



# Replacement Certificate Policy

|                     |   |
|---------------------|---|
| Created by          | Fahmida Miah<br>Exams Officer             |
| Reviewed by         | Charo Vera<br>Exams Officer               |
| Approved by         | Claudia Forbes<br>Director of MIS & Exams |
| Version             | September 2023                            |
| Date of next review | September 2024                            |

## Contents

|                                |   |
|--------------------------------|---|
| Purpose and Scope .....        | 2 |
| General Principles .....       | 2 |
| Responsibility .....           | 2 |
| Awarding Body Regulations..... | 2 |
| Statement for Learners .....   | 2 |
| Responsibility of Payment..... | 3 |
| Complaints.....                | 3 |

## **Replacement Certificate Policy**

### **Purpose and Scope**

The purpose of this Replacement Certificate policy is to outline the principles and procedures that WM College will adhere to when handling replacement certificate requests. The college will ensure to conclude fairly, whether the learner or the college should pay for a learner certificate that requires replacing.

This policy pertains to all requests for a replacement certificate from current or previous learners.

### **General Principles**

## Responsibility of Payment

The Exams Team will examine the details of the request and will decide if the college pays for the replacement using the rules outlined below.

Generally, the college will pay for the replacement certificate when:

1. certificate being incorrect. This usually happens for two reasons:
  - a. resulting in b.);
  - b. registration.
2. The college damages the certificate and it needs replacing
3. The college loses the certificate
4. The college destroys the certificate before the period of one year is over (see [Awarding Body Regulations](#) section above)
5. The college destroys the certificate after the period of one year, without giving enough notice to the learner that their certificate is ready for collection/about to be destroyed (the Director of MIS & Exams must be able to prove in these instances that notification has been sufficient)

Generally, the learner will have to pay for a replacement when:

1. The learner is asking for the name on the certificate to be changed, as a result of:
  - a. The learner changing their name for reasons such as marriage or gender change and the change has occurred since they have been issued the certificate or after being registered with the Awarding Body at the beginning of their course.<sup>2</sup>
  - b. The learner has incorrectly spelled their name on the enrolment form prior to enrolling with the college, leading to incorrect information being inputted onto EBS. The Director of MIS & Exams