If there are learners who have achieved units but not enough GLH/TQT to achieve the qualification registered on, they may be eligible for unit certification or partial achievement. Both partial achievement and unit certification are reliant on a successful moderation having been completed.

For more details about validation and certification, refer to the VQ Registration and Certification Policy, available on our website: rslawards.com/about-us/policies-regulations.

# Complaints

RSL takes all enquiries and complaints seriously. We are committed to continuous quality improvement and in meeting the expectations of our centres and their learners as well as the requirements set by our regulators. We investigate all complaints in line with the RSL Complaints Policy.

# Qualification Titles and QANs

| Music Practitioner Qualifications | | |
|---|---|---|
| **Level** | **Qualification** | **QAN Code** |
| 1 | RSL Level 1 Certificate in Performance for Music Practitioners | 603/3305/4 |
| | RSL Level 1 Certificate in Technology and Composition for Music Practitioners | 603/3306/6 |
| | RSL Level 1 Award For Music Practitioners | 601/7988/0 |
| | RSL Level 1 Certificate in Business for Music Practitioners | 600/6654/4 |
| | RSL Level 1 Certificate For Music Practitioners | 601/7995/8 |
| | RSL Level 1 Extended Certificate For Music Practitioners | 601/7993/4 |
| | RSL Level 1 Diploma For Music Practitioners | 601/7994/6 |
| 2 | RSL Level 2 Certificate in Performance for Music Practitioners | 603/3303/0 |
| | RSL Level 2 Certificate in Technology and Composition for Music Practitioners | 603/3304/2 |
| | RSL Level 2 Award For Music Practitioners | 601/7989/2 |
| | RSL Level 2 Certificate in Business for Music Practitioners | 600/6658/1 |
| | RSL Level 2 Certificate For Music Practitioners | 601/7990/9 |
| | RSL Level 2 Extended Certificate For Music Practitioners | 601/7991/0 |
| | RSL Level 2 Diploma For Music Practitioners | 601/7992/2 |
| 3 | RSL Level 3 Subsidiary Diploma for Music Practitioners (Performance Table Qualification) | 601/7691/X |
| | RSL Level 3 Extended Diploma For Music Practitioners (Performance Table Qualification) | 601/7693/3 |
| | RSL Level 3 Certificate For Music Practitioners | 600/6607/6 |
| | RSL Level 3 Extended Certificate For Music Practitioners | 600/6611/8 |
| | RSL Level 3 Subsidiary Diploma For Music Practitioners | 600/6613/1 |
| | RSL Level 3 Diploma For Music Practitioners | 600/6609/X |
| | RSL Level 3 Extended Diploma For Music Practitioners | 600/6612/X |

## Creative and Performing Arts Qualifications

| Level | Qualification | QAN Code |
|---|---|---|
| 1 | RSL Level 1 Certificate in Creative and Performing Arts | 601/7679/9 |
| | RSL Level 1 Certificate in Creative and Performing Arts | 601/8613/6 |
| | RSL Level 1 Extended Certificate in Creative and Performing Arts | 601/8198/9 |
| | RSL Level 2 Certificate in Creative and Performing Arts | 601/7680/5 |
| 2 | RSL Level 2 Certificate in Creative and Performing Arts | 601/8614/8 |
| | RSL Level 2 Extended Certificate in Creative and Performing Arts | 601/8199/0 |
| | RSL Level 2 Diploma in Creative and Performing Arts (Performance Table Qualification) | 601/8615/X |
| 3 | RSL Level 3 Diploma in Creative and Performing Arts (Performance Table Qualification) | 601/7682/9 |
| | RSL Level 3 Extended Diploma in Creative and Performing Arts (Performance Table Qualification) | 601/7683/0 |
| | RSL Level 3 Certificate in Creative and Performing Arts | 601/8200/3 |
| | RSL Level 3 Subsidiary Diploma in Creative and Performing Arts | 603/6467/1 |
| | RSL Level 3 Diploma in Creative and Performing Arts | 601/8616/1 |
| | RSL Level 3 Extended Certificate in Creative and Performing Arts | 601/8201/5 |
| | RSL Level 3 Extended Diploma in Creative and Performing Arts | 601/8617/3 |

