

# UK Certification Policy



## Introduction & Purpose of this Policy

This policy is aimed at our Applicants and Candidates, who have achieved UK Certification qualifications and examinations. It outlines the policy for certification enquiries/requests and the steps we will follow when responding to certification enquiries/requests.

UK Certification has a responsibility to take all reasonable steps to ensure that it:

- Issues a certificate or any replacement certificate to a certified person who has a valid entitlement to that certificate
- Does not issue any certificate to a certified person who does not have a valid entitlement to that certificate
- Revokes any certificate if the competence of the certificate holder is brought into question
- Meets any date or timescale published in respect of the issue of certificates and replacement certificates

## Policy Statement

It is the policy of UK Certification that impartial Assessment shall be open to any and all individuals meeting the Scheme entry requirements regardless of race, colour, creed, nationality, ethnic origin, gender, marital status, religion, sexuality, political belief, ability or age.

- Preparatory training is not necessarily a pre-requisite for assessment.
- Individuals are invited to indicate any special needs that they wish to be taken into consideration at the time of application.

Each declared situation will be considered on an individual basis. UK Certification will take all reasonable steps to offer methods of Assessment that provide for the needs of individuals with learning and physical difficulties.

## Certification and Registration

UK Certification issues certificates to candidates whom demonstrate competence against the relevant criteria in the specified certification area.

- Certificate Conditions are printed on the reverse side of all certificates.
- During registration by signing the candidate declaration sections of UK Certification forms, you are agreeing that UK Certification may transfer your personal and qualification information collected during the certification process to the relevant scheme authority.

## Validity and Expiry

- Validity conditions are stated on the certificate.
- Certificates issued will show the assessments undertaken per attendance at an Approved Assessment Centre.
- Certificates will not show a cumulative history of all assessments undertaken.

## Fees

Certification fees will be charged as stated in UK Certification charging policy.

- Certificate fees are normally charged to the Assessment Centre attended and the cost will therefore be included in the assessment fee quoted by the Approved Assessment Centre.
- UK Certification reserves the right to withhold certification where an Assessment Centre has not paid fees due. In the unlikely event of this situation occurring, the candidate will be offered the opportunity to pay a certification fee to UK Certification to release the certificate. The candidate would then need to recover the amount paid from the centre they attended.

## Certification Process

The Approved Centre will indicate to individuals the provisional outcome of their Assessment. This result will still be subject to verification, following which, records will be transmitted to UK Certification. The Approved Centre may only recommend Certification, the final decision rests with UK Certification.

UK Certification will aim to provide successful Individuals with Certification within 8 days of receipt of correctly completed documentation from the Approved Centre.

Certificates of competence issued contain the following details:

- Scope of the Certification, Individuals full name, certificate number, national insurance number and date of birth
- Description of each assessment; the expiry date of the certification
- Certificate holders signature panel and a clear warning statement that the certificate is only valid when presented on original paper
- The certificate remains at all times the property of UK Certification
- Unless UK Certification has been formally notified via specific formal arrangement, certificates will be issued directly to the applicant

## Conditions of Certificate Issue

During the life of your certificate you are bound by the conditions of issue detailed below and as printed on the certificate reverse:

- The certificate holder shall only make claims regarding certification with respect to the scope for which certification has been granted
- The certificate holder shall not use the certification in such a manner as to bring UK Certification into disrepute, and will not make any statement regarding the certification, which UK Certification may consider misleading or unauthorised
- The certificate holder will discontinue the use of all claims to certification that contains any reference to UK Certification upon suspension or withdrawal of certification, and will return any certificates issued by UK Certification
- The certificate holder shall not use the certificate in a misleading manner

Failure to comply with the requirements may result in certificate suspension or withdrawal, or other appropriate actions. Any proven act of negligence within your scope of certification may result in certificate withdrawal.

### **Non-Receipt of Certificates**

You are required to notify UK Certification within three months in the event of non-receipt of your certificate. A replacement certificate fee will apply if notification of non-receipt is received outside of this timescale.

### **Use of Logo's and Marks**

The reproduction of any logo appearing on the certificate is not permitted.

### **Disclosure of Information**

UK Certification will confirm whether an individual holds a current, valid certificate and the scope of the certification, except where the law requires such information not to be disclosed. Personal information and assessment results will be sent to the appropriate registrar as part of the certification process. Details other than this will not be disclosed without the consent of the certificate holder.

### **Certificate Replacement**

There will be a fee to replace a certificate where the original certificate has been lost or misplaced. Such a replacement is printed on certificate paper and includes the hologram that proves the document's authenticity.

A replacement certificate will bear a stamp with the wording 'Replacement'. Our regulators ask us to print this on all replacement certificates to show that the document isn't the original certificate.

If a copy of certification is required rather than a full replacement, then this can be produced for a fee. It is a regulatory requirement that we are able to produce a copy of certification. Where this is requested, it is usually a black and white copy of the certificate and it will be emailed directly to the candidate, or to any other authorised person as advised by the candidate. This copy will also bear a stamp with the wording 'Copy', again to confirm that this is not the original document.

Neither of the above requests will be released by UK Certification until full payment has been received and cleared.

### **Review Arrangements**

We will continually improve our Certification Policy through regular reviews of our activities and revise it in line with any feedback from customers, learners, regulatory authorities or external agencies, or changes in our practices.

### **Contact**

If you have any queries about this Certification Policy, please send an email to [info@ukcertification.co.uk](mailto:info@ukcertification.co.uk)