



**nebosh**

**Policy regarding candidate  
certificates including  
corrections and reissues**

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## 1. Policy

Unit certificates and qualification parchments provide proof of achievement and are valuable documents that should be kept safe. Employers, professional bodies and academic institutions may ask to see unit certificates and/or qualification parchment as evidence of the qualification holder's achievement.

As an awarding body issuing certificates for qualifications that have been accredited by the relevant regulators (SQA and where relevant Ofqual, Welsh Government and CCEA), NEBOSH certificates are designed, issued and, where necessary, replaced in accordance with regulatory requirements.

The policy set out below applies to all requests for replacement certificates from 1 July 2012 onwards.

## 2. Scope

This policy contains general information regarding unit certificates and qualification parchments 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, the NEBOSH *"Policy on fraudulent certificates"*.

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

## 3. Regulatory Authorities' criteria

NEBOSH is an awarding body approved by Scottish Qualifications Authority (SQA) Accreditation, which has a UK-wide regulatory remit.

This policy is intended to meet the relevant requirements of the regulatory criteria as set out in Principle 15 of the *"SQA Accreditation Regulatory Principles (2014)"*:

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

Certification issued for qualification specifications accredited by the regulatory authorities in Scotland, include the logo of the relevant regulator (SQA Accreditation). A list of SQA-accredited qualifications can be found here:

[http://accreditation.sqa.org.uk/accreditation/Qualifications/Accreditation\\_Qualification\\_Search#NEBOSH](http://accreditation.sqa.org.uk/accreditation/Qualifications/Accreditation_Qualification_Search#NEBOSH)

**NB:** Candidates and accredited course providers should be aware that due to changing regulatory requirements that apply retrospectively, replacement certificates may vary from the original.

## 4. Key general information

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**a) Timescales for delivery of all certificates**

Original certificates are normally sent out within **20 working days** of the relevant **Unit Result Notification date** (or three months after the date of the examination). **NB:** Please wait until this timescale has elapsed before contacting your accredited course provider or NEBOSH.

However, if candidates/accredited course providers fail to inform NEBOSH that their certificate has not been received within **40 working days of the URN letter issue date** they will be charged for replacing the certificate.

**NB:** NEBOSH will not accept any liability for certificates lost in transit between accredited course providers and candidates or once they have been received by candidates. In such cases requests for replacements certificates will not be processed without payment being received in full with a completed request form.

Where damaged or incorrect certificates are returned to NEBOSH for replacement it is recommended that candidates and accredited course providers return them via a trackable delivery service. **NB:** NEBOSH will not accept any liability for original certificates returned to NEBOSH by accredited course providers or candidates that are lost in transit.

**b) Unit certificates and qualification parchments for NEBOSH Award and Certificate-level qualifications**

Unit certificates and parchments for these qualifications are sent to the accredited course provider for distribution to candidates, rather than to candidates individually.

If a candidate has yet to receive their certificate they should check with their accredited course provider before contacting NEBOSH to request a replacement. These are sent to providers via recorded delivery in the UK and trackable delivery overseas.

**c) Unit certificates and qualification parchments for NEBOSH Diploma-level qualifications**

Certificates for NEBOSH Diploma-level qualifications are normally sent directly to candidates in the UK rather than to accredited course providers. Certificates for overseas candidates are normally sent via trackable delivery to accredited course providers.

**d) Cost to issue replacement certificates**

NEBOSH makes a charge to cover the costs of materials and administration for replacing lost, stolen or damaged certificates and/or changing the name on certificates.

**NB:** NEBOSH policy is to wait for receipt of payment in full and a completed form from the candidate or accredited course provider before the request is processed.

For the current fees for replacement certificates please see the latest NEBOSH Fees Schedule, available on the NEBOSH website.

**e) Names on reissued certificates**

With regard to name changes and corrections, NEBOSH makes every effort to accommodate requests for amended or replacement certificates but please note that due to the requirements of the regulatory authorities it may not always be possible. Please see **section 3)** for more information.

#### **f) Timescales for delivery of replacement certificates**

Candidates should expect to receive their certificate(s) within **20 working days** of receipt by NEBOSH. Please note that where candidate identification and/or payment is required, the 20 working days does not start until these have been received and verified. If it is not received within this timescale the candidate should contact NEBOSH.

**NB:** Where the candidate has specified an address other than their own (eg, work or accredited course provider address) for delivery of the replacement certificate, the candidate should check delivery with that organisation before contacting NEBOSH.

#### **g) Copies of original certificates**

Our regulatory obligations dictate that one unit certificate is issued per unit achieved per candidate and one qualification parchment is issued per qualification per candidate. Where available, the originals must be returned before replacements are issued. *Multiple copies of the same certificate will not be issued.*

NEBOSH recommends that candidates and accredited course providers return original certificates and/or parchments via a trackable delivery service. **NB:** NEBOSH will not accept any liability for original certificates and/or parchments sent to NEBOSH by accredited course providers or candidates that are lost in transit.