## Creative Digital Media Qualifications

| Level | Qualification | QAN Code |
|---|---|---|
| 1 | RSL Level 1 Award in Creative Digital Media | 603/4292/4 |
| | RSL Level 1 Certificate in Creative Digital Media | 603/4293/6 |
| | RSL Level 1 Extended Certificate in Creative Digital Media | 603/4294/8 |
| 2 | RSL Level 2 Award in Creative Digital Media | 603/4295/X |
| | RSL Level 2 Certificate in Creative Digital Media | 603/4296/1 |
| | RSL Level 2 Extended Certificate in Creative Digital Media | 603/4297/3 |
| | RSL Level 2 Diploma in Creative Digital Media | 603/4298/5 |
| 3 | RSL Level 3 Award in Creative Digital Media | 603/4301/1 |
| | RSL Level 3 Certificate in Creative Digital Media | 603/4299/7 |
| | RSL Level 3 Extended Certificate in Creative Digital Media | 603/4300/X |
| | RSL Level 3 Subsidiary Diploma in Creative Digital Media | 603/4302/3 |
| | RSL Level 3 Diploma in Creative Digital Media | 603/4303/5 |
| | RSL Level 3 Extended Diploma in Creative Digital Media | 603/4304/7 |

## Creative Music Industry Qualifications

| Level | Qualification | QAN Code |
|---|---|---|
| 1 | RSL Level 1 Award in the Creative Music Industry | 603/6426/9 |
| | RSL Level 1 Certificate in the Creative Music Industry | 603/6427/0 |
| | RSL Level 1 Extended Certificate in the Creative Music Industry | 603/6428/2 |
| | RSL Level 1 Diploma in the Creative Music Industry | 603/6429/4 |
| 2 | RSL Level 2 Award in the Creative Music Industry | 603/6430/0 |
| | RSL Level 2 Certificate in the Creative Music Industry | 603/6431/2 |
| | RSL Level 2 Extended Certificate in the Creative Music Industry | 603/6432/4 |
| | RSL Level 2 Diploma in the Creative Music Industry | 603/6433/6 |
| 3 | RSL Level 3 Award in the Creative Music Industry | 603/5393/4 |
| | RSL Level 3 Certificate in the Creative Music Industry | 603/5394/6 |
| | RSL Level 3 Extended Certificate in the Creative Music Industry | 603/5395/8 |
| | RSL Level 3 Subsidiary Diploma in the Creative Music Industry | 603/5396/X |
| | RSL Level 3 Diploma in the Creative Music Industry | 603/5397/1 |
| | RSL Level 3 Extended Diploma in the Creative Music Industry | 603/5398/3 |

## Creative Practitioner Qualifications

| Level | Qualification | QAN Code |
|---|---|---|
| 4 | RSL Level 4 Certificate for Creative Practitioners | 601/4422/1 |
| | RSL Level 4 Extended Certificate for Creative Practitioners | 601/4595/X |
| | RSL Level 4 Diploma for Creative Practitioners | 601/4247/9 |
| | RSL Level 4 Extended Diploma for Creative Practitioners | 601/4329/0 |

## Creative Industries Practitioners Qualifications

| Level | Qualification | QAN Code |
|---|---|---|
| 3 | RSL Level 3 Subsidiary Diploma for Creative Industries Practitioners | 603/6335/6 |
| | RSL Level 3 Diploma for Creative Industries Practitioners | 603/6341/1 |
| | RSL Level 3 Extended Diploma for Creative Industries Practitioners | 603/6342/3 |
| 4 | RSL Level 4 Certificate for Creative Industries Practitioners | 603/5924/9 |
| | RSL Level 4 Diploma for Creative Industries Practitioners | 603/5927/4 |
| | RSL Level 4 Extended Certificate for Creative Industries Practitioners | 603/5925/0 |
| | RSL Level 4 Extended Diploma for Creative Industries Practitioners | 603/5928/6 |
| | RSL Level 4 Subsidiary Diploma for Creative Industries Practitioners | 603/5926/2 |
| 5 | RSL Level 5 Certificate for Creative Industries Practitioners | 603/5929/8 |
| | RSL Level 5 Diploma for Creative Industries Practitioners | 603/5932/8 |
| | RSL Level 5 Extended Certificate for Creative Industries Practitioners | 603/5930/4 |
| | RSL Level 5 Extended Diploma for Creative Industries Practitioners | 603/5933/X |
| | RSL Level 5 Subsidiary Diploma for Creative Industries Practitioners | 603/5931/6 |

| Creative Art & Design Qualifications | | |
|---|---|---|
| Level | Qualification | QAN Code |
| 3 | RSL Level 3 Award in Creative Art and Design | 603/6472/5 |
| | RSL Level 3 Certificate in Creative Art and Design | 603/6474/9 |
| | RSL Level 3 Extended Certificate in Creative Art and Design | 603/6475/0 |
| | RSL Level 3 Subsidiary Diploma in Creative Art and Design | 603/6476/2 |
| | RSL Level 3 Diploma in Creative Art and Design | 603/6478/6 |
| | RSL Level 3 Extended Diploma in Creative Art and Design | 603/6479/8 |

# Helpful Links

The below links will help you find key documentation for the delivery of RSL qualifications.

