



# **BIIAB Qualifications Certification Policy**

## **BIIAB Qualifications Certification Policy**

The purpose of the Certification Policy is to provide centres and relevant stakeholders with information about BIIAB Qualifications certification process. The policy outlines the requirements covering eligibility for the issuing of certificates, the circumstances in which BIIAB Qualifications will replace certificates, and how the procedures underpinning this process are monitored and evaluated. The aim of this policy is to maintain the highest possible standards of certification and to avoid fraudulent certificate claims.

### **Introduction**

BIIAB Qualifications will automatically provide a certificate to learners upon successful completion of a qualification they have achieved. This is known as a qualification certificate. Centres may also request a unit/module certificate.

The content of BIIAB Qualifications certificate or unit/module certificate is designed to comply with the requirements of the regulators (Ofqual, Qualifications Wales, CCEA and SQA Accreditation).

### **Entitlement, timescales and issuing of certificates**

#### **Eligibility**

A learner is entitled to receive a qualification certificate if they have passed all the units/modules within the qualification. The certificate will be generated automatically and sent to the centre within the timescales stated below.

A centre may request a unit/module certificate from BIIAB Qualifications upon successful completion of a unit or a module within the qualification. This is an option only, and will not be generated automatically BIIAB Qualifications.

#### **Timescales**

BIIAB Qualifications issue qualification certificates the next working day following verification of a result or an EQA sampling activity.

#### **Issuing certificates**

Only one original certificate will be issued to the centre for any unit/module or qualification. The certificate will be labelled with its own unique certificate number, learner number, qualification number and state the name of the qualification as it appears on the regulators' registers.

In the event that a centre receives the original issue of a certificate, having already requested a replacement certificate, the centre must return BIIAB Qualifications one of the certificates that they have received.



A certificate will be issued bearing the name of the Learner as it appears on the registration. Certificates will include the name of the awarding organisation at the time the certificate is printed.

### **Replacement certificates**

BIIAB Qualifications will replace a certificate under the following circumstances:

- The centre fails to receive the original certificate.
- The centre receives an original certificate that has been damaged in transit.
- Centre loses their original certificate. A certificate is defined as lost if it is issued by BIIAB Qualifications received by the centre, but subsequently lost. If the original certificate is subsequently found, the centre must return the replacement certificate to BIIAB Qualifications.
- The centre receives a certificate containing a production error.

Replacement certificates will be issued by BIIAB Qualifications within 10 working days, and upon receipt of the original certificate, if the original certificate is still available.

A learner or centre requesting the replacement of an original certificate will be required to complete an application form available on our website. The application form must include a statement confirming the status of the original certificate, i.e. lost, damaged, etc., describing in as much detail as possible the circumstances of their need for a replacement certificate. BIIAB Qualifications will not accept verbal requests for replacement certificates. The application form must be accompanied by a fee, where appropriate.

Provided that the appropriate conditions for the replacement of a certificate have been met, a replacement certificate will be issued by BIIAB Qualifications within 10 working day of receipt of the request for a replacement.

A replacement certificate issued by BIIAB Qualifications is labelled with its own unique certificate number. Each replacement certificate is marked 'Replacement' on the certificate.

Under normal circumstances, a replacement certificate will be issued when all conditions have been met for its replacement. However, if BIIAB Qualifications consider the request to be unreasonable, fraudulent or potentially damaging to the reputation or security of BIIAB Qualifications, the request may be declined. In such an eventuality, BIIAB Qualifications will investigate in accordance with our Malpractice and Maladministration Policy.

### **False declarations and appeals process**

If either party involved in providing information required for the certification process, inadvertently or otherwise provides information that is false, BIIAB Qualifications will revoke any such certificates.

BIIAB Qualifications will investigate how the inaccuracies have occurred in the production of the certificate in line with our Malpractice and Maladministration Policy

### **Monitoring and evaluation of the Certification Policy and Procedures**

BIIAB Qualifications maintains records of all original and replacement certificates that it issues.



BIIAB Qualifications policy and procedures are subject to regular monitoring and review and formally approved

BIIAB Qualifications is subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales, CCEA, and SQA Accreditation as a recognised awarding organisation.