Where there has been a change in the original specifications/title/level since the candidate was awarded the certificate, NEBOSH may provide a confirmation letter giving a statement of attainment, instead of an actual replacement. If it is not possible to issue a certificate to the candidate, no charge is made for a statement of attainment.

#### **h) Suspected malpractice and maladministration**

Repeated requests for reissues from the same candidate and/or accredited course provider 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 or parchment 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.

## **5. Types of replacement certificate requests**

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**a) Certificates stolen, lost, destroyed or not received by the candidate or accredited course provider (where no original certificate is available to return)**

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. However, the certificate reference number will remain the same as the original.

**b) Certificates damaged by the candidate or accredited course provider and returned to NEBOSH**

The original certificate(s) must be returned to NEBOSH with the correct payment 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 - see **5a)**. 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.

**c) Certificates requiring reissue to correct or change the candidate name**

Under the General Data Protection Regulation and the requirements of the regulatory authorities, NEBOSH is obliged to be able to identify a candidate, including their correct name.

Upon receipt of the Identification and the required information changed the Identification is not stored by NEBOSH

The identification will not be printed and stored in paper form by NEBOSH

The identification will be stored in the company email server upon deletion for 30 days as per company policy and will be automatically deleted after that time.

In line with the regulations governing issuing of certificates, NEBOSH policy is to certificate candidates using the name *as stated on the candidate's registration form*. It is the responsibility of candidates and accredited course providers to ensure the candidate's legal name as stated on their *Photographic Identification* (eg current passport, driving licence or national identity card) is stated clearly, accurately and in the correct order on the registration form.

**NB:** The naming formats available to international candidates are listed in section 5ciii):

Where certificates are intended to be used by candidates to confirm their identity and/or qualifications, NEBOSH advises candidates to register and be certificated under their full formal/legal name. Please note that names exceeding 60 characters may appear over two or more lines on the certificate.

It is the responsibility of the candidate and the accredited course provider to check the spelling, name order and name format on the Registration Form, Enrolment Form (for National and International Diploma qualifications), Examination Entry Confirmation (or Confirmation of Examination Registration) and Unit Result Notification is correct and to inform NEBOSH in writing of any errors and corrections in a timely manner (enclosing a copy of supporting *Photographic Identification*, eg, current passport, driving licence or national identity card).

If a candidate identifies an error in the spelling or order of their names they should inform their accredited course provider immediately, who is responsible for passing this information on to NEBOSH. NEBOSH will not accept responsibility where accredited

course providers have failed to pass on a name change request from a candidate. Therefore candidates are advised to also contact NEBOSH directly by using the replacement certificate form and enclosing the appropriate evidence.

NEBOSH will not accept responsibility where the candidate or accredited course provider believes the other is responsible for the error and therefore any payment required. The candidate must resolve this with the accredited course provider directly or vice versa.

**NB: The rules governing correcting naming errors and making name changes on unit certificates and qualification parchments depend on the type of name change being requested.**

**i) Certificates with naming errors (misspelling, etc)**

Replacements for certificates containing misspellings will *not* be marked 'reissue'. Requests must be accompanied by supporting candidate identification (eg, copy of passport page with name, birth certificate, marriage certificate, etc) to confirm the accurate name.

If the registered name contains an error (ie, a misspelling) these changes may be made retrospectively after the result declaration date.

If NEBOSH receives an error correction request **within 10 working days of the Unit Result Notification (URN) date** the name amendment will be made free of charge.

If NEBOSH receives the error correction request **more than 10 working days after the Unit Result Notification (URN) date** the name amendment will incur a charge. Certificate issue/reissue will not proceed until payment has been received in full. **NB:** This applies equally to UK and overseas candidates and accredited course providers and there are no exceptions to this rule.

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

Please note that if a candidate's name as registered is correct, but they wish to change the form their name appears on their certificate - eg from formal/legal name (John James Smith) to their preferred/'known as' name (Jim Smith) or vice versa – current NEBOSH policy is **not** to allow candidates to use preferred names on their certificate.

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

**iii) Changing order of names (eg, reversing surname and first name for certification purposes) & naming formats available to international candidates**

NEBOSH certificates are generated using the candidate's electronic record including Given (or First) name(s) and Family Name (or Surname) as provided at candidate enrolment and/or registration. NEBOSH certificates display family name after given name(s) on all printed certificates, with the exception of international candidates from territories listed below.

It is important that the correct names are captured in the electronic record to ensure that NEBOSH are able to identify the candidate by their family name, particularly in the event of the same candidate 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 candidate and prevent duplicate records being created.

<b>Format: (default will be European if none specified)</b>	<b>Example: (Surname / Family name shown in capitals)</b>	<b>Description of format</b>
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 (given name/s)
3. Indonesian	John	Single Name – enter same name in both First 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 names)

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

These requests must be accompanied by two pieces of supporting *Photographic Identification* (eg, copy of passport page with name), plus one other, such as: birth certificate, marriage certificate, Decree Absolute etc to confirm the accurate name.

If NEBOSH receives the request **within 10 working days of the Unit Result Notification (URN)** date the name change will be made free of charge.

