

Certification Policy

OCTOBER 2023

Introduction

The purpose of the Certification Policy and Procedure is to provide learners and relevant stakeholders with information about the Qualifi Ltd qualification certification process. The policy outlines the requirements covering eligibility for the issuing of certificates, the circumstances in which Qualifi 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.

Qualifi will provide a certificate to learners upon successful completion of the Qualifi qualification they have studied to achieve. This is known as a qualification certificate. Learners may also request a unit of credit certificate, which shows the credit achieved upon completion of a unit, as appropriate to the qualification.

The content of the Qualifi qualification certificate or unit of credit certificate is designed to comply with the requirements of the Regulated Qualifications Framework (RQF). Further information about the design requirements of certification is outlined within this document. Where the policy refers to a certificate, this can be either a unit of credit certificate, a full qualification certificate or a certificate of completion for endorsed programme accredited by Qualifi.

Qualifi is also recognised to deliver non-regulated qualifications that are not on the UK's Qualifications Register and are not regulated by Ofqual. These programmes are referred to as bespoke or endorsed training. Certificates, issued to successful learners who complete this type of training, will only be recognised by the industry or skills sector that has been approved by Qualifi, as the awarding organisation.

Qualifi promotes transparency, integrity and security throughout its certification processes.

Entitlement, Timescales and Issuing of Certificates Eligibility

A certificate for a unit or a qualification is defined as a record of attainment of credit or a qualification issued by an awarding organisation.

Regulated Qualifications Framework (RQF) - A learner is entitled to receive a qualification certificate if they have passed all units structured within qualification specification that they have achieved and these have been verified by the awarding organisation. On successful verification by Qualifi, a certificate will be awarded and sent to the learner's place of study (Qualifi Approved Centre) within the timescales specified in the qualification specification.

A learner or centre (which includes colleges and other approved places of learning) may request a unit of credit certificate from Qualifi upon completion of a unit if this has been stated within the qualification specification. This is an option only, and will not be generated automatically by Qualifi. Such a request will incur a fee to the learner or centre.

The certificate is the formal proof that a learner has been awarded a regulated qualification or an endorsed programme by Qualifi.

Timescales

A qualification certificate of achievement will be issued to a learner or centre within the following timescales:

- for units assessed using electronically delivered objective testing, within 30 working days of the learner sitting the test;
- for units assessed using paper-based objective testing, within 45 working days of the examination date;
- for units assessed using a coursework assignment, within 45 working days of the coursework results release date, and in some cases of the examination date.
- A credit certificate will be issued to the learner or centre within 30 working days of receipt of the learner or centre application, accompanied by the appropriate fee.

An endorsed programme certificate of completion will be issued to a learner or centre within the following timescales:

- Formative assessments/tests completed on-line and verified by the Centre will be issued within 15 working days;
- Paper-based tests that require external marking will be issued within 45 working days; • Certificates of completion will be issued within 30 working days.

The requirements of certificate distribution is the responsibility of the centres receiving qualification certificates to make sure that they are held securely and are distributed to the learners as soon as possible and no later than 28 days after receipt. Centres must hold records to show that the certificate has been issued to the learner and these records must be available for inspection at any time.

At busy times, there may be a delay in issuing certificates. If this is the case the centre will be notified of the delay.

Where a centre or candidate requests issue of a certificate in less time than stated above, administrative fees will be applied;

- Certificate issue that is required no more than 15 working days, a fee of £100 plus the standard certificate fee will apply.
- Certificate issue that is required between 10 and 14 working days, a fee of £150 plus the standard certificate fee will apply.
- Certificate issue that is required between 5 and 9 working days, a fee of £200 plus the standard certificate fee will apply.

No certificate will be issued/re-issued in less than 5 working days.

Design Requirements for Unit Certification

The following are the minimum requirements the qualifications regulators would expect an awarding organisation to include on a unit certificate:

- the full name of the awarding organisation as recognised by Ofqual;
- the full name of the Learner as registered;
- for qualification certificates the Qualification Number or for credit certificates Unit Reference Number/s as assigned on the Register;
- the level of attainment of the Learner;
- the level of the qualification or credit;

- the date (day/month/year) the awarding organisation confirms the Learner's attainment by issue of a certificate;
- Ofqual's logo in line with Logo Requirements which may be published by Ofqual and updated from time to time (regulated qualifications only);
- for unit certificates a statement that indicates that the learner has been awarded unit certification; • An awarding organisation may include other relevant logos, including those of other regulators where appropriate and where approval has been granted.

Design Requirements for Endorsed Programmes Certificates

As these certificates are not recognised by the UK Qualifications Regulator (Ofqual) Qualifi agree to the following minimum requirements for this type of certification.

- Name of the awarding organisation and logo;
- Name of Centre;
- Course title and no references to credits and levels of qualifications will be mentioned; • Learner's unique reference number;
- Date of completion.

At all times, the certificate or unit certificate remains the intellectual property of Qualifi and must not be altered or defaced. This may be considered to be fraudulent, and action will be taken against the learner or the centre. If proven, the certificate may be withdrawn and in some cases, the Centre Approval may be withdrawn.

