

Centre Guidance

Requirements for electronic Recommendation for Award of Credit Forms (eRACs) and the distribution of Access to HE Diploma Certificates



A. Completion and submission of Recommendation for Award of Credit Forms (eRACs)

1. As soon as eRACs are available on QuartzWeb, following the registration of the students, they should be checked for accuracy in terms of the units listed, required rules of combination for the Diploma and student names.
2. If there are any errors, the AVA should be notified as soon as possible so that amendments can be made to the database.
3. The eRACs should be completed by the nominated member(s) of staff prior to the Final Award Board. Please refer to the QuartzWeb Access Tutor Guide for further guidance on the completion of eRAC's.
4. Rules of combination for the Diploma must be correct for the Diploma being claimed.
5. It is advisable for the eRACs to be checked by someone who has not completed the form, for instance the students themselves and/or the Internal Moderator.
6. All eRACs must be available for the External Moderator at the start of the moderation meeting so that any issues can be resolved before the Final Award Board.
7. Registration of a student on the day of the Final Award Board will incur a late charge plus the registration fee.
8. Once all awards have been confirmed by the Final Awards Board and the eRACs have been checked for accuracy, they should be uploaded to QuartzWeb ready for the Lead Moderator to verify and submit to the AVA. Please refer to the Claiming Certification section of the QuartzWeb Access to HE Administrator Registration and Certification Guide for this process, which can be found on our website [here](#).

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B. Secure distribution of Access to HE Diploma Certificates

1. Once the eRACs are received by the AVA, the results are entered onto the database and the certificates produced and checked. These will be sent to providers by First Class Recorded Delivery.
2. Achievement of the Access Diploma will be certificated with the standard format Access to HE Diploma certificate and a standard format achievement transcript listing all the units and grades achieved. The AVA will process certificates within 5 working days from receipt of a correctly completed eRAC and certificates issued within 10 working days.
3. For partial completion of the Access Diploma a standard format achievement credit transcript will be issued listing the units grades and credits achieved, which have been counted towards achievement of the Access Diploma.
4. **Access unit achievement outside of the Access Diploma** – If you have approval to deliver single Access units outside of the Access Diploma, please complete the relevant eRAC which can be found on QuartzWeb under the approved course title. These must be prepared in the same way as the Access Diploma eRACs and the student work will be subject to the same moderation process, however **no grades will be awarded and the results will not be confirmed via the Final Award Board**. The Lead Moderator will verify achievement via Quartzweb following the same process as for the Access Diploma results.
5. On receipt, the certificates must be checked against provider records from the Final Awards Board, including the correct spelling of student names and the unit grades awarded.
6. Once checked, the Diplomas and credit transcripts must be sent promptly and securely to students, or arrangements made for their collection. This should be given high priority and take place within 15 working days of receipt of the certificates. Where students are contacted to collect their certificates, any which have not been collected within 15 working days of notification should be sent to students using a secure method. Centres should maintain a record of the dates that certificates are distributed/collected for each student. Centres are not permitted to withhold correctly issued certificates or results from students under any circumstances, regardless of any disputes (such as non-payment of fees). **Please ensure that there is someone available over the summer who is able to complete this process and manage any certification queries as they arise.**

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7. Centres will be asked to confirm that Diplomas and achievement credit transcripts have been received, checked for accuracy, and sent on to students or collected. The **Access Diploma Qualification Receipt Form** will be issued for all Access Certificates and must be returned within 15 working days of receipt of the form, to confirm that certificates have been checked for accuracy and issued to students.
8. Records of students' Access certificates and transcripts should be kept for a **minimum period of 3 years**.
9. If errors are identified through the checking process, the AVA should be notified immediately. If the fault lies with the AVA, no charge will be made for replacement certificates. If the fault lies with the provider replacements are charged at £25 each.
10. Duplicate Certificates can be provided on receipt of a written request, a form is available from the AVA office, the website or Sharepoint.
11. Replacement certificates can be provided to students if records are available, **up to 10 years from the award date**. Requests received for a certificate which was achieved more than 10 years ago will be considered on a case by case basis.
12. Should a certificate be sent to a provider by the AVA in error, it must be **returned immediately**.
13. Should it come to light that a certificate has been sent out to a student in error by a provider, the AVA must be informed immediately and the provider should make every reasonable effort to **retrieve it and return it to the AVA**. The AVA will inform the QAA of any such cases and keep them informed of the action taken to rectify the issue.
14. In cases where students have been sent an Access to HE Diploma Certificate in error, any subsequent request for a reference to support an application to Higher Education, which cites the Access to HE Diploma as an achieved qualification, must be declined.

Any queries about the process of completing, checking and submitting eRACs or the distribution of Access to HE Certificates should be sent to Stephen Collinson, Customer Service and Operations Team Leader at Stephen.collinson@oneawards.org.uk

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