

Claiming Certification

1 General

- 1.1 This Skills and Education Group Awards¹ policy sets out the rules and conditions for claiming certificates.
- 1.2 It is the Centre's responsibility to claim achievements for its learners. Centres must have appropriate systems in place to ensure that claims are valid and correct. Invalid, incorrect or fraudulent claims will be referred as malpractice or maladministration and centres may be subject to sanctions as a result.
- 1.3 Valid claims² can be made at any time of year. Once a centre's claim has been authorised by Skills and Education Group Awards, certificates will be issued within 5 working days³ and will be despatched to the Centre which initially enrolled the learners unless we have been notified otherwise.
- 1.4 Claims for qualifications which have been assigned UCAS points must be made by 10th July in order for results to be submitted to UCAS:

2 How to claim Qualifications / Units

- 2.1 Claiming grades
 - 2.1.1 Centres must ensure registrations are correct prior to result claiming through the online registration system (ORS).
 - 2.1.2 Centres must input the assessment grading decisions i.e. F (fail), P (pass) and, where applicable to the unit or qualification, M (merit) or D (distinction). Where an overall final grade needs to be inputted, it should relate to the applicable unit grades. If any assessment components are weighted, these are as explained in the relevant qualification guides.
 - 2.1.3 Centres claiming a full qualification using units already awarded through either exemption (E) or credit transfer (CT) must enter E or CT against the appropriate units.
 - 2.1.4 Learners who have withdrawn from the qualification and do not intend to complete some or all of the units must be inputted as withdrawn (W). Learners can obtain achievement for any units completed.

¹ Skills and Education Group Awards is a recognised awarding organisation and part of the Skills and Education Group.

² A valid claim is a) when assessment and internal and external moderation have been completed satisfactorily and there are no actions preventing certification or b) when assessment and internal moderation have been completed and direct claims have been approved and claims have been internally quality assured.

³ Within peak certification claim periods (June-August inclusive) this will be extended to 10 working days

2.1.5 Learners who have not completed all the units on which they were enrolled but are to continue, will remain as registered (R) for a period of 12 months after the course end date submitted by the Centre. After that date learners will be withdrawn, and courses closed. Skills and Education Group Awards will notify centres one month before the course is due to close, allowing centres to transfer learners to a new or current course. Such transfers are free of charge.

2.2 Adding Additional Units at the Claim Stage

2.2.1 If learners have completed units for which they are yet to be enrolled, this can be done at the claiming stage. At this stage an invoice will be raised for all additional units registered and emailed to the Centre's Exams Officer (cc Finance department).

2.2.2 Centres must note that if they claim for any additional units (including those through credit transfer or exemption) and those units did not form part of the external moderation activity, we reserve the right to undertake additional moderation for which there will be a charge.

2.3 Registering additional Learners at the Claim Stage

2.3.1 Centres must first enrol the learners against the appropriate course ID before a claim can be made. An invoice will be raised at this stage.

2.3.2 If those learners were not available for selection during external moderation, we reserve the right to sample further evidence for which there will be a charge.

2.4 Claiming a different Qualification

2.4.1 Learners who achieve more or fewer units than those initially registered may be entitled to an alternative qualification. Where centres believe this to be the case, units are the same and no certification claims have been made, you may transfer the learners to an alternative qualification via the ORS system.

3 Incorrect / Fraudulent Claims

3.1 Claims for certification that are proved invalid, incorrect or fraudulent will be treated by Skills and Education Group Awards in accordance with its policy on Malpractice and Maladministration and proven cases may result in sanctions against the Centre. Serious cases will be notified to the Regulators⁴ and other Awarding Organisations which may have an interest in the units /qualifications or products claimed.

⁴ Ofqual in England; Qualifications Wales; CCEA Regulation in NI

4 Checking Certificates

- 4.1 Once in receipt of certificates centres are requested to check all certificates for accuracy before releasing them to learners. If any incorrect certificates are received, we must be notified and they must be returned to us immediately with an explanation/reason for the error.
- 4.2 It is the Centre's responsibility to ensure that every effort is made to deliver certificates to learners without undue delay. Any enquiries received from learners about the status of their certificate claims will be referred to the Centre.
- 4.3 In cases where certificates are unclaimed by learners, centres should follow their own policy on the retention/disposal of any certificates unclaimed by learners.

