

Replacement Certificate Policy

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Replacement Certificate Policy

Purpose and Scope

The purpose of this Replacement Certificate policy is to outline the principles and procedures that WM College will adhere to when handling replacement certificate requests. The college will ensure to conclude fairly, whether the learner or the college should pay for a learner certificate that requires replacing.

This policy pertains to all requests for a replacement certificate from current or previous learners.

General Principles

The college is committed to providing the highest quality of service which aims to exceed the expectations of all customers.

Where a learner requests a replacement certificate, the learner should expect to be dealt with fairly, politely and quickly. Final decisions made will be balanced and reasonable.

Responsibility

All replacement certificate requests are handled by the Exams Team. It is the responsibility of the Exams Team to receive the request, investigate the circumstances of the request and decide whether the learner or the college should pay for the replacement certificate.

Awarding Body Regulations

As per section 5.15 of JCQ General Regulations for Approved Centres¹, WMC agrees to:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue;
- destroy any unclaimed certificates after retaining them for a minimum of 12 months.

Statement for Learners

- WM College will make every effort to ensure the learner receives their certificate.
- If the learner is still attending college classes when the certificate arrives, the Exams Team will attempt to deliver the certificate to the learner in class.
- If the learner is no longer attending college classes, or the Exams Team were unable to deliver the certificate to the learner in the classroom, The Exams Team will notify the Learner by text or email to let the learner know that they should collect the certificate from Reception based at the WM College Crowndale Road site.
- It is the responsibility of the learner to collect their certificate or, where this is not possible, contact the college to make arrangements to receive the certificate, within the period of one year required by the college to hold the certificate, once the learner has been notified by text or email, of its arrival at the college.

¹ Can be found here: jcq.org.uk/exams-office/general-regulations

Responsibility of Payment

The Exams Team will examine the details of the request and will decide if the college pays for the replacement using the rules outlined below.

Generally, the college will pay for the replacement certificate when:

1. The college incorrectly registers the learner, leading to information on the learner's certificate being incorrect. This usually happens for two reasons:
 - a. Staff incorrectly enter the learner's details onto EBS during enrolment (often resulting in b.);
 - b. Staff incorrectly enter the learner's details onto the Awarding Body portal for registration.
2. The college damages the certificate and it needs replacing
3. The college loses the certificate
4. The college destroys the certificate before the period of one year is over (see [Awarding Body Regulations](#) section above)
5. The college destroys the certificate after the period of one year, without giving enough notice to the learner that their certificate is ready for collection/about to be destroyed (the Director of MIS & Exams must be able to prove in these instances that notification has been sufficient)

Generally, the learner will have to pay for a replacement when:

1. The learner is asking for the name on the certificate to be changed, as a result of:
 - a. The learner changing their name for reasons such as marriage or gender change and the change has occurred since they have been issued the certificate or after being registered with the Awarding Body at the beginning of their course.²
 - b. The learner has incorrectly spelled their name on the enrolment form prior to enrolling with the college, leading to incorrect information being inputted onto EBS. The Director of MIS & Exams will check the enrolment form against the name on the certificate to see if this is the case.
2. The learner has lost the certificate
3. The learner has damaged the certificate and it needs replacing
4. The learner cannot collect the certificate and has asked for the certificate to be sent to them in the post, and the certificate gets lost
5. The learner has failed to collect the certificate within the year the college must keep it (see [Awarding Body Regulations](#) section above) and the certificate has been destroyed (the college must be able to prove that reasonable notice was given to the learner that their certificate was available)

Complaints

If you feel the college has not met the high standard of service it promises to deliver and feel that you have been dealt with poorly, you can complain through the college Complaints Procedure. This can be found here, [Complaints-Policy-and-Procedure-2020-23-New-template1.pdf](https://www.wmcollege.ac.uk/wp-content/uploads/2021/06/Complaints-Policy-and-Procedure-2020-23-New-template1.pdf) ([wmcollege.ac.uk](https://www.wmcollege.ac.uk))

² **Note:** Changes to learner information during a course will often occur costs with the Awarding Body. If indeed a learner needs to change their name before the end of the course, the learner should pay.