Help and Support Site (you will need to log in)
- CPD resources and recordings
- Exemplar materials
- Key Documents/Forms
- Templates
- Standardisation Materials

VQ Syllabuses

VQ Policies and Forms (Make sure to scroll down the page to the heading VQ Policies)

Key Dates calendars

Fees

UCAS points

# **How To:** Manage Learner Registrations

## Key information

**Using the RSL administration site**

Centres are responsible for registering and managing their learner registrations using the RSL administration site (cloud.rslawards.com). If you do not have an account for the administration site, you can create one at cloud.rslawards.com/create-account. Forward the email address used for your account, along with the name of your centre, to vocational@rslawards.com and we can link the account to your centre on the system. You will not be able to see the details of your centre until this has been processed. For details on using the RSL administration site, please refer to How To: Use the RSL Administration Site.

# How to create a 'Cohort'

Before you can register learners you need to create a 'cohort' (a set of units to achieve one of RSL's vocational qualifications). Once you have created a cohort you can then add learner registrations to it. If you have already registered learners that wish to 'top up' to a larger qualification, see: How to 'top up' a learner registration

## Steps for creating a cohort

| | |
|---|---|
| **1.** | Select **Cohort** from the user dropdown menu<br>OR<br>Click **View Prog.** from the dashboard |
| **2.** | Click **Add New Cohort** |
| **3.** | Enter your cohort name (this can be whatever you wish to call the cohort and is purely for your reference) |
| **4.** | Select qualification type:<br>• **Performance table qualification**<br>• **Non-performance table qualification** |
| **5.** | Select a qualification |
| **6.** | Select a pathway |
| **7.** | Choose duration of the course to be delivered (1, 2 or 3 years) |
| **8.** | Tick confirmation of qualification type (whether it is on the performance tables or not) |
| **9.** | Click **Next** |
| **10.** | Review cohort details |
| **11.** | Select core unit |
| **12.** | Select optional unit |
| **13.** | Click **Add Optional Unit** if further optional units are required; click the red **x** to remove an optional unit |
| **14.** | Ensure that credits selected are equal to or exceed total credits |
| **15.** | Click **Next** |
| **16.** | Review and tick confirmation statement |
| **17.** | Click **Add New Cohort** |
| **18.** | You will see a 'Success' page, with options to return to the Cohorts page, add other cohorts or to add new learner registrations; if you do not see a 'success' page, the cohort has not been created |

# How to amend an existing cohort

Once a cohort has been generated on the site, it cannot be amended. However, the site allows you to 'clone' the cohort you wish to edit, creating a new version of the cohort that you can amend the details for.

## Steps for cloning an existing cohort

**1.**　On the Cohorts page, select **View** for the cohort you wish to amend

**2.**　In the summary screen, select **Clone Cohort**

*This will take you through the steps of generating a new cohort, with the information from the previous cohort filled in.*

**3.**　Continue through the steps of creating a cohort as described in the section: How to create a cohort; once completed, you will be able to register learners onto the cloned cohort.

### Deleting the original cohort

Once the amended cohort has been created you can delete the original qualification from the cohorts page.

## Steps for deleting the original cohort

**1.**　On the Cohorts page, select **View** for the qualification you wish to amend

**2.**　In the summary screen, select **Delete Cohort**

**3.**　Review and tick confirmation statement

# How to register learners

There are two ways that you can register new learners:

1. Single learner registration
2. Bulk learner registration

| | **Steps for registering learners individually** |
|---|---|

| | |
|---|---|
| **1.** | Select **Learners** from the user dropdown menu<br>OR<br>Click **View Learners** from the dashboard |
| **2.** | Click **Add New Learner Registrations** |
| **3.** | Select **Single learner registration** |
| **4.** | Select the relevant 'cohort' from the dropdown menu |
| **5.** | Click **Next** |
| **6.** | Review registration details (qualification and starting assessment year) |
| **7.** | Enter learner details:<br>• First name<br>• Surname<br>• Name on certificate<br>• Date of birth<br>• Gender<br>• Unique learner number (10 digits) |
| **8.** | Click **Next** |
| **9.** | Review and tick confirmation statement |
| **10.** | Click **Add New Learner Registrations** |
| **11.** | You will see a 'success' page, with options to add more learner registrations or to view learners; if you do not see a 'success' page, the learner has not been registered |

