How To
Manage Learner Registrations

Contents

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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.

Related guides

How To: Use the RSL Administration Site
How To: Check Learner Registrations for Accuracy
Centre Handbook

Additional support

Please direct any queries about managing learner registrations to vocational@rslawards.com

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 on page 8.

Important - Whenever a new cohort of learners is to be registered, a new 'Cohort' must be generated on the cloud.rslawards.com site. All Assessment & IV Plan dates and moderation details will be linked to each 'Cohort'.

Steps for creating a cohort

1.	Select **Cohort** from the user dropdown menu OR Click **View Prog.** from the dashboard
2.	Click **Add New Cohort**
3.	Enter your cohort name. Please ensure this includes the assessment years in which the qualification is to be delivered for future reference (for example 2023-2025)
4.	Select qualification type: • **Performance table qualification** (with external assessment) • **Non-performance table qualification** (without external assessment)
5.	Select a qualification
6.	Select a pathway
7.	Tick confirmation of qualification type (whether it is on the performance tables or not)
8.	Click **Next**
9.	Review cohort details
10.	Select core unit
11.	Select optional unit
12.	Click **Add Optional Unit** if further optional units are required; click the red **x** to remove an optional unit
13.	Ensure that credits selected are equal to or exceed total credits
14.	Click **Next**
15.	Review and tick confirmation statement
16.	Click **Add New Cohort**
17.	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 cohoer 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 (page 2); 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 OR 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: • First name • Surname • Name on certificate • Date of birth • Gender • 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
OR
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 (,):

   - First name
   - Surname
   - Name on certificate
   - Date of birth: in the format 'YYYY-MM-DD' (for example: '2001-12-25')
   - Gender: 'female', 'male' or 'unspecified'
   - A 10-digit unique learner number

   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:

   - A list of errors to correct — these must be corrected before you can proceed
   - 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
   - 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 **Next**

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 (see section: How to create a cohort on page 2)
2.	Select **Learners** from the user dropdown menu OR 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

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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.

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

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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

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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.

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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 Steps for viewing learner accounts (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

1. From the user dropdown menu, choose the item **Learners**
OR
From the dashboard, select **Learners and Registrations**
OR
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:

- Learner name
- Qualification
- 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**

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**

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**

**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

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

1.	From the user dropdown menu, choose the item **Learners** OR From the dashboard, select **Learners and Registrations** OR Follow this link
2.	Search for the learner by specifying any or all of the following criteria and clicking **search**: • First name • Surname • Assessment year • Qualification • 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.