

## **GA Learner Identity Verification Procedure**

### **Document Overview**

This procedure sets out the requirements for approved centres to verify the identity of learners registered for Gatehouse Awards (GA) qualifications and examinations.

Centres are responsible for ensuring that the identity of each learner entered for assessment has been verified. Failure to carry out appropriate identity checks may result in results being withheld and may lead to malpractice investigations in line with the *GA Malpractice and Maladministration Policy and Procedure*.

### **Learner Identity Verification**

Approved centres must ensure that the identity of all learners is verified prior to learner registration and confirmed again on the day of any controlled examination where applicable.

Centres must have appropriate procedures in place to confirm learner identity and must maintain records showing that these checks have been completed.

### **Acceptable Identification**

Centres should normally request at least one form of government-issued photographic identification. Examples include:

- Passport
- Driving licence
- National identity card
- Voting ID card (where applicable)

The identification document must contain a photograph of the learner, the learner's name, the learner's date of birth, and show no visible signs of alteration or tampering. Only original documents should (no photocopies) should be accepted.

### **Learners Without Photographic Identification**

Where learners do not possess photographic identification, centres may verify identity using **two** alternative forms of identification.

Examples of alternative forms of identification include:

- utility bill
- bank statement
- official letter from a government authority (e.g. HMRC)
- birth certificate
- court notice
- letter from a doctor or hospital.

Centres must ensure that the documentation provided appears genuine and that the learner's identity can be reasonably verified.

### **Learners under 18**

For learners under 18 attending a recognised educational institution, identity may be confirmed by the centre through school records or by staff who know the learner. Formal identification documents are only required where the learner is not known to the centre or where there is doubt about identity.

### **Identity Verification Prior to Registration**

Centres must verify the identity of learners before registering them for GA examinations or assessments.

The centre must confirm that:

- the name provided for registration matches the identification presented
- the photograph corresponds with the learner (where applicable)
- the document appears genuine.

Centres must maintain an internal record confirming that the identity check has taken place and make it available to GA upon request.

### **Identity Verification on the Day of the Examination**

For controlled examinations, invigilators and other delivery staff (e.g. oral examiners) must confirm the identity of all learners before the examination begins.

The invigilator must:

- ask learners to present their identification
- confirm that the photograph corresponds with the person taking the exam
- confirm that the name on the identification corresponds with the name on the examination materials and the examination form.

Learners must present their identification at the start of the exam and have it available for the duration of the exam, regardless of the exam mode (paper based or online).

### **Suspected Identity Irregularities**

Staff conducting the checks should remain alert to possible indicators of identity irregularities, including:

- significant differences between the learner's appearance and the identification photograph

- learners who appear reluctant to present identification
- identification documents that appear altered or damaged.

If a member of centre staff has concerns about a learner's identity, the following steps must be taken:

- the learner should be asked to provide additional identification
- the concern must be recorded in the Examination Report Form
- the centre must inform GA as soon as reasonably possible after the examination session.

Where the member of staff believes that the learner does not correspond with the identification presented, the concern must be escalated to the centre examinations officer or responsible member of staff immediately.

The learner may be permitted to complete the examination in order to avoid disruption to other learners. However, the incident must be reported to GA and the learner's results may be withheld pending investigation.

### **Record Keeping**

Centres must maintain records demonstrating that identity checks have been conducted. Examples of acceptable records include:

- learner identity verification records
- enrolment documentation
- signed attendance registers
- examination report forms

Centres are not required to retain copies of identification documents unless this forms part of the centre's internal procedures.

GA may request evidence of identity verification records as part of quality assurance monitoring or malpractice investigations.

### **Responsibilities**

#### **Approved Centres**

Approved centres are responsible for:

- verifying the identity of learners
- ensuring that staff conducting identity checks are appropriately trained and their approach to conducting ID checks is standardised
- maintaining records confirming that identity checks have been completed.

## **Invigilators and Other Examination Delivery Staff (e.g. Interlocutors or Examiners)**

Invigilators and other examination delivery staff must:

- confirm the identity of all learners attending the examination session
- record the outcome of identity checks in the exam Report Form as well as any other centre issued documentation
- immediately report any concerns regarding learner identity.

### **Failure to Verify Learner Identity**

Failure to verify learner identity in accordance with this procedure may constitute maladministration or malpractice and may result in sanctions being applied to the centre or learner in line with the *GA Sanctions Policy*.