## Steps for registering learners in bulk

| | |
|---|---|
| **1.** | Select **Learners** from the user dropdown menu<br>OR<br>Click **View Learners** from the dashboard |
| **2.** | Click **Add New Learner Registrations** |
| **3.** | Select **Many, using the bulk registration feature** |
| **4.** | Select the relevant cohort from the dropdown menu |
| **5.** | Click **Next** |
| **6.** | Review registration details (qualification and starting assessment year) |
| **7.** | Copy and paste your learner registration data into the 'Bulk learner data' box — the information on each line must consist of the following six values, separated by commas (,):<br>• First name<br>• Surname<br>• Name on certificate<br>• Date of birth: in the format 'YYYY-MM-DD' (for example: '2001-12-25')<br>• Gender: 'female', 'male' or 'unspecified'<br>• A 10-digit unique learner number<br><br>*Typically, the learner data may originate in other systems or exist in a spreadsheet. To prepare this information for upload you can save the spreadsheet as a comma-separated values (CSV) file and then open the CSV file in either Notepad (Windows) or TextEdit (Mac). You will then see the data as comma separated text. All the lines of text need to be selected, then copied and pasted into the 'Bulk Learner Data' box.* |
| **8.** | Click **Process Learner Data for Review** |
| **9.** | It may take several moments for the system to process the data; once it is complete you will be shown one of the following:<br>• A list of errors to correct — these must be corrected before you can proceed<br>• A list of matching learners — listed under the 'Matching Learners' heading; these are learners the system has identified as potential duplicates (i.e. same unique learner number or name and date of birth); you will have to manually review these and click **include** for any who are not duplicates<br>• A list of learners who were successfully processed and can be added to the system successfully |
| **10.** | Once you have corrected any errors, review all learners to be included in the bulk registration — listed under the 'Processed Learner Data' heading |
| **11.** | Click N**ext** |
| **12.** | Review and tick confirmation statement |
| **13.** | Click **Add New Learner Registrations** |
| **14.** | You will see a 'success' page, with options to add more learner registrations or to view learners; if you do not see a 'success' page, the learner has not been registered |

# How to 'top up' a learner registration

Topping up a registration will apply if you have learners who have previously achieved credits that you wish to count towards a larger qualification (e.g. if learners have completed a Level 3 Subsidiary Diploma in Year 1 and you wish to top up their qualification to a Level 3 Extended Diploma). You must use this process to top up learner registrations — if you create a new registration this will not link the learner's registration to their previously achieved credits, causing problems with certification.

When topping-up a qualification, ensure that the new cohort includes all the units the learner has already completed as well as the units the learner plans to complete.

| **Steps for topping up a learner registration** |
|---|

| 1. | Create a cohort for the course you are topping up<br>(see section: [How to create a cohort](#) on page 2) |
|---|---|
| 2. | Select **Learners** from the user dropdown menu<br>OR<br>Click **View Learners** from the dashboard |
| 3. | From the 'Learners' page, click **Learner Registration Top-up** |
| 4. | Select a cohort or qualification, this will identify the learners who will be 'topped-up' |
| 5. | Select a cohort from the drop-down menu. This will be the qualification the learners are registered to |
| 6. | Select the learner registrations to apply the top-up to |
| 7. | Click **Next** |
| 8. | Review and tick confirmation statement |
| 9. | Click **Top-Up Learner Registrations** |
| 10. | You will see a 'success' page, with options to top-up more learner registrations or to view learners; if you do not see a 'success' page, the learner registration has not been topped up |

# How to view and edit learner accounts

Centres can manage various details of their learners through RSL's administration system:

1. View learner accounts and registrations
2. Edit a learner's details

## Steps for viewing learner accounts

**1.** Select **Learners** from the user dropdown menu
OR
Click **View Learners** from the dashboard

**2.** You can search for learners by specifying any or all of the following criteria and clicking **search**:

- First name
- Surname
- Assessment year
- Qualification
- Unit

*You can search the name fields for text that appears anywhere in the learner's name, for example, a search for 'and' would find names such as Anderton, Branderson and Copeland. Clicking the search button without any criteria filled in provides a list of all learners, but is limited to a maximum of 500 learners.*

**3.** Search results are presented as a table with learner name, qualification, grade and two clickable links: 'Learner' and 'Registration'

**4.** From the search results page, clicking **Learner** leads to the learner's record, displaying:

- Learner details (name, name on certificate, delivery centre, date of birth, gender, unique learner number)
- Learner registrations (the qualifications this learner is registered for)
- Learner logs

**5.** From the search results page, clicking **Registration** leads to the learner's record, bringing up a page showing the learner's academic record for the qualification (i.e. a list of all units the learner is registered for), in the following columns:

