

Alison Library Partners Programme (ALP) Standard Operating Procedures (v1)

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All ALP administrators must be familiar with each administrative task which needs to be implemented - from registering a learner, right through to issuing 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 library staff.

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



SOP 1. Finding a course

SOP 2. Registering a learner

SOP 3. Selecting a course

SOP 4. Bulk purchasing certificate/diploma vouchers

SOP 5. Maintaining learner records (All study completed online)

SOP 6. Maintaining learner records (Study completed on-and off-line; applies only to libraries where tuition services are offered)

SOP 7. Scheduling a proctored assessment

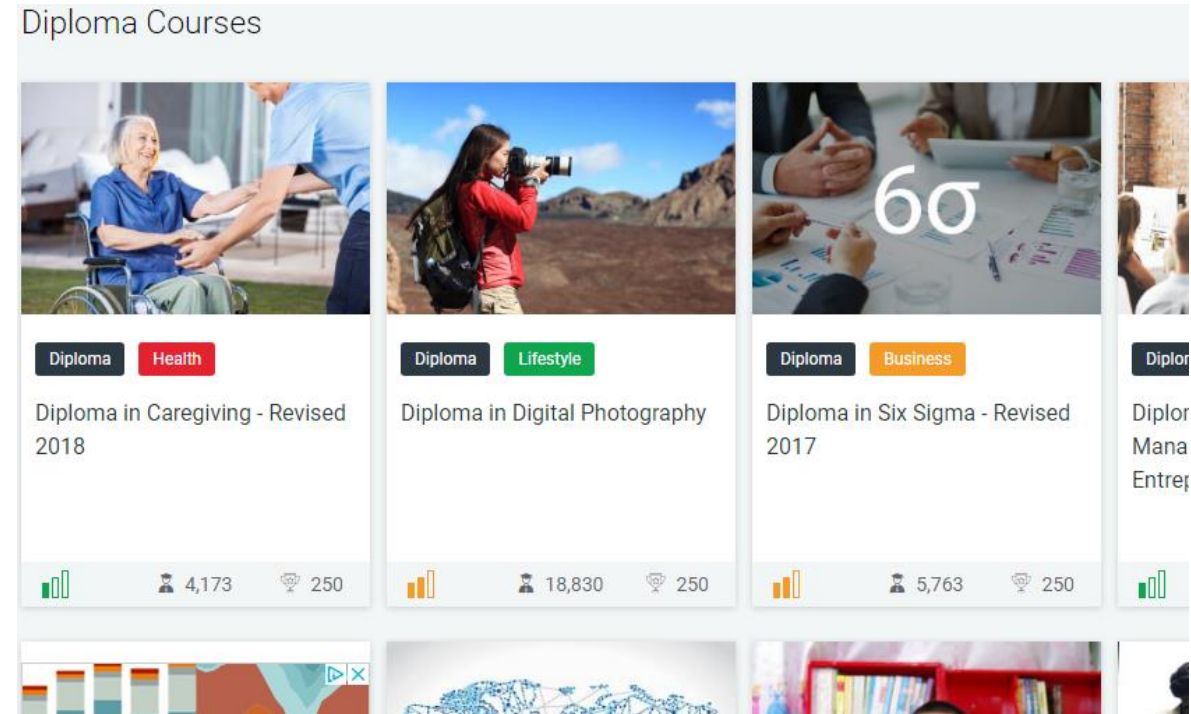
SOP 8. Issuing a certificate/diploma to ALP learners

SOP 9. Issuing a certificate/diploma to someone who is not registered on the ALP programme



