

Alison Learning Centre (ALC) Standard Operating Procedures (v1)

(ALC is a BETA programme of Alison. All Rights Reserved)



The purpose of this guide is to ensure that all ALC employees are familiar with each administrative task which must be implemented from registering a learner, right through to presenting them with a certificate/diploma at the end of their studies.

A copy of this document must be at hand at all times so that it may be referred to by ALC staff.

Non-compliance with the SOPs described in this document will be grounds for revoking of ALC licence.



SOP 1. Registering a learner

SOP 2. Selecting and paying for a course

SOP 3. Bulk purchasing certificate/diploma vouchers

SOP 4. Maintaining learner records (All study completed online)

SOP 5. Maintaining learner records (Study completed on-and off-line)

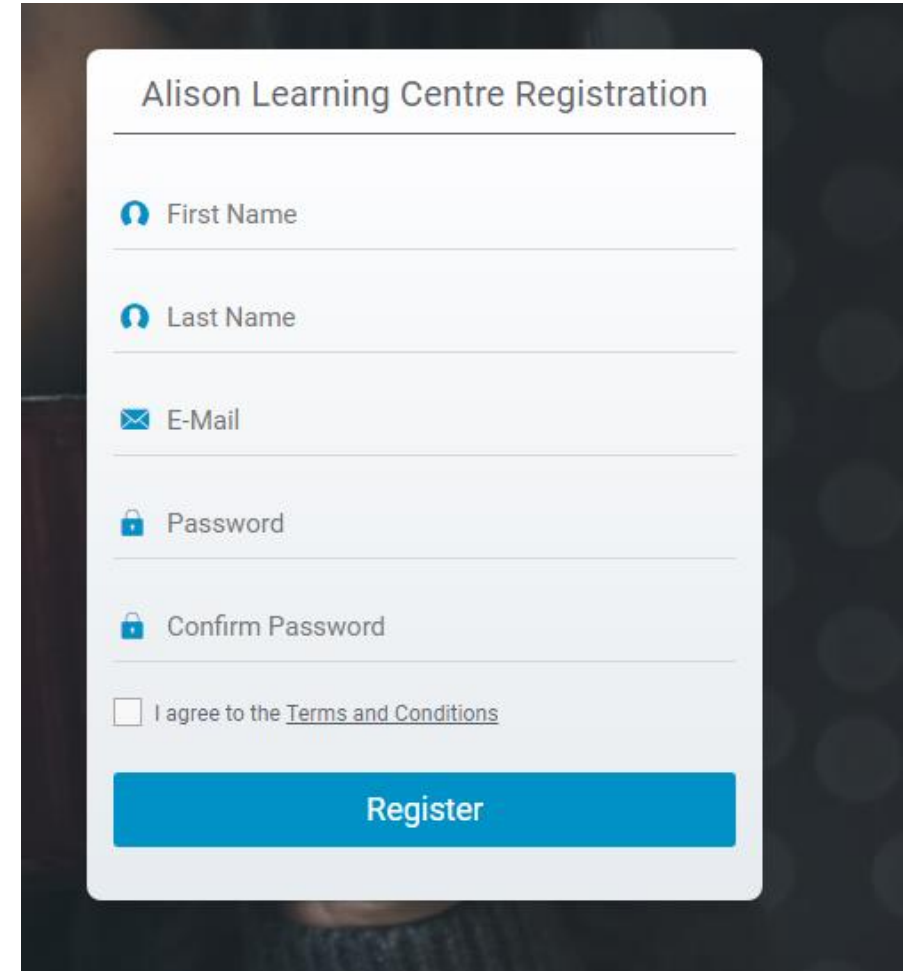
SOP 6. Scheduling a proctored assessment

SOP 7. Issuing a certificate/diploma to ALC learners

SOP 8. Issuing a certificate/diploma to someone who is not registered at the ALC



1. Switch on computer and connect to the internet
2. Enter the URL unique to your ALC
3. Ask the learner to enter the information in each field; to check the box agreeing to the terms and conditions; and to click on the 'Register' button.



Alison Learning Centre Registration

First Name

Last Name

E-Mail

Password

Confirm Password

I agree to the [Terms and Conditions](#)



SOP 2. Selecting and paying for a course

1. As per the learning facilitator's guide, help the learner to identify a certificate or diploma course they are interested in.
2. Make sure the learner reads the course description and understands the outcomes of studying the chosen course.
3. Discuss with the learner the time they will need to complete the course.
4. Tell the learner the total cost of the course, which includes the number of hours, additional tuition fees (if applicable), and the cost of the certificate/diploma through the proctored assessment.
5. Request payment for the course or agree on payment schedule for the course. *You should insist on receiving 25% of payment on enrolment and full payment before issuing a certificate/diploma – this is standard business practice and you need to make money to survive!*

Diploma Courses



The screenshot displays a grid of diploma course cards. Each card features a representative image, a category label (Diploma), a subject-specific label (Health, Lifestyle, Business), the course title, and enrollment statistics (enrollment count and a 250-hour icon). The visible courses are:

- Diploma in Caregiving - Revised 2018** (Health category, 4,173 enrollments)
- Diploma in Digital Photography** (Lifestyle category, 18,830 enrollments)
- Diploma in Six Sigma - Revised 2017** (Business category, 5,763 enrollments)

Other partially visible cards include 'Diploma in Management' and 'Diploma in Entrepreneurship'.

