



UK Certification Policies

Qualifications & Certification for the Building Services Industry

Certification Policy



Introduction & Purpose of this Policy

This policy is aimed at our Learners/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 Learner/Candidate who has a valid entitlement to that certificate.
- Does not issue any certificate to a Learner/Candidate who does not have a valid entitlement to that certificate.
- Revokes any certificate if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate as a consequence of an appeals process.
- 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 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 & Registration

- UK Certification issues certificates to candidates whom demonstrate competence against the relevant criteria in the qualification specification.
- Certificate Conditions are printed on the reverse side of all certificates.
- During registration by signing the Learner/Candidate declaration section of the UK Certification application form, you are agreeing that UK Certification may transfer your personal and qualification information collected during the certification process to the relevant scheme authority.

Validity & Expiry

- Certificates issued will show the qualification or assessments undertaken per attendance at an Approved Centre. All certificates include the validity conditions.
- All certificates which are issued by UK Certification identify both the Learner/Candidate and the qualification or assessments undertaken. The certificates are accurate, complete and reflect the results clearly.
- UK Certification only issues certificates which are clear and readily capable of being understood by users of qualifications or assessments undertaken.

Fees & Charges

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

- Certificate fees are normally charged to the Approved Centre attended and the cost will therefore be included in the fee quoted by the Approved Centre.
- UK Certification reserves the right to withhold certification where an Approved Centre has not paid fees due. In the unlikely event of this situation occurring, the Learner/Candidate will be offered the opportunity to pay a certification fee to UK Certification to release the certificate. The Learner/Candidate would then need to recover the amount paid from the centre they attended.
- The cost of 2nd class postage is included in the fee. There will be an additional fee if special delivery or courier delivery is requested.
- UK Certification will not issue certificates directly to Learner/Candidates from our offices.

Certification Process

The Approved Centre will indicate to Learner/Candidate the provisional outcome of their Qualification/Assessment.

This result will still be subject to moderation/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 issued will contain the following details:

- Scope of the Certification, Learner/Candidate full name, certificate number, national insurance number and date of birth.
- Description of each qualification/assessment; the expiry date of the certification.
- The certificate remains at all times the property of UK Certification.

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 60 days 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 or marks 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.

Learners/Candidates, or Approved centres acting on their behalf, can request a full replacement or a copy certificate by way of completing a replacement certificate form which can be found on the UK Certification website.

Incorrect / Fraudulent Claims

Claims for certification that are proved invalid or fraudulent will be treated by UK Certification in accordance with its policy on Malpractice and Maladministration. Serious cases will be notified to the Regulators and other Awarding Organisations / Certification Bodies which may have an interest in the qualifications claimed.

Review Arrangements

- We will continually improve our Complaints Policy through reviews of our activities and revise it in line with any feedback from customers, regulatory authorities or external agencies.
- As a minimum our Compliance Team will review this policy annually to ensure it continues to meet the needs of our customers and the Regulators.
- If you have any queries about this policy, please send an email to info@ukcertification.co.uk



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