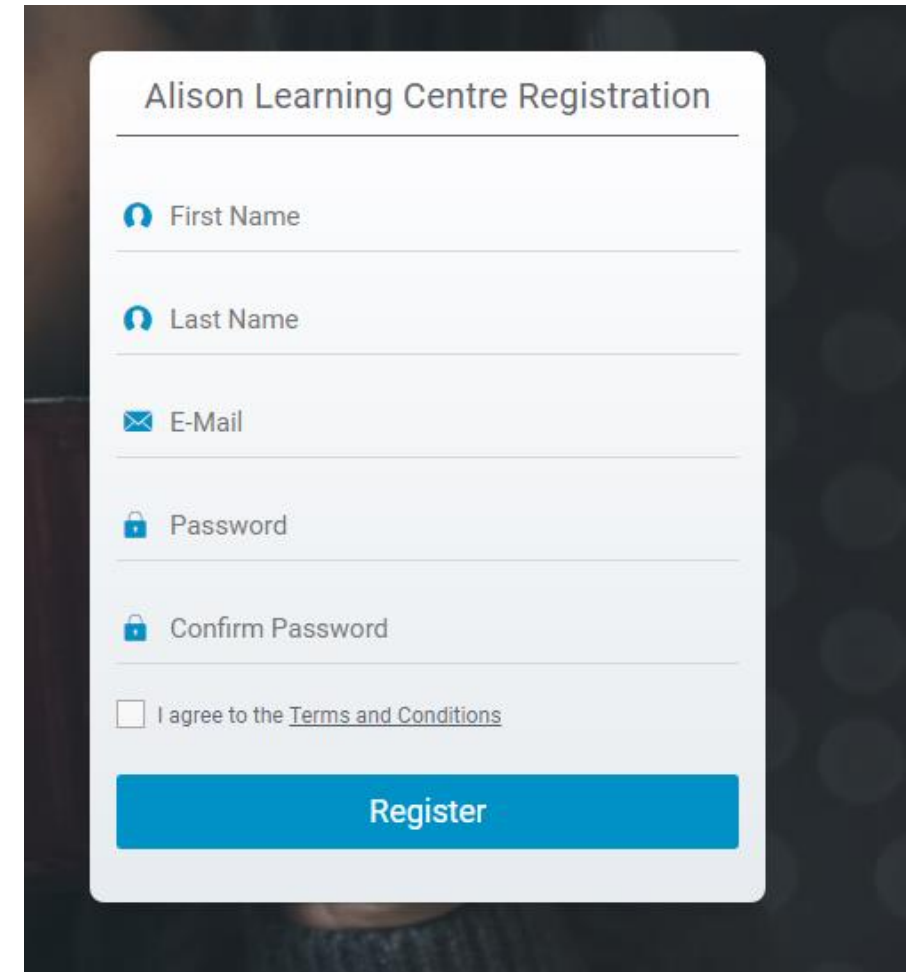
SOP 1. Finding a course

1. As per the 'Facilitating learning on Alison' topic of the Alison Library Partner (ALP) Administrator Certification course, administrators must 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 cost involved, i.e. the cost of the Alison certificate/diploma, and explain that this cost includes the use of the library, computer, internet, and proctored assessment.
5. If your library is providing tuition services, explain these fees (as applicable) before the learner enrolls on the course.



SOP 2. Registering a learner

1. Switch on computer and connect to the internet
2. Enter the URL provided by Alison which is unique to your ALP programme.
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.

A screenshot of the "Alison Learning Centre Registration" form. The form is white with a light blue border and is set against a dark background. It contains the following fields: "First Name" (with a person icon), "Last Name" (with a person icon), "E-Mail" (with an envelope icon), "Password" (with a lock icon), and "Confirm Password" (with a lock icon). Below these fields is a checkbox labeled "I agree to the [Terms and Conditions](#)". At the bottom of the form is a large blue button with the text "Register" in white.

SOP 3. Selecting a course

After SOP 1 and SOP 2 have been completed, guide your learner to enrol in the selected course.

Payment for certificates/diplomas must be made in full before you can issuing a voucher for a certificate/diploma, so you may request payment at this point, or agree on payment schedule.

Diploma Courses



The screenshot displays a grid of diploma course cards on the Alison platform. Each card features a representative image, a category label (Diploma), a specific course title, and enrollment statistics. The visible courses are:

Course Title	Category	Enrollment Count	Additional Info
Diploma in Caregiving - Revised 2018	Health	4,173	250 reviews
Diploma in Digital Photography	Lifestyle	18,830	250 reviews
Diploma in Six Sigma - Revised 2017	Business	5,763	250 reviews
Diploma in Management Entrepreneurship	Business	-	-

Try to avoid having learners enrol for courses they don't intend to complete, as this will affect your library'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 4. Bulk purchasing certificate/diploma vouchers

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

1. Alison HQ will send the chief ALP administrator in your library a list at the end of each month of the learners registered on your programme, detailing the courses they are enrolled in (with copy to the official ALP licensee).
2. You will submit an order to the ALP licensee for the certificate and diploma vouchers you wish to purchase, justifying where necessary why you are not ordering vouchers for learners who are enrolled on an Alison course at your library. *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 ALP profile page.*
3. Alison HQ will invoice *the official ALP licensee* for the requested certificate/diploma vouchers .
4. Within 14 days of receipt of the invoice, the official ALP licensee will submit and pay for vouchers corresponding to enrolments.
5. Your library will receive separate vouchers for each certificate and diploma purchased.
6. Archive these vouchers safely
7. Each time one of your learners successfully completes a proctored assessment, issue them with a relevant voucher (certificate or diploma) upon payment so that they may redeem their award.
8. 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.
