If NEBOSH receives the request **more than 10 working days after the Unit Result Notification (URN) date** the name change will incur a charge. Certificate issue/reissue will not proceed until payment has been received in full. **NB:** This applies equally to UK and overseas candidates and accredited course providers and there are no exceptions to this rule.

**d) Change of result due to Enquiry About Result or change in declaration date**

In the event of an Enquiry About Result (EAR) changing a candidate's unit result and/or overall grade, corrected unit certificates and (where relevant) qualification parchment will be issued free of charge.

Even if no change is made to the unit mark, any issued certificates will be re-printed to reflect the EAR declaration date for that unit.

However, where the original certificate and/or parchment has already been issued, they must be returned by the candidate and NEBOSH will not issue replacements until the originals have been received. Replacements for certificates following an EAR **will not** be marked 'reissue'.

## 6. How to make a request for a change to certificate details /replacement certificates

**NB:** Candidates and accredited course providers should read this policy before making a request. Candidates and accredited course providers must submit their request on the appropriate form.

The reissue request form for candidates (UCP1) can be downloaded from the 'Policies and Procedures' section of the NEBOSH website ([www.nebosh.org.uk](http://www.nebosh.org.uk)).

The reissue request form for accredited course providers (UCP2) can be downloaded from the accredited course providers section of the NEBOSH website ([www.nebosh.org.uk](http://www.nebosh.org.uk)).

Candidates will find key information on their NEBOSH Unit Result Notification letter and (where available) the NEBOSH certificate(s) they wish to replace.

Accredited course providers requesting replacement certificates for more than one candidate must complete **one form per candidate**.

Please tick the appropriate reason code when completing the form:

- damaged by student (fee payable – original(s) must be returned)
- damaged by accredited course provider (fee payable – original(s) must be returned)
- damaged in post from NEBOSH (no fee if completed form received within 60 working days of the **Unit Result Notification date** – original must be returned)\*
- lost or destroyed by student (fee payable)
- lost or destroyed by accredited course provider (fee payable)
- not received by accredited course provider from NEBOSH (no fee if completed form received within 60 working days of the **Unit Result Notification date**)\*
- not received by Diploma student direct from NEBOSH (no fee if completed form received within 60 working days of the **Unit Result Notification date**)\*
- name change that took place *before* **Unit Result Notification date** (fee payable - original must be returned)
- error identified – spelling/printing/duplicate candidate (no fee if error correction request received within **10 working days** of **Unit Result Notification date** and the certificate has not yet been produced. If an error correction request is received later

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than 10 working days of the **Unit Result Notification date** the fee is payable and the original must be returned)

- *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.*

For the current fees for replacement certificates please see the latest NEBOSH Fees Schedule, available on the NEBOSH website.

In order to meet the requirements of the General Data Protection Regulation the form must be completed in full to assist NEBOSH in identifying the correct candidate (eg, where there is more than one NEBOSH candidate 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 candidate.

The completed and signed form (with appropriate payment as required) should be posted to: Replacement Certificates, NEBOSH, Dominus Way, Leicester, LE19 1QW. Email and telephone requests for a replacement certificate will not be accepted. For timescales see section **4f**).

## **7. Application outside the UK**

While the policy and procedures detailed in this document are intended to comply with UK statutory and regulatory authority requirements, they are also considered to represent good practice. Therefore, they apply to all candidates regardless of the country in which the candidate is taking the assessment. Equally, the requirements placed on accredited course providers apply, as a condition of NEBOSH accreditation, to all accredited course providers regardless of the country in which they are based or in which they are operating. However, where any national legislation imposes further specific requirements, or conflicts with the procedures laid down in this document in any material way, then the requirements of the host country will normally take precedence. Such cases will be considered on an individual basis.

## 8. References

*“SQA Accreditation Regulatory Principles (2014)”* (Scottish Qualifications Authority Accreditation)

*“Regulatory Principles Directive RPDIR -3.00: Logos and certificates for SQA accredited qualifications (September 2014)”* (SQA Accreditation)

*“Regulatory Principles Directive RPDIR -4.00: Titling conventions for SCQF credit rated qualifications (June 2013)”* (SQA Accreditation)

*“General Conditions of Recognition”* (August 2014) (Office of the Qualifications and Examinations Regulator, Ofqual/14/5505)

*“Guidance to the General Conditions of Recognition”* (August 2014) (Office of the Qualifications and Examinations Regulator, Ofqual/14/5506)

*“Frequently Asked Questions on the General Conditions of Recognition and Recognition Criteria – June 2012”* (Office of the Qualifications and Examinations Regulator)

*“Additional Certificate Requirements”* (September 2011) (Office of the Qualifications and Examinations Regulator, Ofqual/11/4994)

*“Logo Requirements”* (September 2011) (Office of the Qualifications and Examinations Regulator, Ofqual/11/4995)

*“General Conditions of Recognition”* (March 2012) (Welsh Government, 114/2012)

*“Additional Certificate Requirements”* (October 2011) (Department for Education and Skills – Welsh Government)

*“NEBOSH Glossary of policy terms”* (National Examination Board in Occupational Safety and Health)

## 9. Document Control

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