



RoSPA Replacement Certificate Policy 2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	OFQUAL, Centres, Learners
Legislation and Regulation	OFQUAL Conditions of Recognition (GCoR) I4
Formally endorsed by	Chief Financial Officer
Version	10
Last Update	August 2025
Next Review	August 2026
Date effective from	1 October, 2025

1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

2. Introduction

Purpose of this policy is to ensure a clear, fair, and efficient process for all certificate holders. We understand that certificates are important documents that serve as proof of achievement, qualification, or compliance. However, we recognize that certificates can sometimes be lost, damaged, or require updates due to changes in personal information. This Replacement Certificate Policy outlines the procedures and conditions under which replacement certificates will be issued.

3. Definitions

- Ofqual General Conditions of Recognition – GCoR
- Qualification Management System - QMS

4. Policy statement

RoSPA now use e-certificates, and replacement certificates are available for Centres to download and pass on to Learners, 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.

Policy

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.

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

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 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 (Certificate Form*).

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

Learners requesting replacement certificates

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

Where this is not possible, the Learner may contact RoSPA 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.

Fees

The fee for each replacement certificate is £44.00 +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).

5. Responsibility and review

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 on 0121 248 2115
- Email us at qualifications@rospa.com
- Or write to us at:
RoSPA
RoSPA House
28 Calthorpe Road
Birmingham
B15 1RP

6. Evidence

Effectiveness of this policy will be measured against our customer and Learner feedback.

Approved by:

DocuSigned by:

Monique Klein
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Name: Monique Klein **Date:** 1/30/2026

Appendix 1: Related Documents

Document Title	Relationship to this policy
Ofqual GCoR I4	Rules about qualification issuing of certificates: Ofqual Handbook: General Conditions of Recognition - Section 1 - Appeals and certificates - Guidance - GOV.UK (www.gov.uk)

Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
August 2025	Policy Review	New enquiry email	New email address	---	---