The official ALP licensee should pre-purchase vouchers to cater for learners who need a certificate/voucher during the first month of operation of the ALP programme (i.e. before you receiving the first invoice), or as an ongoing strategy to ensure that libraries can issue an award to people who register at the library to do a short course mid-month.

SOP 5. Maintaining learner records for learners who study at your library – All study completed online

1. Create a file for each learner.
2. At the end of each week, learners log in to their account and print out 2 copies of their 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 the 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	<div>Diploma in Public Relations</div> <div>Course Progress: 0%</div>	 
 2 weeks ago	<div>Diploma in Social Work Studies - Revised 2017</div> <div>Course Progress: 0%</div>	 
 2 weeks ago	<div>Wind Energy - From Wind Turbines to Grid Integration</div> <div>Course Progress: 0%</div>	 
 3 weeks ago	<div>Diploma in Digital Photography</div> <div>Course Progress: 0%</div>	 
 1 month ago	<div>Diploma in Children's Studies - Revised 2017</div> <div>Course Progress: 0%</div>	 

SOP 6. Maintaining learner records –Study completed on- and off-line (applies only to libraries where tuition services are offered)

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 ALP programme which you update each week to record the total number of hours spent studying an Alison course with off line 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.

Reporting
















[Learner Record](#)[Courses](#)[Learning paths](#)[Favourite courses](#)[Certification downloads](#)

 2 weeks ago	Diploma in Public Relations Course Progress: <div><div>0%</div></div>	 
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 1 month ago	Diploma in Children's Studies - Revised 2017 Course Progress: <div><div>0%</div></div>	 

SOP 7. 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. Schedule a 1-hour appointment for the assessment.
3. Inform the learner to be at your library 15 minutes before the assessment.
4. Inform the learner that they must produce valid photo ID document on the day of the assessment.
5. Check the course to ascertain if learners will be permitted to use a calculator, dictionary or other devices/materials and inform the learner.

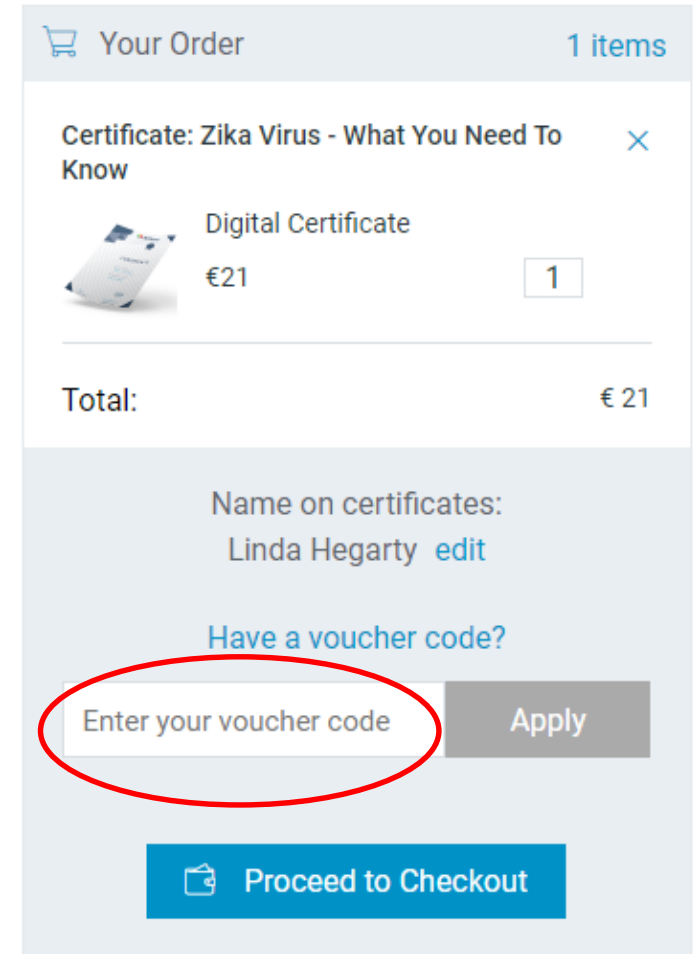
The procedure for proctoring an assessment described in the 'Proctoring Alison Assessments' topic of the Alison Library Partner (ALP) Administrator Certification course must be adhered to.

