



The Chartered
Institute of Logistics
and Transport

CILT(UK)

Awarding Organisation:

**Certificate (including replacements)
policy**

CILT(UK) Awarding Organisation:
Certificate (including replacements) policy

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1. Introduction

As a regulated awarding organisation, CILT(UK) Awarding Organisation is required to meet specific requirements regarding the design, issue and where appropriate and necessary, the replacement of certificates issued for regulated qualifications.

Certificates issued by awarding organisations are evidence of qualification achievement and should be kept safe. Organisations such as employers, professional membership bodies and academic institutions may request certificates so that they can verify a Learner's qualification(s).

2. Scope

This policy applies to:

- All CILT(UK) AO Regulated qualifications
- All CILT(UK) AO Accredited qualifications

3. Regulatory Authorities' criteria

CILT(UK) Awarding Organisation (AO) is an awarding organisation regulated by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales (QW) and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet relevant regulatory requirements as set out by Ofqual/QW/CCEA and has been compiled with reference to current regulatory guidance and best practice.

4. Definitions

Awarding Organisation

An organisation or consortium that awards qualifications. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.

Certificate

The record of attainment in a unit or qualification issued by the awarding organisation. The design of the certificate must conform to the regulatory authorities' guidelines.

Learner

A person who is registered to take a qualification and to be assessed as part of that qualification.

Learning Partner (or Centre)

An organisation undertaking the delivery of an assessment (and potentially other activities) to Learners on behalf of an awarding organisation. Learning Partners are typically educational institutions, training providers, or employers.

Qualification

An award made by an awarding body for demonstration of achievement or competence. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.

Regulatory authorities

Government-designated statutory organisations required to establish national standards for qualifications and secure consistent compliance with them.

Unit (or Component)

A discrete part of a qualification which –

- (a) focuses on specific areas of the knowledge, skills and understanding assessed for the qualification, and*
- (b) has a specific set of criteria against which Learners' performance will be differentiated.*

5. Policy regarding issuing of certificates

Timescales for the issuing of certificates are set out in the relevant CILT(UK) AO Assessment Timetables available at: <https://ciltuk.org.uk/Qualifications> These show the relevant dates for each assessment series, including the 'Certificate Release Timescale':

- TMCPC qualifications
- Other Institute-assessed qualifications
- Centre-assessed qualifications

The Certificate Release, is the timescale by which CILT(UK) AO posts certificates to Learning Partners after each assessment series, for Learners successfully achieving a qualification. Learners should allow some additional time after this date for the Learning Partner to receive and distribute these to Learners.

If a Learner has yet to receive their certificate, they should contact their Learning Partner before contacting CILT(UK) AO. CILT(UK) AO sends certificates to Learning Partners via Special (Tracked) delivery to Learning Partners in the UK and (where available) International tracked delivery to Learning Partners outside the UK. Where not available outside the UK (or where requested in the UK), certificates will be sent by tracked courier delivery, with the cost to be covered by the Learning Partner.

Learning Partners have **20 working days after** Certificate Release to inform CILT(UK) AO that a certificate(s) has not been received by the Learning Partner. After this time period has elapsed the Learning Partner will be required to complete a Certificate Replacement request form and will be charged the standard fee for each Replacement Certificate (as listed in the CILT(UK) AO fees list).

Note: *It is a CILT(UK) AO requirement that Learning Partners must use tracked delivery for posting certificates to Learners or when returning damaged or incorrect certificates to CILT(UK) AO.*

CILT(UK) AO will not accept any liability for certificates lost in transit between the Learning Partner and the Learner or the Learning Partner and CILT(UK) AO. In these circumstances, the Learning Partner will be required to complete a Certificate Replacement request form and will be charged the standard fee for each Replacement Certificate (as stated in the current CILT(UK) AO fees list).