- Type (core or optional unit)
- Unit code and name (the symbol EA indicates that the unit is externally assessed)
- Progress (a circle for each learning outcome in the unit, filled in for completed learning outcomes)
- Grade
- Credits
- Assessment year
- Options (clickable links 'View' and 'Grade' (internal assessment) or 'Upload' (external assessment)

*The page also shows a log of actions/changes to this registration, references to any invoices for this registration, certificates issued, appeals and special considerations applications linked to the registration.*

**6.** From the 'Registration' page, clicking **View** against a unit will bring up a list showing:

- Learning outcome wording
- Grade (if any have been entered)
- Date graded
- Evidence types

*This page also shows any files uploaded against the unit and a log of actions/changes.*

## Steps for editing a learner's details

**1.** Follow steps 1 to 4 from <u>Steps for viewing learner accounts</u> (page 7)

**2.** On the learner's record, choose the item **Edit Learner Details** from the 'Options' dropdown menu

**3.** The following fields can be edited:

- Name on certificate*
- Date of birth
- Gender
- Unique learner number

*\* To change the learner's first name, or surname, you will need to contact RSL head office*

**4.** To confirm the changes, click **Edit Learner Details**; to discard the changes, click **Cancel**

**5.** You will see a 'success' page, with options to return to the learner's details or to search for another learner; if you do not see a 'success' page, the learner's details have not been changed

# How to change a learner's unit configuration or assessment year

Centres can change details of the units and assessment years that learners are registered onto using RSL's administration system.

| | Steps for changing a learner's unit configuration |
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| **1.** | From the user dropdown menu, choose the item **Learners**<br>OR<br>From the dashboard, select **Learners and Registrations**<br>OR<br>Follow this link |
| **2.** | Click **Change Unit Configuration** |
| **3.** | On the 'Step 1 of 3 - Search and Select Learners' page, you can search for learners by cohort, by qualification title or by assessment year; once you have chosen your search parameters, clicking **search** brings up a list of learner registrations, in the following columns:<br>• Learner name<br>• Qualification<br>• Unit (and assessment year) |
| **4.** | From this list you can tick to select the learner registrations you wish to edit or you can choose 'Select All' to amend all of the learner registrations on the list; once you have selected the learners, click **next**<br><br>*Note that if you select multiple learners, the same change will be made to all learners selected.* |
| **5.** | On the 'Step 2 of 3 - New Unit Configuration' page you can amend the core and optional units for the selected learners, add additional optional units to the registrations by clicking **Add Optional Unit**, and change the assessment year that each unit is set to be completed in; once you have selected the learners, click **next**<br><br>*This page also shows the total credits for the amended registrations, as compared to the qualification credit total.* |
| **6.** | On the 'Step 3 of 3 - Confirm Changes for Approval' page you will be asked to review the changes that you made* and explain why these changes were made; to confirm the changes, add a 'reason for change' in the field provided and click **Submit Unit Change Request**<br><br>*Units which have been added will be shown in blue, with a + symbol next to the name; units that are unchanged will be shown in green, with a ✓ symbol next to the name; units that have been removed will be shown in red, with a × symbol next to the name.* |
| **7.** | You will see a 'success' page, with options to return to the 'Learners' page or to add another unit change request<br><br>*The RSL Administration Team will review each unit change request within 5 working days. If all changes are approved, you will receive an email confirming these changes have been successful. If there are any issues with the changes requested, you will receive an email explaining the issue and clarifying what needs to be resolved.* |

# How to withdraw a learner registration

**Withdrawing a learner registration before the deadline**

Up to the deadline indicated in the Key Dates calendar (available from Key Documents/Forms on the Help and Support page), centres can withdraw learner registrations made for the current academic year and receive a refund of the learner's qualification fees. Withdrawal requests can be made after this date, but the qualification fee will not be refunded.

| **Steps for withdrawing a learner registration before the deadline** |
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| **1.** | From the user dropdown menu, choose the item **Learners**<br>OR<br>From the dashboard, select **Learners and Registrations**<br>OR<br>Follow this link |
| **2.** | Search for the learner by specifying any or all of the following criteria and clicking **search**:<br>• First name<br>• Surname<br>• Assessment year<br>• Qualification<br>• Unit |
| **3.** | From the search results page, click **Registration** for the learner |
| **4.** | From the 'Options' dropdown menu, select **Withdraw Learner Registration** |
| **5.** | Review and tick confirmation statement |
| **6.** | Click **Withdraw Learner Registration** |
| **7.** | You will see a 'success' page, with options to return to the learner's registration or to search for another learner; if you do not see a 'success' page, the learner's details have not been changed |

**Withdrawing a learner registration after the deadline**

To withdraw a registration after the deadline given in the Key Dates calendar, you will need to complete a Change to Registration Confirmation Form and return it to vocational@rslawards.com. We will then make the withdrawal on your centre's behalf.