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

SOP 8. Issuing a certificate/diploma to ALP learners

All assessments at ALPs must be proctored, following the procedure described in the 'Proctoring Alison Assessments' topic of the Alison Library Partner (ALP) Administrator Certification course .

1. Learner completes assessment and submits to attain his/her result.
2. On achievement of 80% or higher, the learner pays ALP administrator the agreed fee for the certificate/diploma (local currency).
3. ALP administrator gives learner a pre-paid voucher, containing a code, to redeem the pdf award.
4. The learner navigates to the Alison shop, and enters the code in order to receive a pdf download.
5. Learner prints the certificate/diploma.
6. Learner prints the learner verification record, stating the total study time online. (ALP administrator, updates where applicable, the learner's offline study record).
7. ALP administrator staff member rubber stamps, signs and dates the certificate/diploma with the Library's ALP stamp.
8. ALP administrator takes a photo of graduate and him/herself with award and sends to Alison HQ to upload to ALP 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 (if applicable), when they will receive the award from the ALP programme manager.



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?](#)

[Apply](#)

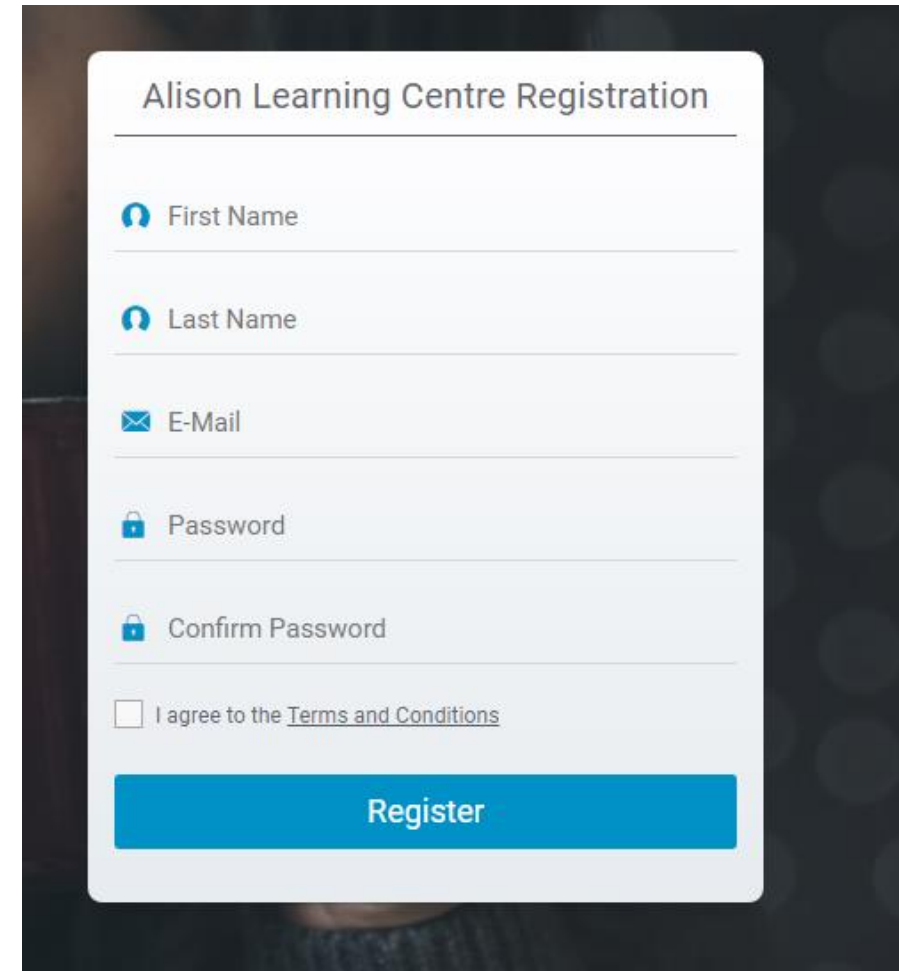
[Proceed to Checkout](#)

SOP 9. Issuing a certificate/diploma to someone who is not registered on the ALP programme

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 library's link.

The vouchers purchased by your ALP licensee can only be used by learners who are registered through your library's unique link.

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



The image shows a registration form titled "Alison Learning Centre Registration". It contains the following fields: "First Name", "Last Name", "E-Mail", "Password", and "Confirm Password". Each field has a corresponding icon (person, envelope, and padlock respectively). Below the password fields is a checkbox labeled "I agree to the [Terms and Conditions](#)". At the bottom of the form is a large blue button labeled "Register".