6. Policy regarding issuing of multiple copies of a certificate

As a Regulated Awarding Organisation, CILT(UK) AO is obliged to issue a certificate and any replacement certificate only to a Learner that has a valid entitlement to that certificate or replacement certificate (normally issued via the Learning Partner). Multiple copies of the same certificate will not be issued. For security reasons, the original certificate (where available) must be returned before a replacement is issued.

The qualification certificate is the property of the Learner that achieved the qualification, regardless of whether (for example) the course was funded or subsidised by a third party (e.g. the Learner's employer).

For replacement certificates see [Section 8](#).

7. Policy regarding format of replacement certificates or transcripts

Learning Partners and Learners should be aware that due to changing regulatory requirements that may apply retrospectively (e.g. logo changes), and changes made to certificate formats (e.g. for security and /or CILT(UK) corporate branding reasons), replacement certificates may vary from the original.

Where it is not possible to issue a certificate (e.g. for a legacy qualification), CILT(UK) will issue a transcript stating the Learner's achievement instead.

8. Malpractice and maladministration in relation to issued certificates

Repeated requests for certificates and/or replacement certificates by a Learning Partner and / or Learner(s) will be investigated. If fraud or maladministration is suspected, CILT(UK) AO will open a malpractice investigation and inform the regulatory authorities. If evidence of a criminal offence is found, CILT(UK) AO will inform the relevant law enforcement authorities.

Note: Awarding organisations are required to keep records of all replacement certificates issued and issuing a replacement invalidates the original certificate for future verification purposes (including if the original is reported as lost or stolen). For security reasons, the original certificate (where available) must still be returned before a replacement is issued.

9. Policy regarding categories of replacement certificates

CILT(UK) AO charges to cover the costs of materials and processing and checking claims for lost, stolen, or damaged certificates and/or (where appropriate) changing a name on a certificate. The fee for a replacement certificate is stated in the current CILT(UK) AO fees list.

Certificates lost, stolen, destroyed or not received by the Learning Partner or Learner (where the original is not available to return)

In these circumstances, the Learner or Learning Partner will be required to complete a Certificate Replacement request form and will be charged the standard fee for each Replacement Certificate (as stated in the current CILT(UK) AO fees list). See [Section 5](#) for further information.

Awarding organisations are required to keep records of all replacement certificates issued. In these cases, the replacement will be marked 'replacement' and printed with the reissue date. However, the certificate reference number will remain the same as the original.

Certificates damaged after receipt by the Learning Partner or Learner and returned to CILT(UK) AO

In these circumstances, the Learner or Learning Partner will be required to complete a Certificate Replacement request form and will be charged the standard fee for each Replacement Certificate (as stated in the current CILT(UK) AO fees list).

Awarding Organisations are required to keep records of all replacement certificates issued. In these cases, the replacement will be marked 'replacement' and printed with the reissue date. However, the certificate reference number will remain the same as the original. For security reasons, the original certificate (where available) must still be returned before a replacement is issued.

Requests for certificate Learner name corrections

Use of full legal names for certification purposes

CILT(UK) AO is obliged under regulatory and General Data Protection Regulations (GDPR) requirements to be able to identify a Learner, including their correct name.

To meet these requirements, CILT(UK) AO policy is to issue certificates in the full legal name of the Learner, as submitted at qualification enrolment by the Learning Partner (as stated on the Learner's photographic identification). Use of full legal names is to assist in ensuring the certificate is issued to the correct Learner and enable the Learner's certificate to be verified in future by CILT(UK) AO if requested by the Learner, prospective employer or educational institution, etc.

CILT(UK) AO accredited Learning Partners are required to check Learner photographic identification and provide the Learner's full legal name at enrolment and assessment registration. This is required to identify the correct Learner record and assist in preventing duplicate Learner records being created for the same Learner.

Learning Partner and Learner responsibilities for checking full legal names are correct

It is the responsibility of the Learning Partner and the Learner to ensure the Learner's full legal name as stated on their photographic identification (e.g. current driving licence or passport) is stated clearly, accurately and in the correct order by the Learning Partner at enrolment and at subsequent assessment registration(s).

