

# Certification and Replacement Certificate Policy

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## Introduction

This Certification 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 following the requirements set out in the respective regulatory documents.

## 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 01 June 2021, all certificates issued are 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 Exam Fees, Invoicing and Billing Policy on our website.

## Issue of original certificates

Certificates are issued within six weeks of the release of results. The date by which certificates will be issued for each of our qualifications is published on our website in the respective Key Dates document for each session.

Candidates will receive electronic certificates directly to their email address, as provided at the time of registration on the application form, submitted by the candidate.

## Change of contact details

It is the responsibility of candidates to notify CIOLQ of any change of contact details as soon as possible and no later than 21 days before the published deadline for certificate issue.

Please email directly to [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk) and provide full details of any change of contact details.

## 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 name and qualification number
  - Unit certificates will detail the unit names and unit numbers
- 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 verification of 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 exam entry form
- Certificates are produced 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 exam venue number and the details logged into CIOLQ's Candidate Records Database
- Certificates are then issued by email directly to candidates using the latest email address provided to CIOLQ

## Replacement of certificates

There will be a fee to replace a certificate where the original certificate has been lost.

Hard copy certificates that were originally printed before 2010 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 CIOLQ of a change of contact details, 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 CIOLQ Customer Service Team by emailing [qualifications@ciol.org.uk](mailto: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 CIOLQ Candidate Records Database 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 CIOLQ.

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

If an electronic certificate is undeliverable, it is the responsibility of the candidate to contact CIOLQ if they haven't received their certificate within 21 days from the certificate issue deadline as specified in the Key Dates information, for the exam session for which the certificate was awarded, 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 is destroyed.

A fee of £70 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

CIOLQ 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 before 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 administrative processing regardless of whether we can 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 electronically on CIOLQ-headed paper and security watermarked and encrypted. The Transcript 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.

If the error is due to CIOLQ, no fee is charged for the 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 destruction, 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(s) or abbreviated/shortened first name and surname and the candidate or exam venue 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 before 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 Act 2010.

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 Responsible Officer, who will decide whether the reason given on the replacement form is acceptable.

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 Certificate service) and can then share these alongside the official documentation that they hold 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 three months old containing your current name and address)
- Evidence that links the name on your certificate to your new or correct name: for example, a letter from the exam venue 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, or 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 2026
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