

Certificate and Replacement Certificate Policy

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Introduction

This Certificate and Replacement Certificate Policy relates to the issue of certificates and replacement certificates for CIOL Qualifications (CIOLQ) regulated qualifications.

This policy outlines the steps to be taken for all enquiries and requests related to original certificates and replacement certificates and the steps we will take.

CIOLQ has a regulatory responsibility to take all reasonable steps to ensure that we:

- issue certificates and any replacement certificates to candidates who have a valid entitlement
- do not issue any certificate to a candidate who does not have a valid entitlement
- revoke any certificate if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate as a consequence of an appeals process
- meet any date or timescale published in respect of the issue of certificates and replacement certificates.

To ensure clear information and to prevent fraudulent misuse, each certificate will adhere to the requirements of each of our regulators as appropriate. Each candidate will be uniquely identified by their candidate number.

CIOLQ ensures that all certificates issued comply with CIOLQ brand guidelines and regulatory requirements. Certificate templates are designed and produced in accordance with the requirements set out in respective regulatory documents.

As from the 1st June 2021 all certificates issued will be digital e-certificates.

Scope

This policy is aimed at CIOLQ candidates who are taking or have completed our qualifications. This policy will also be used by CIOLQ staff to ensure they are dealing with all requests in a fair and consistent manner.

Electronic certificates

As of 1st June 2021, all certificates issued will be electronic, this will also be applied to replacement certificates. If candidates wish to have a hard copy replacement certificate, where this is possible, we are happy to oblige but there will be an additional fee. Please refer to our Invoicing, Fees and Billing Policy on our website.

Please note: The DPI and DPSI exams that took place in June 2021 are the final issue of hard copy qualification certificates.

Issue of original certificates

Certificates are despatched within two months of results being released. The date on which certificates will be despatched for each of our qualifications is published on our website.

Independent candidates will receive certificates directly to their home address, as provided at the point of registration on the application form submitted by the candidates. For approved delivery centre candidates, certificates will be provided to the centre for distribution.

Change of address

It is the responsibility of candidates to notify CIOLQ of any change of address as soon as possible and no later than ten working days before the published date for certificate despatch.

Please email directly to qualifications@ciol.org.uk and provide full details of both your old and new postal address as well as your email address.

Certificates are sent by Royal Mail second class delivery in the UK and courier for international addresses.

Candidates are advised that documents are sent in a hard-backed envelope (A4) which may not fit in some letter boxes.

We are unable to accept responsibility for non-delivery or delayed delivery by the postal authorities both in the UK and overseas.

Certificate format and content

The candidate's name will appear on the certificate as it was provided on the exam entry form at the time of registration. It is the candidates' responsibility that there are no errors in the spelling of their name at the point of registration as the replacement certificate fee will apply for all replacement certificates requested.

The qualification level and title appear on the certificate as listed in the qualification specification. On the reverse of the certificate a breakdown of all units is listed.

Certificate details

- The full name of the Awarding Organisation – CIOL Qualifications
- The full name of the candidate as registered by CIOLQ including candidate number

- A statement that indicates the candidate has fulfilled the assessment requirement of the CIOLQ qualification
- Certificate coding and naming
 - Qualification certificates will detail the qualification number and qualification name
 - Unit certificates will detail the unit numbers and unit names
- The level of attainment gained by the candidate
- The level of the qualification
- The date awarded
- Regulatory logos as relevant to the qualification and in line with logo requirements
- Other relevant logos where appropriate
- Supporting signatures
- Security Quick Response codes (QR codes)

Process for issuing certificates

Before certificates are issued, the following steps are taken:

- The eligibility of the candidate to receive the certificate is checked against results to ensure the accurate qualification/award level/grade
- Database records are used to determine and cross check details of all candidates who are to receive a certificate including their names as they appear on the registration forms.
- Certificates are printed by merging candidates' details with the appropriate certificate template
- All certificates which are issued, clearly display the title of the qualification as it appears on the Register of Qualifications
- Each certificate is unique, holding the candidate number, certificate number and centre number and the details logged into CIOLQ's Candidate Records database
- Certificates are then issued by email direct to independent candidates using the latest email address provided to CIOLQ

Replacement certificates

There will be a fee to replace a certificate where the original certificate has been lost in transit between CIOLQ and a Centre or Independent Candidate, for a period of 6 weeks or greater, after CIOLQ has issued the certificate.

Certificates that were originally printed before 2006 may not be able to be reissued, however, a Letter of Confirmation confirming a candidate's details may be able to be emailed in place of the certificate.

These documents (either the Letter of Confirmation or a Replacement Certificate) will only be issued electronically and will not include the hologram that proves the document's original authenticity.

Candidates who do not receive their original certificate because they did not inform CIOLO of a change of address, will be charged a replacement certificate fee for the issue of a replacement certificate.

Process for re-issuing replacement certificates

All requests for certificate re-issue should be made to the CIOLO Customer Service Team by emailing qualifications@ciol.org.uk and they will email you an application form and guidance. Written confirmation from the candidate stating that they have not received the original certificate is required before a certificate can be re-issued. This will be recorded on the CIOLO Candidate Record stating that the original certificate has not been received.