Names on CILT(UK) AO certificates are generated using the Learner's electronic record showing the Given (or First) name(s) followed by the Family Name (or Surname) as provided at Learner enrolment and/or registration.

Note: *It is the responsibility of the Learning Partner and Learner to check the spelling and name order of full legal names at Enrolment, Registration, and in Assessment and Result confirmation communications received from CILT(UK) AO.*

Responsibility for errors / informing CILT(UK) AO of corrections – Learning Partner or Learner

Where any errors or amendments are identified, it is also the responsibility of the Learning Partner to inform CILT(UK) AO promptly of the appropriate corrections, enclosing a copy of the Learner's photographic identification (e.g. current driving licence or passport).

If the Learner identifies an error in the spelling or order of their names they must inform their Learning Partner immediately, who is responsible for informing CILT(UK) AO. CILT(UK) AO will not accept responsibility where Learning Partners have failed to pass on a name correction provided to them by a Learner.

CILT(UK) AO will not accept responsibility where the Learning Partner or Learner believes the other is responsible for the error and any payment required. The Learning Partner and Learner must resolve this before approaching CILT(UK) AO to correct a certificate.

Certificate name errors made by CILT(UK) AO

Where CILT(UK) AO's records provide evidence that CILT(UK) AO has made the error, the corrected certificate will be issued free of charge.

Requests for name changes for legal purposes (e.g. marriage, divorce or by deed poll)

These requests must be accompanied by;

- A copy of current photographic identification in the new name (e.g. driving licence or passport)

- A copy of the relevant document confirming the legal name change (e.g. marriage certificate or decree absolute, official confirmation of name change via deed poll)
- A completed replacement certificate request form.
- The original certificate.

If CILT(UK) AO receives the request before the relevant result issue date (as stated on the relevant CILT(UK) AO Assessment timetable), the name change will be made free of charge and Certificate(s) issued in the corrected name.

If CILT(UK) AO receives the request after the relevant result issue date (as stated on the relevant CILT(UK) AO Assessment timetable), the name change, and Certificate re-issue will incur a charge. Certificate issue/reissue will not proceed until the original certificate has been returned and payment has been received in full.

10. Applying for a replacement certificate

Learning Partners and Learners should read this policy before making an application. Applications should be made using the relevant CILT(UK) AO Replacement Certificate Application form available on the CILT(UK) AO website (see 'Policies and procedures'). One form per Learner.

Processing of applications will not proceed until the fully completed form, all requested supporting evidence and full payment have been received.

Learner and Learning Partners will find key information needed for the form on the Learner's relevant Result Notification and the certificates they wish to be replaced (where available).

Completed and signed forms must be submitted to: ao@ciltuk.org.uk. Or

Replacement Certificates
CILT (UK) Awarding Organisation
Earlstrees Court
Earlstrees Road
Corby
Northamptonshire
NN17 4AX

Timescale and outcomes

Applications will be processed, a response provided (and where relevant) certificates dispatched within **20 working days** of: the completed request, full payment being received by CILT(UK) AO and the original certificate to be replaced (where available) being received by CILT(UK) AO.

CILT(UK) AO sends certificates to Learning Partners via Special (Tracked) delivery to Learning Partners in the UK and (where available) International tracked delivery to Learning Partners outside the UK. Where not available outside the UK (or where requested in the UK), certificates will be sent by tracked courier delivery, with the cost to be covered by the Learning Partner.

11. References

CCEA Regulation, 2017 *"Handbook for Awarding Organisations"*

CCEA Regulation, 2021 *"General Conditions of Recognition (January 2021)"*

Office of Qualifications and Examinations Regulation, 2022 *"Ofqual Handbook: General Conditions of Recognition (May 2022)"*

Qualification Wales, 2015 *"Logo Requirements for learner certificates issued by awarding bodies"*

Qualification Wales, 2019 *"Additional Certificate Requirements"*

Qualification Wales, 2021 *"Standard Conditions of Recognition (January 2021)"*

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