



**nebosh**

**Policy regarding learner Certificates  
including  
corrections and reissues**

Version 11 (April 2023)

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## 1. Policy

Certificates provide proof of achievement and are valuable documents that should be kept safe. Employers, professional bodies and academic institutions may ask to see Certificates as evidence of the qualification holder's achievement.

As an Awarding Body issuing Certificates for qualifications that have been accredited by the relevant regulators, NEBOSH Certificates are designed, issued and, where necessary, replaced in accordance with regulatory requirements.

The policy and procedure set out below apply to all requests for replacement Certificates.

## 2. Scope

This document contains general information regarding Certificates issued by NEBOSH and the rules applying to name corrections and replacement Certificates. The NEBOSH policy dealing with non-genuine Certificates is set out in a separate document, *Fraudulent Certificates (CX011)*.

For definitions of terms used in this document please see the *Glossary of NEBOSH Terms (Q013)* document available in the *Policies and Procedures* section of our website: <https://www.nebosh.org.uk/policies-and-procedures/>.

**The term 'Certificates' for the purpose of this document refers to both Unit Certificates and Qualification Parchments. Where information relates to only one of these documents, this will be clearly stated by using the terms 'Unit Certificates' and 'Parchment'.**

## 3. Regulatory Authorities' criteria

NEBOSH is an awarding body approved by Scottish Qualifications Authority (SQA) Accreditation, , and the Office of Qualifications and Examinations Regulation (Ofqual).

### SQA Accreditation

This document is intended to meet the relevant requirements of Regulatory Principle 15 of the *SQA Accreditation Regulatory Principles (2021)*:

*"15. The awarding body must have effective, reliable and secure systems for the registration and certification of learners."*

*Regulatory Principles Directive RPDIR 3: Logos and certificates for SQA accredited qualifications, SQA Accreditation v10, March 2019.*

*Regulatory Principles Directive RPDIR 4: Titling conventions for SCQF credit rated qualifications, SQA Accreditation, February 2018.*

Certification issued for qualification specifications accredited by the regulatory authorities in Scotland, include the logo of the relevant regulator (SQA Accreditation). You will find a list of [SQA-accredited qualifications](#) on their website.

### Ofqual

Ofqual Condition I4 – Issuing certificates and replacement certificates:

14.2 An awarding organisation must take all reasonable steps, including having procedures in place, to ensure that it –

(a) issues a certificate and any replacement certificate to any Learner who has a valid

- entitlement to that certificate or replacement certificate,
- (b) does not issue any certificate to a Learner who does not have a valid entitlement to that certificate,
- (c) revokes any certificate if the result on the certificate is false because of malpractice, maladministration, or because the result has been corrected under Condition H6.3, and
- (d) meets any date or timescale published by it in respect of the issue of certificates and replacement certificates.

*Ofqual General Conditions of Recognition (2022)*

Our regulatory obligations dictate that one valid Certificate and/or Parchment is issued per learner, per qualification. *Multiple copies of the same Certificate will not be issued.*

On occasions NEBOSH may request that the original Certificate/Parchment is returned. In such cases, it is recommended that this is done via a trackable delivery service.

#### **4. Timescales for Certificate/Parchment delivery**

Original Certificates are normally dispatched within **20 working days** of the relevant **Unit Result Notification (URN) date** for all qualifications.

- A Qualification Parchment will be sent directly to Learning Partners for distribution to learners for NEBOSH Award and Certificate-level qualifications via recorded delivery in the UK and trackable delivery overseas.
- Unit Certificates are available for NEBOSH Award and Certificate-level qualifications by request. Please see *Section 9* of this document for further details.
- Unit Certificates and Qualification Parchments for NEBOSH Diploma-level qualifications are sent directly to learners in the UK and Learning Partners via a trackable service for learners based overseas.

**Please note:** NEBOSH will only re-issue Certificate(s) free of charge, due to non-receipt, damage or error up to 40 working days after the unit result notification issue date. After this time replacements will be chargeable.

In cases where NEBOSH has used trackable delivery, NEBOSH will check claims with the delivery service. If the claim cannot be verified, NEBOSH will charge for replacements and will not proceed with processing the request until payment has been received.