# **How To:** Use the RSL Administration Site

## Key information

**The RSL administration site**

The RSL administration site is based at [cloud.rslawards.com](cloud.rslawards.com). It is the online system for all RSL administrative processes. This guide will cover all processes on the system apart from registering learners. For details on learner registrations, please refer to [How To: Manage Learner Registrations](). Each centre has their own area within the site, which they need a login to access.

The administrative processes conducted through the RSL administration site include:

- The submission of all centre documentation for quality assurance purposes including assessment and internal verification plans
- Submission of samples of internally assessed work for moderation
- Submission of all learner work and associated documents for external assessment (controlled)
- The release of external assessment (controlled) briefs for the current academic year
- The release of grades for the external assessment (controlled)
- Registration of learners on the correct qualification
- Input of grades for internally assessed units
- Generation of learner progress reports

# How to navigate the system

**Signing in to the site**

Once your account is set up, you can sign in to the RSL administration site by going to the RSL website ([rslawards.com](rslawards.com)), selecting 'Sign-in' from the top menu bar and clicking on **VQ Sign-in**. Once you are signed into the RSL administration site, you will be on a page called 'My Secure Area'.

**User dropdown menu**

Once your are signed in you will see a dropdown menu in the menu bar with your username. From this menu you can access all of the pages that are available for your account. This menu will be referred to as the 'user dropdown menu' throughout the RSL How To Guides.

**User dashboard**

Each user has a 'dashboard', which includes links to frequently used pages and news and updates from RSL. This dashboard can be reached by clicking on **Vocational Tools** from the 'My Secure Area' page or by clicking on **Dashboard** from your user dropdown menu. This page will be referred to as the 'dashboard' throughout the RSL How To Guides.

# How to set up user accounts

**Site access**

In order to access your centre's site on cloud.rslawards.com, each member of staff will need a login. When going through centre approval, the main centre contact (quality representative) will be given a login for the site. There are two types of access allocated:

1. Tutor
2. Centre administrator / quality representative

**Adding a centre administrator / quality representative account**

If a member of staff needs centre administrator access, they can create an account at cloud.rslawards.com/create-account. Forward the email address used for your account, along with the name of your centre, to vocational@rslawards.com and we can link the account to your centre on the system. You will not be able to see the details of your centre until this has been processed. Centre administrators and quality representative have the same access rights within the site. The only difference is that each centre needs to nominate one quality representative as the main point of contact and this is logged within the site by RSL Head Office.

**Adding a tutor account**

A quality representative / centre administrator can add a tutor for their centre by following the below steps. The only difference in tutor access is that they don't have access to the 'Billing' section of the site or the ability to add another member of staff as a tutor.

| **Steps for adding a tutor account for your centre** |
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| **1.** | Select **Staff** from the user dropdown menu<br>OR<br>Click **View Staff** from the dashboard |
| **2.** | Click **Add New Tutor** |
| **3.** | Enter the tutor's first name, surname and email address |
| **4.** | Tick the confirmation box, confirming their access level for the site |
| **5.** | Click **Add Tutor** |
| **6.** | If the tutor account has been added, you will see a 'success' page, with the option to add another tutor, or to view the tutor's details; if you do not see a 'success' page, the tutor account has not been added |

# How to upload and view documentation

**Uploading documents**

You will be required to submit documentation (such as assignment briefs to be reviewed at a centre visit) through the RSL administration site. The guidance below does not apply to the submission of learner work for a summative moderation sample or the controlled external assessment. See the sections How to upload documentation for a moderation sample or How to upload work for controlled external assessment for those circumstances.

| | Steps for uploading documents |
|---|---|
| **1.** | Select **Documents** from the user dropdown menu<br>OR<br>Click **View Documents** from the dashboard |
| **2.** | You will be on a 'Submission System' page, where you will see any documents that have been previously uploaded |
| **3.** | Click **New Submission** from the 'Options' menu |
| **4.** | Select the correct document type, following the guidance in the Key Dates calendar (available from Key Documents/Forms on the VQ Help and Support page) |
| **5.** | Upload the files |
| **6.** | Select the assessment year that the documents apply to (most likely to be the current year) |
| **7.** | Optional: Add notes for the person who will be looking at the document<br>*We recommend using notes to provide context as to why documents have been uploaded and, if needed, to specify which documents are contained with zipped files.* |
| **8.** | Click **Upload Documents** |
| **9.** | If your document has uploaded, you will see a 'success' page, with the option to submit more files, view this submission or view all submissions; if you do not see a 'success' page, the documents have not uploaded |

**How to view responses to documents**

If you are a centre administrator or quality representative, when there is a document available for you to view (such as a response to your assignment briefs) you will receive an email notification telling you to login to view the document. You will find the new document uploaded against your original document on the 'Submission System' page. Clicking on **View** next to the document will bring up a page where you can view and download the submission and responses.