5 Certificate Re-issue

- 5.1 A certificate is re-issued where:

- 5.1.1 Certificates are lost in transit between Skills and Education Group Awards and the Centre.

We will investigate the loss with the postal / courier service and bear the cost of any replacement. If certificates are re-issued and the originals are later recovered, the re-issued certificates must be returned to us.

- 5.1.2 Certificates are lost in transit between the Centre and the learner.

The Centre is responsible for investigating the loss with the postal / courier service and will bear the cost of any re-issue. If certificates are

reissued and an original is later recovered, the re-issued certificate must be returned to us.

- 5.1.3 Certificates are damaged in transit between SEG Awards and the Centre.

These must be returned to us with the original packaging before certificates can be re-issued. We will bear the cost of re-issue.

- 5.1.4 Certificates are damaged in transit between the Centre and the Learner.

These must be returned to us before certificates can be re-issued. The Centre will bear the cost of re-issue.

- 5.1.5 Certificates have been printed with spelling errors.

Certificates must be returned to us before certificates can be re-issued. The Centre will bear the cost of re-issue.

5.1.6 Centres have made an error when claiming.

Certificates must be returned to us with full details of how the error occurred before certificates can be re-issued. The cost for re-issue will be charged to the Centre. All such errors will be logged as maladministration against the Centre and the Centre's named Head of Quality will be requested to investigate the circumstances. Persistent failure to rectify such errors may result in sanctions against the Centre.

5.1.7 Centres have not received certificates in the timescales expected.

Centres must notify Skills and Education Group Awards in writing giving the following information:

- Full Qualification Title;
- Course ID(s);
- Date of claim;
- That a full check of their premises has been made to ensure certificates have not been received.

Skills and Education Group Awards will investigate the issue and then confirm the action(s) to be taken.

- 5.2 All requests by Centres, for the re-issue of certificates, must be submitted to us within 3 months of the original certification date, after this date learners will be required to request a replacement certificate – See section 6

6 Replacement Certificates / Letters of Verification

- 6.1 We will issue a replacement certificate for any award made after September 2005 and will issue a letter of verification for awards made between 1999 and September 2005 subject to the request being verified.

- 6.2 A certificate may be replaced, or a letter of verification issued when:

- an individual has lost the original certificate;
- an individual has damaged the original certificate.

- 6.3 We will not issue a replacement certificate or letter of verification with a name change as a result of marriage or name change by deed poll.⁵

⁵ Exceptional circumstances may apply

- 6.4 We can provide a replacement certificate or letter of verification with a name change where this is as result of;
- gender reassignment.
 - a learner who enters a Witness Protection Scheme as informed by a Police Officer / Solicitor.

A replacement certificate or letter of verification will only be issued once the name has been legally changed.

- 6.5 Requests for replacement certificates or letters of verification can be made by centres or individual learners and must be made on form R6 Replacement Certificate Application available on the website.
- 6.6 All claims for replacement certificates / verification letters are checked and authenticated before replacements / letters are issued and are subject to a fee, payable in advance.
- 6.7 All such certificates will bear the word 'Replacement' in line with the Regulators' Conditions of Recognition.
- 6.8 Should the original certificate be found; the replacement must be returned to Skills and Education Group Awards with an explanation that the original certificate has been found. The replacement will then be destroyed.

7 Authentication of Certificates / Letters of Verification

- 7.1 To minimise the risk of fraudulent copies of certificates, our certificates include a number of advanced security features.
- 7.2 We will consider any request to authenticate award documents and will investigate any potential claims of counterfeit awards. All such enquiries will be processed in line with data protection requirements and should be made to the Customer Support Team on 0115 8541 620 or emailed to customersupport@skillsedugroup.co.uk

8 Quality Assurance

- 8.1 This policy is reviewed annually to ensure it continues to meet the needs of our Regulators⁶.

⁶ Ofqual in England; Qualifications Wales; CCEA Regulation in Northern Ireland