NEBOSH will not accept any liability for Certificates lost in transit between Learning Partners and learners or once they have been received by learners. In such cases requests for replacement Certificates will not be processed without payment being received in full, with a completed request form.

#### **5. Returning damaged or incorrect Certificates**

Where NEBOSH are notified of damaged or incorrect Certificates within 40-working days after Unit Result Notification date, a replacement will be sent free of charge. Our database will be updated, and the original Certificate/Parchment will be voided. The Learning Partner/learner will be asked to securely destroy the Certificate/Parchment.

In cases where NEBOSH has used trackable delivery, NEBOSH will check claims with the delivery service. If the claim cannot be verified, NEBOSH will charge for replacements and will not proceed with processing the request until payment has been received.

**Please note:** on occasions NEBOSH may request that the original Certificate/Parchment is returned. In such cases, it is recommended that this is done via a trackable delivery service.

## 6. Suspected malpractice and maladministration

Repeated requests for reissues from the same learner and/or Learning Partner will be investigated before they are accepted. If evidence of fraudulent and/or negligent activity is found, the incident will be treated by NEBOSH as malpractice and where appropriate, reported to the appropriate authorities.

Once a Certificate has been reissued the original will no longer be valid. If a lost or stolen original is later presented to NEBOSH for authentication it will be identified as invalid.

## 7. Types of replacement Certificate requests

### a. Certificates stolen, lost, damaged, destroyed or not received by the learner or Learning Partner

The online [Replacement Certificate Request form](#) must be completed and correct payment (if required) must be received before the request will be processed.

If the damaged Certificate is disposed of before it can be returned to NEBOSH it will be considered destroyed. If it has not yet been destroyed, you will be requested to destroy it once the request has been processed.

The regulatory authorities require that where the original Certificate has been lost, stolen or not received the replacement is marked 'reissue' and printed with the reissue date. A new QR code will be printed, however, the Certificate reference number will remain the same as the original.

**Please note:** NEBOSH will only re-issue Certificate(s) free of charge, due to non-receipt, damage or error up to 40 working days after the unit result notification issue date. After this time replacements will be chargeable.

### b. Certificates requiring reissue to correct an error or change the learner name

With regard to name changes and corrections, learners/Learning Partners must submit a correction of a name before the results are declared for any upcoming assessment(s). NEBOSH provides confirmation of how the name will be shown on a Certificate/Parchment on the assessment registration confirmation letter that is emailed directly to the learner.

NEBOSH makes every effort to accommodate requests for amended or replacement(s) Certificates.

Where Certificates are intended to be used by learners to confirm their identity and/or qualifications, learners must register and be certificated under their full formal/legal name.

**Please note:** names exceeding 60 characters may appear over two or more lines on the Certificate.

NEBOSH is obliged to be able to identify a learner, including their correct name and will require a copy of photographic identification, eg current passport, driving licence or national identity card.

In line with GDPR the identification will not be printed and will be stored securely in an electronic format by NEBOSH and is deleted within 6-months.

It is NEBOSH's policy to Certificate learners using the name provided by their Learning Partner during the registration process.

If NEBOSH receives a request **before examination results are declared** the name amendment will be made free of charge and Certificate(s) issued in the corrected name.

If NEBOSH receives a request **after examination results are declared** the name amendment and Certificate re-issue may incur a charge. Certificate reissue will not proceed until payment has been received in full.

**c. Changing name as registered to 'preferred' name (eg John James Smith to Jim Smith or vice versa)**

We do not accept preferred names for use on Certificates/Parchments.

Use of legal names is to assist in ensuring the Certificate (and any replacement Certificate required) is issued to the correct learner and enable the learner's achievement to be verified in future if requested by the learner, their employer, or attestation service. For a name change made for legal purposes before the result declaration date see 5.e.)

**d. Changing order of names (eg reversing Surname and First Name(s) for certification purposes) and naming formats available to learners**

NEBOSH Certificates are generated using the learner's electronic record including Given (or First) Name(s) and Family Name (or Surname) as provided at learner enrolment and/or registration. NEBOSH Certificates display the Family Name after the Given Name(s) on all printed Certificates. If an alternative naming format is required, this must be made in writing to NEBOSH, and only the below formats are available.

It is important that the correct names are captured in the electronic record to ensure that NEBOSH are able to identify the learner by their Family Name, particularly in the event of the same learner registering with NEBOSH at a later date where their actual Surname could not be matched.