Try to avoid having learners enrol for courses they don't intend to complete, as this will affect your ALC's completion statistics. Sometimes it may happen that learners drop out of a course, but if you make sufficient efforts guiding your learners to select the right course for them at the beginning, drop outs should be minimized. You should really be aiming to target 90% of course enrolments resulting in a certificate/diploma. This statistic will look good on your ALC profile page, encouraging learners to sign up with your ALC for success.

SOP 3. Bulk purchasing certificate/diploma vouchers

Alison HQ expects that every person who enrolls on a certificate/diploma course at your centre will complete the course, pass a proctored assessment and receive a certificate/diploma, stamped by your centre.

1. Alison HQ will send you a list at the end of each month of the people registered at your centre, detailing the courses they are enrolled in, and invoicing you for the corresponding certificates/diplomas .
2. Within 14 days of receipt of the invoice, you will submit and pay for vouchers corresponding to enrolments, justifying where necessary why you do not purchase a voucher for someone who is enrolled on an Alison course at your centre. *Where consistently high numbers of vouchers are not purchased on behalf of enrolled learners, Alison HQ will review your operation. If reasonable justification is not found for relatively low purchase of awards, your licence will be revoked and announced on your ALC profile page.*
3. You will receive separate vouchers for each certificate and diploma.
4. Archive these vouchers safely
5. Each time one of your paid-up learners successfully completes a proctored assessment, issue them with a relevant voucher (certificate or diploma) so that they may redeem their award.
6. Keep a record of the voucher code issued to each learner.

Alison offer the opportunity to pre-pay for physical Certificates which encourages:

- ✓ Learner completion rates
- ✓ Provides a sense of achievement
- ✓ The opportunity to have a presentation ceremony

The learner can access their Certificate by redeeming a voucher, which is produced when the company/organisation pre-pay on their behalf.

You may pre-purchase vouchers to cater for learners who need a certificate/voucher during your first month of business (i.e. before you have received your first invoice), or as an ongoing strategy to ensure you can issue an award to people who register at your centre to do a short course mid-month.



1. Create a file for each learner.
2. At the end of each week, print out 2 copies of each learner's learning record
3. Present one copy of the learning record to the learner, and keep one copy in the learner's file.
4. Discuss progress with the learner and set objectives for upcoming week.
5. Make a note of your discussion and add to your learner's file.