# How to upload assessment & internal verification plans

**Uploading assessment & IV plans**

You will be required to submit assessment & IV dates for each unit being delivered in the current assessment year. This was previously managed through the submission of an excel spreadsheet, but this year the dates will be input directly on to the site.

| **Steps for uploading documents** |
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| **1.** | Select **Cohort** from the user dropdown menu |
| **2.** | You will be presented with the cohorts being delivered in the current assessment year |
| **3.** | Click **View Cohort** |
| **4.** | All units to be delivered will be presented to you. Please select 'Add Assessment & IV Dates' for each unit |
| **5.** | Please input dates for the following:<br><br>• Hand out date<br>• Hand in deadline<br>• Marking deadline<br>• Internal verification<br>• Resubmission deadline<br>• IV of resubmission<br>• Assessor name<br>• Internal verifier name |
| **6.** | Click 'Submit dates' |

# How to input grades for internally assessed units

You will only be able to input grades into the system for internally assessed units in the current academic year. Any externally assessed unit grades will be input at RSL Head Office and made available on the date in the Key Dates calendar.

There are two ways that you can input learner grades:

1. Single learner grading
2. Bulk learner grading

| | **Steps for inputting learner grades individually** |
|---|---|
| **1.** | Select **Learners** from the user dropdown menu<br>OR<br>Click **View Learners** from the dashboard |
| **2.** | Select the qualification and/or unit you wish to grade<br>OR<br>Leave the search fields blank to search for all your learners |
| **3.** | Click **Search** |
| **4.** | Search results are presented as a table with learner name, qualification, grade and two options to click: 'Learner' and 'Registration' |
| **5.** | Click **Registration** to view the learner's registration page |
| **6.** | On the 'Registration' page you will see a section called 'Units', with a list of each unit that the learner is registered on and two options to click: 'View' and 'Upload' |
| **7.** | Click **Grade** to bring up a table with the learning outcomes for the relevant unit |
| **8.** | Input a grade for each learning outcome and enter the date graded using the dropdown provided |
| **9.** | Optional: Enter the types of evidence that the learner completed<br><br>*We recommend entering evidence types as this simplifies the moderation process for our Standards Verifiers.* |
| **10.** | Click to confirm whether the learner has been internally verified for the unit (this will allow your Standards Verifier to select an appropriate sample if needed for this unit) |
| **11.** | Click **Submit Unit Updates** to complete the process |
| **12.** | If the learner was graded, you will see a 'Success' page, with options to return to the learner's registration or search for another learner; if you do not see a 'Success' page, the documents have not uploaded |
| **13.** | On the 'Success' page you will also see a section called 'Other Learners Registered on the Same Unit', from here you can grade the remaining learners for this unit, following the steps above |

**Bulk learner grading**

This tool allows you to grade multiple learners on the same unit. You can input any details that all the learners share first, then input each learner's individual grades. We advise that you don't leave your computer inactive during the grading of multiple learners as this may cause our system to sign you out partway through the process and you will lose any progress. The bulk grading tool is not available on mobile devices.

| | **Steps for inputting multiple learner grades** |
|---|---|
| **1.** | Select **Bulk Grade** from the dropdown menu |
| **2.** | You will see a dropdown menu with all of the units that are included in your centre's qualification programmes |
| **3.** | Select the unit that you wish to grade |
| **4.** | Click the tick box if you want to exclude learners on the unit who have already been graded |
| **5.** | Click **Next** |
| **6.** | Enter the date graded using the dropdown provided, if this is consistent across all learners |
| **7.** | Optional: Enter the types of evidence that the learners completed, if this is consistent across all learners<br>*We recommend entering evidence types as this simplifies the moderation process for our Standards Verifiers.* |
| **8.** | Click **Next** |
| **9.** | You will now see a page for the first learner (their name will be stated in bold at the top of the page); the table will contain any dates or evidence types entered in the previous step |
| **10.** | Input a grade for each outcome |
| **11.** | Input the date graded (if not entered previously) |
| **12.** | Indicate whether the learner has been internally verified for the unit<br>*This will allow your Standards Verifier to select an appropriate sample if needed for the unit.* |
| **13.** | Click **Next** |
| **14.** | Continue grading learners as per steps 10 to 13<br>*At the top of the page you will see a 'Grading Progress' heading, which shows you how many learners are registered on this unit and how many you have graded so far.* |
| **15.** | Once you have graded all of the learners on the unit you will see a 'success' page with the option to **Bulk Grade Another Unit**; if you do not see a 'success' page, the grades have not been successfully updated |

