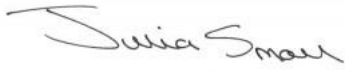


Replacement Certificate Policy

Version	8
Date	August 2023
Reason for review	Annual policy review
Overview of changes	Changes to the cost to £27.50 for a replacement hard copy certificate
Reviewed by	M Lovell - Responsible Officer D Clueit – External Verifier
Ratified by	
Date of next review	August 2024

Introduction

RoSPA Qualifications now use e-certificates, and replacement certificates are available for the centre to download and pass on to the learner, from the online Qualification Management System (QMS) at www.rosqualqms.com.

Before August 2019, all certificates that were issued were hard copies. When a replacement hard copy certificate is requested, we will make every effort to check a learner's certification against the information provided, to fulfil the request.

If the learner's identity and certification cannot be verified, we reserve the right not to issue a replacement certificate. In line with the qualifications regulator's requirements, all replacement certificates will be labelled as such. Please note there will be a charge for this. Which is listed on our website

Centres requesting replacement certificates

Centres should ensure where possible, that learner's names are spelt correctly prior to registration.

E-certificates

Certificates will remain available for Centres to download from the QMS.

If a learner's name be spelt incorrectly on the certificate, a replacement must be requested from RoSPA Qualifications.

Centres applying for replacement e-certificates on behalf of their learners, must complete the Replacement Certificate Form – Centre form*.

This form is available to download from the QMS at www.rosqualqms.com or at <https://www.rosqa.com/Qualifications/Policies.aspx>

Hard Copy Certificates

If the centre is applying for the certificate, they must take responsibility for checking the identity of the learner and confirm that this has been done.

RoSPA Qualifications will not issue a replacement certificate where the centre or learner still holds the original certificate.

The original certificate **must** be returned to us before the replacement can be issued.

If the original is lost or destroyed, then this must be recorded on the application form for replacement *

Replacement Certificate Policy

Centres applying for replacement hard copy certificates on behalf of their learners, must complete the Replacement Certificate Form – Centre form. This form is available to download from the QMS at www.rosqualqms.com or at <https://www.rosqa.com/Qualifications/Policies.aspx>

Learners requesting replacement certificates

If the learner was originally issued with an e-certificate, they should first contact the centre they took the qualification to obtain a replacement.

Where this is not possible, the learner may contact RoSPA Qualifications directly. They may request either an e-certificate or a hard copy and this should be indicated on the replacement request form.

Where a learner was originally in receipt of a hard copy certificate, replacement certificates will also be hard copies.

If applying as a learner, to provide proof of identity and date of birth, you must enclose one of the following with your request:

- Passport or national identity document
- Driving licence

Learners applying for replacement hard copy certificates must complete the Replacement Certificate Form – Learner. This form is available to download by Centres from the QMS or from <https://www.rosqa.com/Qualifications/Policies.aspx>

Fees

The fee for each replacement certificate is £27.50 +VAT.

No fee is charged for certificates damaged or lost in transit to Centres or learners.

No fee is charged for replacement certificates where we are responsible for a spelling error. However, a charge will be made if the centre or learner has supplied incorrect information to us. In either case, the centre or learner must return the original incorrectly spelt certificate (if hard copy).

Review arrangements

We will review and update this policy annually and revise it on an ad hoc basis, in response to customer and learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.



Replacement Certificate Policy

Contact us

Telephone RoSPA Qualifications on 0121 248 2115

Email us at enquiries-rq@ROSPA.com

Or write to us at:

RoSPA Qualifications
RoSPA House
28 Calthorpe Road
Birmingham
B15 1RP