Reporting

Learner Record

Courses

Learning paths

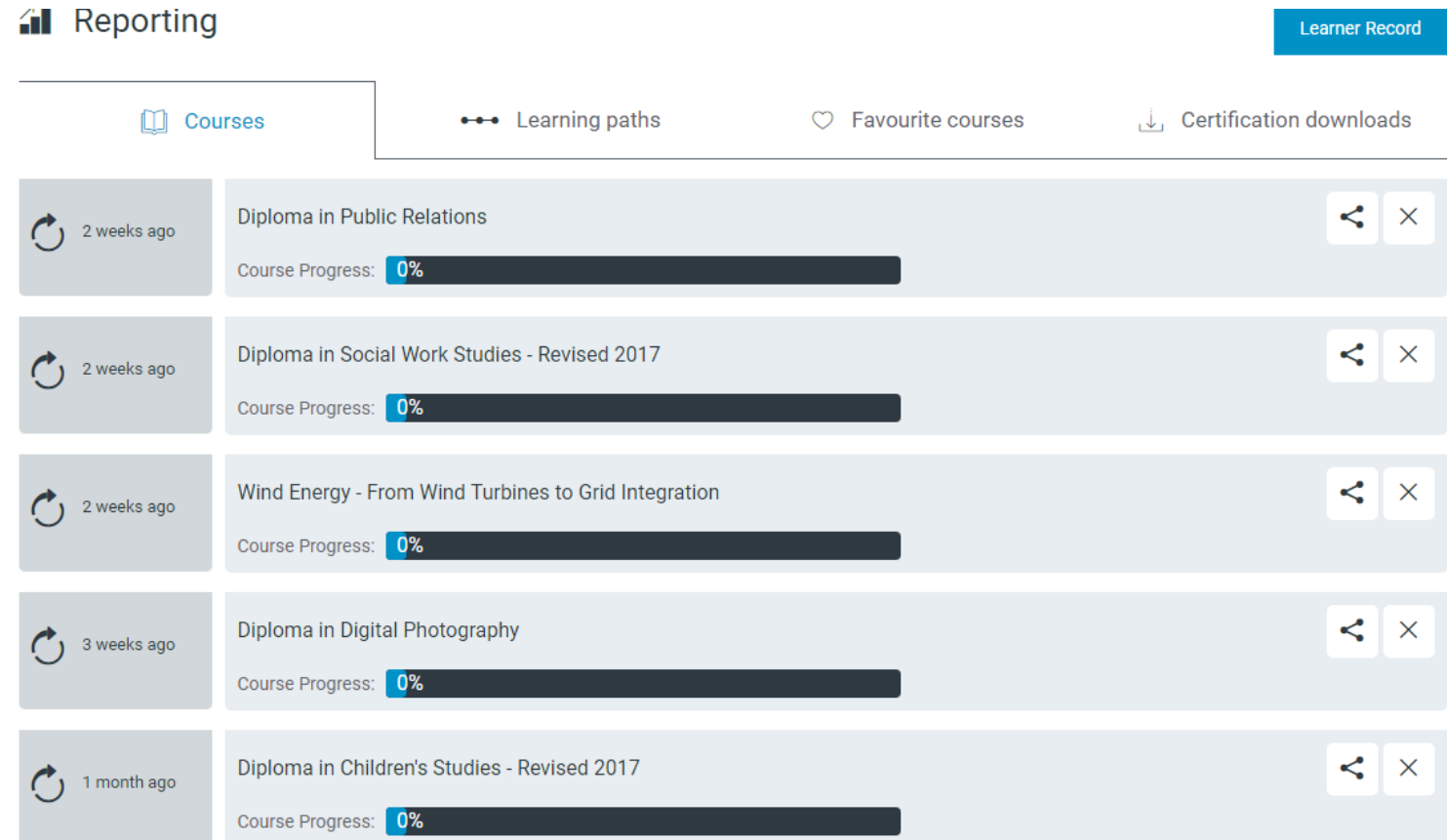
Favourite courses

Certification downloads

2 weeks ago	Diploma in Public Relations	Course Progress: 0%	Share	Close
2 weeks ago	Diploma in Social Work Studies - Revised 2017	Course Progress: 0%	Share	Close
2 weeks ago	Wind Energy - From Wind Turbines to Grid Integration	Course Progress: 0%	Share	Close
3 weeks ago	Diploma in Digital Photography	Course Progress: 0%	Share	Close
1 month ago	Diploma in Children's Studies - Revised 2017	Course Progress: 0%	Share	Close

SOP 5. Maintaining learner records – Study completed on- and off-line

1. Create a file for each learner.
2. At the end of each week, print out 2 copies of each learner's learning record
3. You may also consider developing a template for your ALC which you update each week to record the total number of hours spent studying an Alison course with tutor support.
4. Present one copy of the (online and offline) learning records to the learner, and keep one copy in the learner's file.
5. Discuss progress with the learner and set objectives for upcoming week.
6. Make a note of your discussion and add to your learner's file.


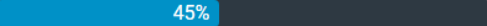







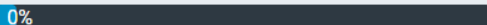



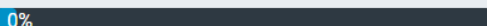








The screenshot displays the 'Reporting' section of the Alison platform. It features a navigation bar with 'Courses' selected, and other options like 'Learning paths', 'Favourite courses', and 'Certification downloads'. Below this, a list of courses is shown, each with a refresh icon, an update date, the course name, a progress bar at 0%, and share/delete icons.

Update Date	Course Name	Course Progress
2 weeks ago	Diploma in Public Relations	0%
2 weeks ago	Diploma in Social Work Studies - Revised 2017	0%
2 weeks ago	Wind Energy - From Wind Turbines to Grid Integration	0%
3 weeks ago	Diploma in Digital Photography	0%
1 month ago	Diploma in Children's Studies - Revised 2017	0%

SOP 6. Scheduling a proctored assessment

1. Request learner's record which shows they have completed all the modules in the certificate/diploma course they wish to be assessed in.
2. Where fees have not been paid for the course, including proctored assessment + certificate/diploma (and tuition provided by your centre as applies) you may ensure this is done prior to scheduling the proctored assessment at your centre.
3. Schedule a 1-hour appointment for the assessment.
4. Inform the learner to be at your centre 15 minutes before the assessment.
5. Inform the learner that they must produce valid photo ID document on the day of the assessment.
6. Check the course to ascertain if learners will be permitted to use a calculator, dictionary or other devices/materials and inform the learner.

