



Certificate Reissue Policy

What is its purpose?

This policy outlines the process learners should follow if they require a replacement certificate for a course achieved with Squaricle Group.

Why is it important to us?

It's important to us that we give clear guidance to our learners.

Why is it important to our clients and learners?

This policy gives our clients and learners assurance and information of a fair and transparent process to follow if replacement certificates are needed.

Who within the organisation does it apply to?

All learners.

When will it be effective from?

December 2021

What are our responsibilities and accountabilities?

Squaricle Group recognise that on occasion, it may be necessary for a learner to request a replacement certificate if their original has become lost or damaged, if an error has been made, or if their name has changed. Changes to certificates cannot be routinely made retrospectively – for example learners cannot request for a certificate to be re-issued with a name change following marriage or divorce. However, transsexual or transgender learners are able to request a re-issue of their certificates with their new name. In this instance, learners will need to provide a statutory declaration of name change with their application for reissue.

There are some charges associated with certificate replacement, these are based on both the type of certificate in question, and the age of the original certificate. Where the certificate is produced by an awarding body, the fees are those of the awarding body, not Squaricle Group. These charges are detailed below.

Process

Learners requesting a replacement certificate should complete the attached form, and email this along with their proof of identity to hello@squariclegroup.com Squaricle Group will process your request and contact you to arrange collection of payment.

Names on replacement certificates will be recorded as the names listed on our learner enrolment system, unless the name has changed in a transgender or transsexual context as indicated above.



Replacement certificates, whilst having exactly the same standing as the originals they replace, are produced in the current format and therefore may not have the same appearance as the original. Please note that with some awarding body organisations, where original certificates were issued prior to a certain date, replacements will be in transcript format (carrying 'Replacement Certificate' text) rather than certificates. Details of this can be found on the relevant awarding body websites.

Fees

For certificates issued by Squaricle Group brands on completion of non-accredited, non-awarding-body-recognised courses, if the original certificate was issued by us less than 3 months prior to the replacement request, then there is no charge. After the 3 month period has elapsed, there is a charge of £10 per replacement certificate.

For certificates issued either by an awarding body, or by Squaricle Group in conjunction with an awarding body (for example 'ted Learning ilm recognised programmes') charges will be those of the awarding body. Squaricle Group will not add an additional fees onto this, although we will arrange for the replacement certificate to be reissued. Please visit the website of the awarding body for your course to see their current fees, or contact Squaricle Group on hello@squariclegroup.com and we will inform you.

Outside authorities that are responsible or require the policy or that can support the policy

Any awarding bodies which Squaricle Group work with.

At time of policy creation: [ILM \(i-l-m.com\)](http://ilm(i-l-m.com))

Related documents and procedures

Certificate Replacement Request form : attached as the final page of this policy.



Replacement Certificate Request Form

Please complete this form and return it, with the relevant evidence, to hello@squariclegroup.com

We will then contact you to confirm your request and process any payment (if charges apply)

If you are requesting more than one replacement certificate, please complete a separate form for each certificate request.

Your full name: <i>(this should be the name you completed the course under)</i>
Your date of birth
Your email address
Your home address: Postcode: Day time telephone number: Evening telephone number:
The title of the course:
The year you completed / achieved this course / qualification:
Was this course an accredited or awarding-body-recognised course? (delete as appropriate) : Yes / No
If yes, please state the awarding body name:



Reason for replacement request:

Please send proof of identity with this completed form. This should be a scanned pdf or clear photograph of your passport. *(If your passport indicates a different name to that which originally appeared on your certificate – i.e. due to marriage / divorce please also attach supplementary documents confirming your name change i.e. marriage certificate)*

Please also indicate your passport number here:

If you are requesting a replacement certificate due to changing your name on a transgender or transsexual basis, please also attach further evidence i.e. a confirmation letter from a medical practitioner such as a GP and evidence of the name you wish to use such as a Deed Poll document. Please specify here the documents you have included:

Please indicate the name you wish your replacement certificate to show:

Signature:

Date:

Official use

Acknowledgement sent (date / initial):

Payment processed (date / initial):

Replacement Certificate generated (date / initial):

Replacement Certificate sent (date / initial):