# How to upload documentation for a moderation sample

A sample for summative moderation will be selected through the RSL administration site. You will receive an automated email that will tell you which units and learners have been selected for the sample. You will then need to upload work against each learner. All work must be clearly labelled with the learner name, centre name, unit number and assignment title. Please do not upload work for the whole group against each learner.

| Steps for uploading documentation for a moderation sample |
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|---|---|
| **1.** | Select **EQA Sample Requests** from the user dropdown menu |
| **2.** | If there is an EQA Sample Request generated for your centre, you will see the sample request here<br>*You will receive one request for each qualification that is running at your centre.* |
| **3.** | Click **View** next to the sample request to see the units and learners requested for the sample |
| **4.** | Click the **Upload Samples** button on the right hand side<br>*The unit number will also appear in the button. For example: Upload CAPA 304 Samples.* |
| **5.** | To upload work against a learner, tick the box next to the learner, choose 'select files' to choose the appropriate files, and add any notes necessary |
| **6.** | Click **Upload Samples** |
| **7.** | You will see a 'success' page with the option to upload more samples; if you do not see a 'success' page, the samples have not uploaded successfully |
| **8.** | To review the overall status of the sample, click **View EQA Sample Request** |
| **9.** | To review all EQA sample requests, click **View All EQA Sample Requests** |

# How to access external assessment (controlled conditions) briefs

External assessment (controlled conditions) briefs for the current academic year will be released to centres with learners registered on externally assessed units on the date identified in the Key Dates calendar. For the security of the external assessment (controlled conditions) briefs, they will be uploaded to the 'External Assessment' area of the RSL administration site. They will not be sent via email.

| Steps for accessing the controlled external assessment briefs |
| --- |

| 1. | Select External Assessments from the user dropdown menu |
| --- | --- |
| 2. | On the 'External Assessments' page, click **Controlled External Assessment Briefs** |
| 3. | External assessment (controlled conditions) briefs for the current academic year will be available to download for units your centre has learners registered on |

# How to upload work for external assessment (controlled conditions)

Learner work for external assessment (controlled conditions) is to be uploaded against the individual learner registration. Once learner work has been uploaded, their grade will say 'Pending' until the release date published in the Key Dates calendar.

| **Steps for uploading work for external assessment (controlled conditions)** |
| --- |

| **1.** | Select External Assessments from the user dropdown menu |
| --- | --- |
| **2.** | On the 'External Assessments' page, make sure the current assessment year is selected and click **Search** to bring up all learners registered on external assessment for this year<br><br>*You can filter by unit by selecting the 'Unit' dropdown before clicking Search.* |
| **3.** | Click **Upload** next to the learner registration |
| **4.** | Once you have added the files, click Upload Unit Files |
| **5.** | You will see a 'success' page; if you do not see a 'success' page, the files have not uploaded successfully |
| **6.** | When files have been successfully uploaded, the 'Status' column in the learner registration will change to 'File(s) uploaded' |
| **7.** | Repeat steps 3 to 5 with the remaining learners |

# How to generate and view reports

The RSL administration site can generate reports, which give an overview of the progress of learner registrations.

## Steps for generating and viewing reports

**1.** Select **Reports** from the user dropdown menu

**2.** This will show you various options for generating reports:
- **Certificate** — This lists all certificated learner registrations and units for the chosen assessment year (for final end-of-year results use the Validated Learner Registrations report)
- **Internal Verification** — This lists the total number of internally verified units and the percentage of learners for each unit which have been internally verified
- **Learner Registrations** — This lists all non-withdrawn learners registered for the given assessment year, including those that are not finishing their qualification in that year
- **Unit Progress** — This lists a unit's progress for the chosen assessment year, detailing all learners that are registered onto a given unit in a given year, the learning outcomes that they have completed, their unit grade (if graded), and whether they are internally verified
- **Validated Learner Registrations** — This lists all learners that have finished their qualification in the given assessment year and have had their final grade validated and finalised

**3.** Click on the **View** button to the right of each report option to choose it

**4.** For your chosen report, you will see a dropdown list of assessment years

**5.** Choose the assessment year and click Generate Report to create the report

**6.** The report will be shown as a table with all the relevant learners and information listed

**7.** You can then download the report as a CSV spreadsheet file; the 'Validated Learner Registrations' report can also optionally be downloaded as a PDF document that lists all the learner qualification grades with RSL branding.