

## INTRODUCTION

Learner registration is an integral part of the overall quality assurance process. Centres must register each learner in line with IMI requirements to ensure that each learner is uniquely identified for the product and/or service they are working towards. They must take appropriate and reliable steps to confirm each learner's identity prior to registration taking place.

**It is a requirement that learners undertaking regulated qualifications are registered within 90 days from the start of programme.**

*Failure to adhere to our learner registration requirements including late registrations, both infrequent and persistent, will be regarded as maladministration (see section 1.10).*

Centres must register learners using the IMI's online registration system which can be accessed via IMI Connect. The website also contains detailed instructions on how to use the online registration system.

*\*For EPA Registrations, candidates will need to be registered directly in epaPRO. Guidance on this can be found within the support materials section within epaPRO.*

The process for registering learners is essentially the same for each type of registration, although the information required (mandatory fields) may vary (e.g. IMI Accredited Assessments require employer details to be entered at the point of registration and Apprenticeship Standards require start dates on programme and expected End Point Assessment (EPA) date).

Learner registrations made online will be processed within 48 hours. In order for the IMI to deliver this, it is essential that requests to register learners are valid and can be processed without the need for further information.

*Note: The IMI reserves the right to refuse to register learners if the correct procedure has not been followed or if there are concerns about the quality assurance within the centre and/or sanctions in place (see section 1.11).*

## PRE-REQUISITES FOR LEARNER REGISTRATION

Before a learner can be registered, the centre must have suitable resources in place and have been approved by IMI to offer the product and/or service.

The centre must ensure that learners will be registered on the most appropriate product and/or service and that they understand all the requirements, particularly the assessment process. Centre personnel must also ensure that they take into account any reasonable adjustments or special considerations required for learners or any exemptions and/or RPL they may have.

## REGISTERING LEARNERS

When a centre registers learners, there is specific information which must be supplied.

*Note: Failure to supply all the information required will result in the learner registration being delayed or rejected.*

- approved centre details:
  - centre name
  - approved centre number
  
- learner details:
  - title
  - full name, as it is to appear on any certificates issued (not in capitals)
  - date of birth
  - gender
  - ULN/SCN (where applicable)

*Note: Centres are encouraged to provide additional information such as learners' home address, employer details that are mandatory for registrations on IMI Accredited and Apprenticeship Standards.*

- qualification details:
  - name of the qualification
  - qualification number
  - any optional units required.
  
- Apprenticeship Standard details:
  - name of the Apprenticeship Standard
  - package code (this can be found from the fees & charges pages situated on the IMI website)

*Note: The IMI online registration system enables centres to register learners on individual units as well as full regulated qualifications.*

In order for the IMI to process registrations promptly, all mandatory information must be provided, otherwise the registration will be rejected. Examples of why registrations are rejected include:

- learner's date of birth is missing or invalid (for example 01/01/1901)
- qualification numbers not included
- optional units not selected
- initials are used rather than full name
- details are provided in capital letters

*\*For EPA Registrations, all required data fields and bulk import templates can be found within the support materials section within epaPRO. Candidates can be registered individually or via bulk. It is the responsibility of the provider to ensure the candidate is registered on the correct version of the standard.*

## IMI ACCREDITED LEARNING PROGRAMME MANDATORY DATA FIELDS

### Professional Development Certificate - Mandatory learner details

- First name
- Surname
- Date of birth
- Email
- Tel

### Professional Achievement Certificate - Mandatory learner details

- First name
- Surname
- Date of birth

#### Home address

- Address 1
- City / Town
- Postcode
- Country
- Email
- Tel

### Professional Register Certificate - 1 and 3 year options - Mandatory learner details

- First name
- Surname
- Date of birth

#### Home address

- Address 1
- City / Town
- Postcode
- Country
- Email
- Tel

#### Work address

- Employer
- Position
- Address 1
- City / Town
- Postcode
- Country

## UNIQUE LEARNER NUMBERS (ULN)

For regulated qualifications, it is not mandatory for centres to enter a learner's ULN when registering them however it is strongly recommended. For Apprenticeship Standards it is a

mandatory requirement to enter a learner's ULN when registering. When these details are entered, we will confirm the accuracy of the ULN with the Learning Records Service (LRS).

This is an automated service which works as follows:

- Each week, a validation process is run which checks all unconfirmed ULNs on our system with the LRS based on three fields (first name, surname and date of birth)
- The LRS returns a result against each ULN:
  - Confirmed – All three fields match and the ULN has been confirmed. The ULN is then locked on our system as confirmed.
  - Rejected – At least one of the three fields does not match and an error code is provided. The ULN is removed from our system at this point.
- An automated email is sent to the nominated ULN contact at the centre informing them of the result:
  - Confirmed – There is nothing further for the centre to do.
  - Rejected – The LRS generated error code is provided in this email. The centre is advised to check the error code and make the relevant update(s). Centres can make the necessary updates on the IMI online registration system using the 'Learner' 'Modify Existing' tab. Once the updates have been made centres are advised to re-insert the ULN so it can be included within the next validation process.

*Note: please be advised that it is not possible to amend a mandatory field marked with an \*. In these instances the IMI should be contacted to make the amendment and a charge will be made.*

## THE ONLINE REGISTRATION PROCESS

The IMI online registration system is accessed via IMI Connect. To use this system, centre personnel must have been granted administration rights by the IMI and issued with their own PIN.

To logon to the online registration system via the website, centre personnel will have to enter their chosen username and password. There are four ways to register learners online:

### ▪ individual registration

This method is used to register a single learner or when a group of learners need to be registered, the learner's details are entered first, then the product and/or service that the learner is to be registered for needs to be selected.

### ▪ batch registration

This method is used when a batch of learners are to be registered on the same product and/or service. This needs to be selected first, then the learners' details are to be added.

### ▪ group registration

This method is used where a centre registers learners on the same selection of products on a regular basis. In order to set up a 'group', these will need to be 'pre-defined' using the 'Centre' 'Define Registration Group' tab. A group code will then be allocated as part of the set-up process for the centre to use when registering learners using this method.

- **spreadsheet**

This method is used where a centre wishes to register learners using an excel spreadsheet. The default template should be downloaded and used to ensure that all necessary fields are completed when using this method.

In all instances the system enables new learners' details to be entered and also provides a search facility so that existing learners can be located and their details used.

A unique IMI learner registration number is issued the first time a learner is registered and should always be used if the learner is registered again.

It is essential that the correct learner details are used when registering them. It is particularly important the learner's full name is used as this is the name that will be printed on their certificate upon achievement. Please note that a slight variance in details entered for learners already in the system will result in a duplicate record being created.

Learner registrations are acknowledged by an automated email. Confirmation emails are sent out at 7pm on the same day provided the registration was submitted before 3pm, otherwise they will be sent out the following day. Each email should be checked to ensure that the details are correct and the IMI contacted should any changes be required.

*Note: A charge will be made to amend learner registration details on the system.*

**Full instructions on how to use the IMI online learner registration system are available on the IMI website (<https://tide.theimi.org.uk/>).**

Issue Number	Effective Date	Amendments	Reason for Amendments
10	01 August 2025	1. Additional information added regarding making EPA registrations via epaPro	1. New system epaPro now used for EPA registrations