

# General Regulations

Please read these regulations in conjunction with specific Assessment Regulations provided with each qualification/unit

## Centre approval and candidate registration

1. Centres must be approved for each unit or qualification. Candidate registrations will not be accepted from non-approved centres.
2. Centres must register candidates using the on-line candidate registration system on the Centre Portal.
3. All applications for reasonable adjustments must be made as part of the on-line candidate registration process. Signature will then advise centres of the adjustments which have been allowed for the assessment (see assessment regulations for each qualification/unit for more information).
4. Candidate registrations must be submitted in due time before the assessment date. Please read assessment regulations for specific qualification/unit.
5. Centres wishing to change arrangements for their assessments already submitted to Signature (eg change of date or adding/deleting candidates) must contact their Signature [Customer Support Officer](#). Charges may apply. Signature cannot guarantee that all the changes requested can be accommodated.

Fees will not be refunded for candidates who withdraw from an assessment once the candidate registration has been submitted, unless medical evidence or details of bereavement are received.

## Assessment fees

6. Assessment fees are published annually by Signature. Centres will be invoiced for candidate registration fees once the on-line candidate registration details are submitted.

## Assessment arrangements at the centre

7. The contact person at the centre will be responsible for:
  - setting the date, time and venue for the assessment
  - provision of sufficient/suitable rooms and equipment
  - supplying the invigilator, where applicable.
8. Other personnel, friends, children and pets (except working dogs) are not permitted into the assessment area. During the assessment the following people are permitted to be present in the assessment area:
  - the candidate(s) taking part in the assessment
  - the teacher-assessor conducting or facilitating the assessment
  - the invigilator (where applicable)
  - a Signature moderator
  - *for assessments that must be recorded (eg BSL/ISL 102):* an additional person to operate the video camera
  - *with the prior approval of Signature:* prison officers, personal care assistants and other personnel may be allowed to attend. Any additional personnel of this nature must not interfere, comment or report on the assessment process.

## Assessment results

9. Assessment results will be issued on-line within 6 weeks of the assessment date. Certificates will be issued within 4 weeks, after the results released date, to candidates who have successfully completed all the units contained in each qualification. Credit certificates for single units are available on written request, for those candidates who do not intend to complete the full award.

10. Details of how to appeal against assessment results can be found on the Signature website.
11. Signature carries out occasional checks to ensure that assessments are being conducted according to the relevant regulations. Any official from Signature wishing to carry out such a check will carry a letter of authority from Signature. If there is a clear breach of the regulations s/he will report the matter to Signature and has the authority to take appropriate action.
12. The information provided by centres may be used in connection with Signature's assessments and training, our awarding and registration processes, charitable activities, products, services and events.
13. We will not disclose this information to any other person or organisation, except in connection with the above purposes. For further information please read Signature's [Data Protection Policy](#) or contact Signature.