Replacement Certificate Policy

Version	5
Date	August 2019
Reason for review	Annual policy review
Overview of changes	Addition of e-certificate requests
Reviewed by	E Milroy
Ratified by	Melissa Lovell Responsible Officer
Date of next review	August 2020

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.

Prior to August 2019, certificates issued were hard copies.

Where a replacement hard copy certificate is requested, we will make every effort to check a learner's certification against the information provided, in order to fulfil the request. However, 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.

Centres requesting replacement certificates

E-certificates

Certificates will remain available for centres to download from the QMS. Should a learner's name be spelt incorrectly on the certificate, a replacement request must be placed to 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.rospa.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. If they are in possession of the original certificate, they **must** return it to us before the replacement can be issued.

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.rospa.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 through 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, in order 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.rospa.com/Qualifications/Policies.aspx

Fees

The fee for each replacement certificate is £25 +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.

Contact us

Telephone RoSPA Qualifications on 0121 248 2115
Email us at enquiries@rospaqualifications.com
Or write to us at:

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