

Claiming Certification Policy

1 General

- 1.1 This BIIAB Qualifications Limited¹ policy sets out the rules and conditions for claiming certificates.
- 1.2 It is the Centre's responsibility to claim achievements for its learners where a qualification has an internal assessment. Centres must have appropriate systems in place to ensure that claims are valid and correct. Invalid, incorrect, or fraudulent claims will be referred as Malpractice or Maladministration and Centres may be subject to sanctions as a result.
- 1.3 Valid claims² can be made at any time of year. Once a Centre's claim has been authorised by BIIAB Qualifications Limited, certificates will be issued within 5 working days³ and will be despatched to the Centre which initially enrolled the learners unless we have been notified otherwise.

2 Incorrect / Fraudulent Claims

- 2.1 Claims for certification that are proved invalid, incorrect, or fraudulent will be treated by BIIAB Qualifications Limited in accordance with its policy on Malpractice and Maladministration and proven cases may result in sanctions against the Centre. Serious cases will be notified to the Regulators⁴ and other Awarding Organisations which may have an interest in the units /qualifications or products claimed.

3 Checking Certificates

- 3.1 Once in receipt of certificates, Centres are requested to check all certificates for accuracy before releasing them to learners. If any incorrect certificates are received, we must be notified, and they must be returned to us immediately with an explanation/reason for the error.
- 3.2 It is the Centre's responsibility to ensure that every effort is made to deliver certificates to learners without undue delay. Any enquiries received from learners about the status of their certificate claims will be referred to the Centre.

¹ BIIAB Qualifications Limited is a recognised awarding organisation and part of the Skills and Education Group.

² A valid claim is a) when, where applicable, assessment, internal and external quality assurance have been completed satisfactorily and there are no actions preventing certification or b) when, where applicable, assessment and internal quality assurance have been completed and direct claims have been granted and claims have been internally quality assured.

³ Within peak certification claim periods (June-August inclusive) this will be extended to 10 working days

⁴ Ofqual in England; Qualifications Wales; CCEA Regulation in NI, SQA in Scotland

- 4.3 In cases where certificates are unclaimed by learners, centres should follow their own policy on the retention/disposal of any certificates unclaimed by learners.

4 Certificate Re-issue

- 4.1 A certificate is re-issued where:

- 4.1.1 Certificates are lost in transit between BIIAB Qualifications Limited and the Centre.

We will investigate the loss with the postal / courier service and bear the cost of any replacement. If certificates are re-issued and the originals are later recovered, the re-issued certificates must be returned to us.

- 4.1.2 Certificates are lost in transit between the Centre and the learner.

The Centre is responsible for investigating the loss with the postal / courier service and will bear the cost of any re-issue. If certificates are reissued and an original is later recovered, the re-issued certificate must be returned to us.

- 4.1.3 Certificates are damaged in transit between BIIAB Qualifications Limited and the Centre.

These must be returned to us with the original packaging before certificates can be re-issued. We will bear the cost of re-issue.

- 4.1.4 Certificates are damaged in transit between the Centre and the Learner.

These must be returned to us before certificates can be re-issued. The Centre will bear the cost of re-issue.

- 4.1.5 Certificates have been printed with spelling errors.

Certificates must be returned to us before certificates can be re-issued. The Centre will bear the cost of re-issue.

- 4.1.6 Centres have made an error when claiming.

Certificates must be returned to us with full details of how the error occurred before certificates can be re-issued. The cost for re-issue will be charged to the Centre. All such errors will be logged as Maladministration against the Centre and the Centre's Head of Quality will be requested to investigate the circumstances. Persistent failure to rectify such errors may result in sanctions against the Centre.

4.1.7 Centres have not received certificates in the timescales expected.

Centres must notify BIIAB Qualifications Limited in writing giving the following information:

- Learner name(s);
- Learner Number(s);
- Full Qualification Title;
- Date of claim;
- Confirming that a full check of their premises has been made to ensure certificates have not been received.

BIIAB Qualifications Limited will investigate the issue and then confirm the action(s) to be taken.

4.2 All requests for re-issue of certificates must be submitted to us within 3 months of the original certification date.

5 Replacement Certificates / Letters of Verification

5.1 We will issue a replacement certificate for any award made after 01 June 2000.

5.2 A certificate may be replaced, or a letter of verification issued when:

- an individual learner has lost the original certificate;
- an individual learner has damaged the original certificate.

5.3 We will not issue a replacement certificate or letter of verification with a name change as a result of marriage or name change by deed poll.⁵

5.4 We can provide a replacement certificate or letter of verification with a name change where this is as result of;

- gender reassignment.
- a learner who enters a Witness Protection Scheme as informed by a Police Officer / Solicitor.

A replacement certificate or letter of verification will only be issued once the name has been legally changed and we have received confirmation of this.

5.5 Requests for replacement certificates or letters of verification can only be made by learners and must be made on the current R6 Replacement Certificate Application form available on our website.

⁵ Exceptional circumstances may apply

- 5.6 All claims for replacement certificates / verification letters are checked and authenticated before replacements / letters are issued and are subject to a fee, payable in advance.
- 5.7 All such certificates will bear the word 'Replacement' in line with the Regulators' Conditions of Recognition.
- 5.8 Should the original certificate be found; the replacement must be returned to BIIAB Qualifications Limited with an explanation that the original certificate has been found. The replacement will then be destroyed.

6 Authentication of Certificates / Letters of Verification

- 6.1 To minimise the risk of fraudulent copies of certificates, our certificates include a number of advanced security features.
- 6.2 We will consider any request to authenticate award documents and will investigate any potential claims of counterfeit awards. All such enquiries will be processed in line with data protection requirements and should be made to the Customer Support Team on 0115 8541 620 or emailed to Customersupport@BIIAB.co.uk

7 Quality Assurance

- 7.1 This policy is reviewed annually to ensure it continues to meet the needs of our Regulators.