

UK Professional Development Academy



Learner Identification Policy and Procedure

Learner Identification Policy and Procedure	Last Review:	January 2026
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Amended Date:	N/A
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Next planned review in 12 months, or sooner as required

Learner Identification Policy and Procedure

1. Introduction

UK Professional Development Academy verifies learner identity to protect qualification integrity, prevent impersonation and fraud, maintain accurate records and support secure certification. Identity checks will be proportionate, transparent and conducted in accordance with UK data protection law.

2. Scope

This policy applies to applicants, enrolled learners and staff involved in admissions, registration, assessment, online delivery, examinations, certification and record management.

3. Identification at Enrolment

Learners must provide sufficient evidence of identity and, where relevant, eligibility. Normally this will include a valid passport, driving licence, national identity card, biometric residence document or another reliable document accepted by UKPDA or the awarding organisation. Staff must check that the document appears genuine, matches the learner and is current where required.

4. Name and Personal Details

The learner's registered name should match the identity evidence and the awarding organisation record. Any difference, including a change of name, must be supported by suitable documentation. Learners are responsible for promptly reporting changes to contact details.

5. Unique Learner Record

Each learner will be assigned a unique UKPDA learner number. This identifier will be used across enrolment, learning, assessment, quality assurance and certification records to reduce errors and support traceability.

6. Online Access and Authentication

Learners must use their own account credentials and keep passwords confidential. UKPDA may use multi-factor authentication, live or recorded identity checks, secure assessment links, oral

questioning, authorship checks and activity records where proportionate. Learners must not allow another person to access or complete work through their account.

7. Assessment and Examination Checks

Identity may be confirmed before a controlled assessment, examination, professional discussion or presentation. For remote assessment, the learner may be asked to show photographic identification privately to an authorised member of staff. Copies or recordings will not be retained unless necessary and lawful.

8. Certification Checks

Before claiming or releasing a certificate, UKPDA will confirm the learner's name, date of birth where required, programme, achievement status and awarding organisation registration details. Errors must be resolved before certification is claimed.

9. Data Protection

Only the minimum personal data required for verification will be collected. Identity records will be stored securely, accessed only by authorised staff and retained according to the UKPDA retention schedule. Privacy information will explain the purpose, lawful basis, recipients and retention period.

10. Discrepancies and Suspected Fraud

Where information is inconsistent, UKPDA may request further evidence and temporarily restrict assessment or certification. Suspected impersonation, forged documents or identity misuse will be referred to the Quality Lead and handled under malpractice procedures. Relevant awarding organisations or authorities may be notified where required.

11. Appeals and Complaints

A learner may appeal a decision that affects enrolment, assessment access or certification. Appeals must follow the UKPDA Appeals Policy and should include relevant evidence. Complaints about the way an identity check was conducted may be raised through the complaint procedure.

12. Review

This policy will be reviewed annually, or sooner if technology, law, awarding organisation requirements, or identified risks change.