Certificates are not re-issued until two calendar months have elapsed since the issue of the original certificate.

Each replacement certificate is marked 'Replacement' overprinted on the body of the certificate. The date that the replacement certificate is sent is recorded on the Candidate Record and copies of the replacement certificate retained by CIOLO.

Under normal circumstances, a replacement certificate will be issued when all conditions have been met for its replacement. However, if CIOLO considers the request to be unreasonable, fraudulent or potentially damaging to the reputation or security of CIOLO the request may be declined. In such an eventuality, CIOLO will write giving the grounds for declining the request.

If an electronic certificate is undeliverable, it is the responsibility of the candidate to contact CIOLO if they haven't received their certificate within 21 days providing us with an alternative email address. After the replacement certificate has been issued, this is noted on the Candidate Record and the original certificate destroyed.

A fee of £60 will be charged if a request for a certificate to be re-issued is made, twelve months after the issue of the original certificate, even if the original was never received.

Withdrawn qualifications

CIOLO is unable to issue replacement certificates for withdrawn qualifications. Replacement certificates can only be requested for qualifications currently offered.

Transcript

We will endeavour to provide a transcript if we hold results for qualifications that were completed prior to 2000.

The cost of this service is detailed in our Exam Fees, Invoicing and Billing Policy and is payable in advance. The cost goes towards the administrative processing regardless of whether we are able to source the required information to enable us to provide a transcript of legacy results.

A formal Transcript is an official document produced by CIOLQ when we cannot provide a Replacement Certificate.

Where appropriate and available, the Transcript will be produced on CIOLQ headed paper and security watermarked and encrypted. The letter will confirm that you completed your qualification and will provide details of the units you completed, the dates and any grades.

Certificate queries and errors

Any query relating to the issue of a CIOLQ certificate must be brought to our attention within two months of the issue date on the certificate.

Certificate errors

If a certificate is issued that contains an error, CIOLQ will not re-issue a replacement certificate until the original certificate is returned. CIOLQ will revoke any certificate if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate as a consequence of an appeals process.

If the error is due to CIOLQ, no fee is charged for re-issue of the certificate and the candidate's electronic record is updated to show another certificate has been issued, and the date of re-issue. The original certificate must be returned for destroying and this will be recorded on the certificate records held at CIOLQ.

Replacements and amendments

Please note that it is standard CIOLQ policy NOT to alter and re-issue certificates, in the following situations:

- following a candidate's name change by marriage or divorce
- following a name change but not by deed-poll
- following a name change by deed-poll after the certificate has been claimed*
- the addition of Post Nominal letters for example: OBE, MBE, BA (Hons) etc.

- where the original certificate was issued with the candidate's initial or abbreviated/shortened first name and surname and the candidate or centre is requesting the re-issue of the certificate in the candidate's full name.

*CIOLQ will only amend name changes made by deed poll, if the deed poll change was confirmed and dated, prior to the date on which a candidate's results were issued.

The cases where we may alter, and re-issue certificates are for candidates who may be at risk of discrimination and in accordance with the requirements of the Equality Law.

Each request will be considered on a case-by-case basis, but examples of instances are:

- Persons under Government Witness Protection
- Persons who have undergone gender reassignment

The decision whether or not to re-issue a certificate following a requested name change can only be authorised by the CIOLQ's Responsible Officer who will decide whether the reason given on the replacement form is valid.

If we decide to make the change, candidates will need to return the original certificate(s) to us before we reissue the new certificate(s).

If candidates have lost the original certificate(s), they can order the new one(s) in their original name (using our replacement documents service) and can then share these alongside the official documentation which confirms their name change.

You will need to attach the following information to your initial application for general amendments:

- Two forms of identification in your new or correct name, one of which confirms your current address, for example, a copy of your passport, photocard driving license or birth certificate and a copy of a recent bank statement or utility bill (no more than 3 months old containing your current name and address)
- Evidence which links the name on your certificate to your new or correct name, for example, a letter from the centre which references the old name or confirms it was spelt incorrectly, or proof of your change of name, for example, a copy of your deed poll.

Please attach the following additional information to your initial application following gender reassignment:

- Proof of your change of name, for example a copy of your deed poll, statutory declaration, legal Affidavit or similar official documentation (showing both your previous and current names), payment of a fee, production of ID and return of the original certificate or e-certificate.

Timeframes

Certificate replacements and confirmations	Timeframe (current qualifications)	Timeframe (withdrawn qualifications)
Certificate – paper (per each certificate, if available)	25 working days	30 working days
Replacement certificate – electronic (per each certificate, if available)	25 working days	30 working days
Certificate amendment	25 working days	30 working days
Certificate amendment international	25 working days	30 working days
Verification of certificate (per each certificate)	25 working days	30 working days
Application for transcript of results	25 working days	30 working days
Letter of confirmation to third party	20 working days	25 working days
Late charge request	25 working days	30 working days

Revocation of certificates

CIOLQ will revoke and invalidate any certificate issued if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate as a consequence of an appeals process.

Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	April 2023
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition I4: Issuing Certificates and Replacement Certificates
Qualifications Wales
Condition I4: Issuing Certificates and Replacement Certificates