For further details of enquiries please contact Qualifi Ltd

T: 0161 818 9904
E: info@qualifi-net
W: www.qualifi.net

Issuing Original Certificates

Only one original certificate will be issued to the learner (for distribution by the centre) for any unit or qualification. The certificate will be labelled with its own unique identifier code and state the name of the qualification as it appears on the Ofqual Register of Regulated Qualifications.

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

A certificate will be issued bearing the name of the learner as originally registered with Qualifi. Learner registration data must be checked to ensure the full name is correct (including spelling) before submission. Any changes to the certificate after publication will incur a replacement certificate fee.

If a learner is known by another name and wishes this name to appear on a certificate, they must provide Qualifi with independent verification of this alternative name, to make sure that they are one and the same person as originally registered by Qualifi. Learners should inform Qualifi of this, as soon as possible, and

before the original certificate is issued.

Qualifi's current policy is that language modified assessment materials can be used in the delivery of a qualification, and that the language in which the assessment was set, will be identified on the certificate issued to the learner. This is in compliance with the UK Regulator's Conditions of Recognition.

e-Learning Continuing Professional Development (CPD) Certification Centres that are approved to deliver bespoke e-learning through CPD must apply to Qualifi for e-learning test approval. Once approval has been granted, centres will be able to offer learners the end of course assessments through the e-learning portal.

A rigorous internal verification process must be approved and implemented by the Centre so that the successful learners completing their programme of training may be given instant access to certification. Qualifi will carry out external moderation initially through the Centre's e-learning portal as well as at centre visits. Access must be made available to Qualifi at all times. If external moderation highlights maladministration or malpractice and this is proven, the relevant certificates of completion will be revoked and the learner informed of the outcome.

The Centre must submit a sample certificate to Qualifi for approval. The format of the self-print certificate must include the following:

- Name and logo of the Centre
- Course Title
- Learner's unique reference number (as submitted to Qualifi at point of registration)
- Date of Completion
- Qualifi logo (issued with the Logo Requirements guidance)
- Signature of the Centre Manager

Centres must keep effective records of all certificates issued to learners and these must be made available to Qualifi at any time.

Replacement Certificates

Qualifi will only replace a certificate under the following circumstances:

- the learner or centre fails to receive the original certificate;
- the learner receives an original certificate that has been damaged in transit from Qualifi to the learner or centre;
- The learner or centre loses their original certificate. A certificate is defined as lost if it is issued by Qualifi and received by the learner or centre, but subsequently lost;
- If the original certificate is subsequently found, the learner or centre must return the replacement certificate to Qualifi;
- The learner or centre receives a certificate containing a Qualifi production error, for example, if the name of the qualification is incorrect;
- The learner changes their name after the original certificate is issued. A learner wishing to receive a replacement record of achievement or certificate in their new name must:

- A. indicate clearly on the application form their new name; and
- B. include written independent evidence of their new name. Any documents provided in support of a name change must be the original or certified copy.

The issuing of replacement certificates for the circumstances defined in the first two points defined above is only applicable if the learner or centre contacts Qualifi within 60 working days of the relevant certificate issue date. Qualifi reserves the right not to replace original certificates once this time period has elapsed or for reasons specified below.

Replacement certificates will be issued by Qualifi at the earliest opportunity, and upon receipt of the original certificate, if the original certificate is still available.

A learner or centre requesting a replacement of an original certificate will be required to complete a Request for Replacement Certificate form. The form must include a statement confirming the status of the original certificate, ie lost, damaged, etc describing in as much detail as possible the circumstances of their need for a replacement certificate. Qualifi will not accept verbal requests for replacement certificates. The request for a replacement certificate 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 Qualifi within 30 working days of receipt of the request for a replacement.

A replacement certificate issued by Qualifi is labeled with its own unique identifier code and unique serial number, which is different from the original certificate number. Each replacement certificate is marked 'Duplicate' at within the body of the certificate.

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

Information about how to contact Qualifi can be found at the end of this document and on the Qualifi website, www.qualifi.net

False Declarations and Appeals Process

Qualifi will produce the certificates to which a learner is entitled having completed their studies and assessment to gain achievement of the qualification. However, problems may arise with the issuance of certificates, whether as the result of a deliberate act or a genuine mistake.

If either party involved in providing information required for the certification process, advertently or inadvertently provides information that is false, Qualifi will be bound to revoke any such certificates and investigate how this situation has arisen.

Qualifi will investigate how the inaccuracies have occurred in the production of the certificate. The investigation will be conducted under the requirement set out in the Appeals Policy and Procedures.

Monitoring and Evaluation of the Certification Policy and Procedures Qualifi maintains

records of all original and replacement certificates that it issues and these are subject to regular monitoring and review.

The policy and the procedures are also subject to regular monitoring and review by Qualifi and are formally approved by Qualifi's Governing Body, who are the ultimate authority in respect of all Qualifi qualifications.

Contact Us: Telephone: 0161 818 9904 - Email: support@qualifi-international.com