

# Guidance on learner gender in registration and certification

2024

## Who and what is this guide for:

This guide is designed to support centres and learners when they are recording and updating learner details on Pearson systems. It provides information for learners who hold Pearson certificates, and are no longer enrolled at a Pearson centre, but wish to apply for an amendment to a certificate.

# Pearson Education Ltd – Our Mission and Values

At Pearson, our purpose is simple: to add life to a lifetime of learning. We believe that every learning opportunity is a chance for a personal breakthrough. That’s why our c.20,000 Pearson employees are committed to creating vibrant and enriching learning experiences designed for real-life impact. We are the world’s leading learning company, serving customers in nearly 200 countries with digital content, assessments, qualifications, and data. For us, learning isn’t just what we do. It’s who we are. Visit us at [www.pearsonplc.com](http://www.pearsonplc.com)

We are regulated by the UK qualifications regulators Ofqual (England), SQA Accreditation (Scotland), CCEA Regulation (Northern Ireland) and Qualifications Wales (Wales). Our regulatory policies are integral to our approach and articulate how we meet regulatory requirements. These policies are designed to support centres and students and set out clearly our approach to the design, delivery, and award of Pearson qualifications and services.

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# 1. Scope of guidance

- 1.1 We are committed to supporting inclusivity and equality across our products and services. We are always striving to improve the accessibility of our customer-facing IT systems, and to provide online services which reflect all aspects of diversity and inclusion.
- 1.2 For all our qualifications, we record gender when registering or entering learners on our systems. This data contributes to national statistics reports. However, we recognise that learners may not wish to have this recorded or may want to update this information during their learning journey. We can support and update this through our systems. We do not indicate a learner's gender on any of our qualification certificates and results documents.
- 1.3 This guide applies to all Pearson qualifications wherever they are delivered.

## 2. Recording learner gender in registrations and entries

- 2.1 Approved centres will be asked to select a gender on our system when registering learners and we recommend this information matches centre records. This information should be provided consistently to all awarding organisations and other bodies likely to receive qualification information. This will avoid mismatches that may occur at a later stage if there is a need to transfer a learner's credit or apply for recognition of prior learning, or where learners are using qualification information to apply for a licence (such as for the Security Industry Authority) and gender information is required as part of that application.
- 2.2 However, we recognise that some learners may not want to have gender information held on their record or may wish to update the gender information that is held. We can support and update this through our systems in the following ways:

**Centres using [Edexcel Online](#) should contact us by raising a case through the Customer Support Portal after the registration or entry is made so that we can update this for you.**

**Centres using the T-Level portal via Edexcel Online** can self-manage this by recording the learners' stated option under the 'Gender' section.

## 3. Recording learner names

**3.1** The Joint Council for Qualifications (JCQ) and Pearson recommend that centres should:

- Enter candidates under names that can be verified against suitable identification such as a birth certificate, driver's licence, or passport. Centres may wish to check that the name the learner is using can be linked to other official documentation. This will help to prevent issues later when the candidate may need to verify that they are the person named on the certificate.

**3.2** If centres decide to enter a candidate under a name that does not appear on other official documentation, they should consider, and make the candidate aware, that:

- If the name on a certificate is different to official identification when a learner is approaching, HE/FE institutions, employers and work visas, or other third parties it may be difficult to prove that the certificates legitimately belong to that learner.
- Not using the name on the official identification may cause issues when trying to validate the identity of Private Candidates sitting exams.
- Inconsistent information across awarding organisations may cause issues when transferring credit or using recognition of prior learning.

## Changing a name on a certificate

**3.3** We recognise that learners will sometimes need to change their name for example at any point during gender reassignment. Learners who are currently studying a programme should first contact their centre if they wish to update their name on our systems.

**3.4** Learners who have completed their programme and need their certificates reissued after a name change or to rectify a spelling mistake can request this via the [replacement certificate application process](#).

**3.5** Learners who have completed their programme and need their certificates reissued following gender reassignment can request this free of charge by emailing [student.requests@pearson.com](mailto:student.requests@pearson.com) with the following:

- A copy of a recent utility bill (no more than three months old containing current name and address).
- A copy of photographic ID (passport or photo card driving licence) in current name.
- The original certificates returned to us.

**3.6** [student.requests@pearson.com](mailto:student.requests@pearson.com) is a dedicated, confidential service managed by trained experts in supporting requests at any point during gender reassignment.

## 4. Regulatory references

4.1. UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies and guides that relate to Pearson's status as an awarding organisation will reference any conditions and criteria that they address.

4.2 This guide addresses the following regulatory criteria and conditions:

<b>Qualification regulator or relevant governing body</b>	<b>Regulatory rule or guidance document</b>	<b>Regulatory condition, criteria, or principle</b>
Ofqual	<u>General Conditions of Recognition</u>	14
Qualifications Wales	<u>Standard Conditions of Recognition</u>	14
CCEA Regulation	<u>General Conditions of Recognition</u>	14
SQA Accreditation	<u>Regulatory Principles (2021)</u>	14
JCQ	<u>General regulations for approved centres</u>	5.6

## 5. Review date

5.1. This guide will be reviewed in April 2025.