This is to ensure that Certificates are only issued to the correct and identifiable learner and prevent duplicate records being created.

Format: default will be European if none specified	Example: (Surname / Family Name shown in capitals)	Description of format
1. European / Western	John SMITH	First Name(s) (Given Name(s)) then Surname (Family Name)
2. Eastern eg Chinese/ Korean/ Malaysian/ Chinese/ Myanmar/ Vietnam	SMITH John	Surname (Family Name) then First Name(s) (Given Name(s))
3. Indonesian	John	Single Name – enter same name in both First Name and Surname fields
4. Indian v1	John S/O SMITH	First Name(s) followed by Surname (S/O denotes 'Son of' added after First Name(s))
5. Indian v2	S John	Initial of Surname (Family Name) followed by First Name(s) (Given Name(s))

**e. Name change for legal purposes (eg due to marriage, divorce, or by deed poll)**

These requests must be accompanied by a piece of supporting *Photographic Identification* (eg copy of passport page with the new name); plus one other, such as: birth certificate, marriage certificate, Decree Absolute, or deed poll evidence, confirm previous and current name.

If NEBOSH receives the request **before examination results are declared**, the name change will be made free of charge and Certificate(s) issued in the corrected name.

If NEBOSH receives the request **after examination results are declared** the name change and Certificate re-issue may incur a charge. Certificate issue/reissue will not proceed until payment has been received in full.

**8. Change of result due to Enquiry About Result or change in declaration date**

In the event of an Enquiry About Result (EAR) changing a learner's Unit result and/or overall grade, corrected Certificates will be issued free of charge.

Our database will be updated, and the original Certificate/Parchment will be voided. The Learning Partner/learner will be asked to securely destroy the Certificate/Parchment. Replacements for Certificates following an EAR will not be marked 'reissue'.

**Please note:** on occasions NEBOSH may request that the original Certificate/Parchment is returned. In such cases, it is recommended that this is done via a trackable delivery service.

## 9. How to apply for replacement Certificates and/or first issue Unit Certificates

For information on fees, see the [learner fees list](#) on our website.

To request a replacement Certificate/Parchment, or replace a first issue Unit Certificate, [click here](#).

On receipt of your request you will be sent a payment link. It is our policy to wait for receipt of payment in full and a completed form from the learner or Learning Partner before the request is processed.

Any request for replacement Certificates and/or first issue Unit Certificates must be submitted individually (**one form per learner per qualification**).

Please select the appropriate reason code when completing the form:

Where the Certificate/ Parchment ...	Fee payable? (If yes, see current fees list)	Original
has been damaged by the learner	Yes	Destroy/return to NEBOSH
has been damaged by the Learning Partner	Yes	Destroy/return to NEBOSH
has been damaged in post from NEBOSH	No – if completed form received within 40-working days of the <b>Unit Result Notification date</b>	Destroy/return to NEBOSH
has been lost or destroyed by the learner	Yes	
has been lost or destroyed by the Learning Partner	Yes	
has not been received by the Learning Partner from NEBOSH	No – if completed form received within 40-working days of the <b>Unit Result Notification date</b>	
has not been received by the Diploma learner direct from NEBOSH	No – if completed form received within 40-working days of the <b>Unit Result Notification date</b>	
requires a name change that took place <i>after results have been declared</i>	Yes	Destroy/return to NEBOSH
has an error identified – spelling/printing/duplicate learner	No – if error correction request received <i>before</i> examination result declared.  Yes – if an error correction request is received <i>after</i> examination results are declared.	Destroy/return to NEBOSH

**Please note:** in cases where NEBOSH has used trackable delivery, NEBOSH will check claims with the delivery service. If the claim cannot be verified, NEBOSH will charge for replacements and will not proceed with processing the request until payment has been received.



In order to meet the requirements of the UK Data Protection Act 2018 and UK General Data Protection Regulation 2016/679 (the “Data Protection Law”; GDPR) the form must be completed in full to assist NEBOSH in identifying the correct learner (eg where there is more than one NEBOSH learner with the same name and/or date of birth and/or living within the same postcode) to ensure the reissue is being made to the correct learner.

## 10. Document Control

<b>Document reference</b>	<b>CX002</b>
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