 5 months ago	Nursing Studies - Clinical Skills: Caring for Cardiovascular Patients Course Progress:  45%	 
 5 months ago	Solar Energy - Solar Technology and Its Use Worldwide Course Progress:  0%	 
 7 months ago	Supervision Skills - Managing Employee Performance Course Progress:  0%	 
 9 months ago	Human Health - Global Health Issues Course Progress:  0%	 
 2 years ago	Zika Virus - What You Need To Know Course Progress:  100%	 

The procedure for proctoring an assessment described in the Proctors' course must be adhered to.

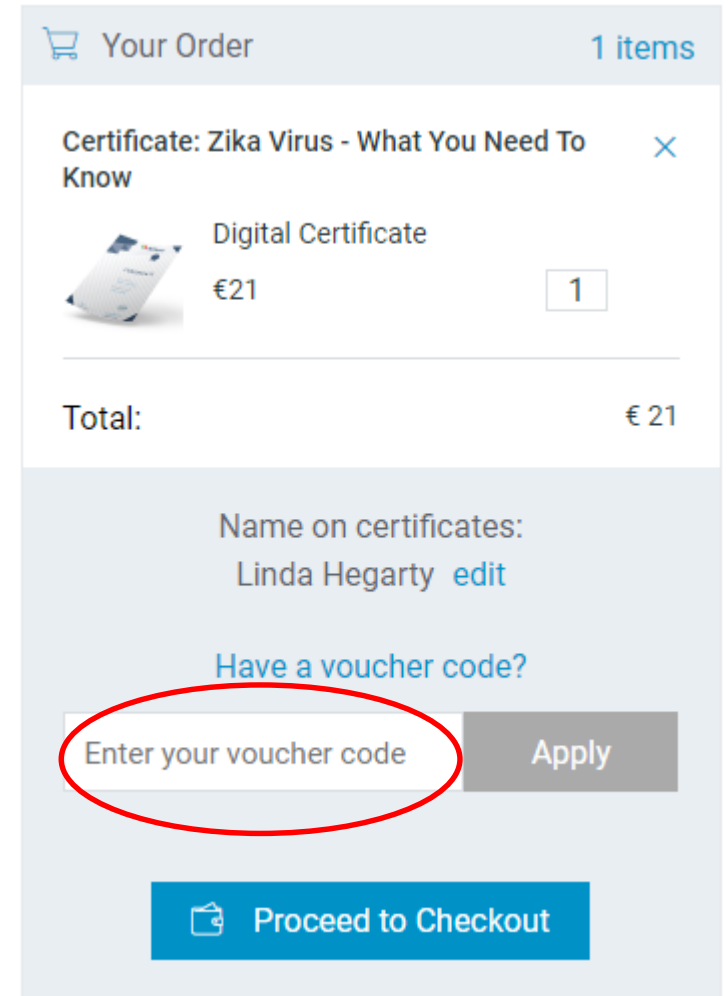


SOP 7. Issuing a certificate/diploma to ALC learners

All assessments at ALCs must be proctored, following the procedure described in the 'Proctors' guide' course.

1. Learner completes assessment and submits to attain his/her result.
2. On achievement of 80% or higher, ALC staff gives learner a pre-paid voucher, containing a code, to redeem the pdf award.
3. The learner navigates to the Alison shop, and enters the code in order to receive a pdf download.
4. ALC staff member prints the certificate/diploma.
5. ALC staff member prints the learner verification record, stating the total study time online.
6. ALC staff member, updates where applicable, the learner's offline study record.
7. ALC staff member stamps, signs and dates the certificate/diploma with the ALC proctor's stamp.
8. ALC staff member takes a photo of graduate and proctor with award and sends to Alison HQ to upload to ALC web page.
9. The learner may choose to accept the award and verification record(s) there and then, or wait until the next scheduled graduation ceremony, when they will receive the award from the ALC manager.

Where a learner does not attain the passing rate, they should schedule another hour to re-sit the assessment. A small payment may be requested by the ALC for this service.



Your Order 1 items

Certificate: Zika Virus - What You Need To Know ×

Digital Certificate
€21 1

Total: € 21

Name on certificates:
Linda Hegarty [edit](#)

[Have a voucher code?](#)

Enter your voucher code Apply

[Proceed to Checkout](#)

SOP 8. Issuing a certificate/diploma to someone who is not registered at the ALC



The vouchers purchased by your ALC can only be used by learners who are registered through your centre's unique link.

Please note that it is not currently possible to issue a Alison certificate or diploma at the discounted rate to someone who is not registered through your ALC's link.

The vouchers purchased by your centre can only be used by learners who are registered through your unique link.

While it may be possible in the future to link existing Alison accounts to your ALC programme, as an interim solution you may contact Alison at alc@alison.com to request permission to issue a voucher to someone not registered at your centre, and Alison will review and respond.

