



nebosh

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

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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 (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 and procedure sets out below applies 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, which has a UK-wide regulatory remit.

This document 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

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

NEBOSH recommends that learners and Learning Partners return original certificates via a trackable delivery service. **Please note:** NEBOSH will not accept any liability for original certificates sent to NEBOSH by Learning Partners or learners that are lost in transit.

Where there has been a change in the original specifications/title/level since the learner 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 learner, no charge is made for a statement of attainment.

Learners and Learning Partners should also be aware that due to changing regulatory requirements that apply retrospectively, replacement certificates may vary from the original.

4. Timescales for Certificate 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 normally 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 days after the unit result notification issue date. After this time replacements will be chargeable.

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

NEBOSH requires all damaged or incorrect certificates to be returned for secure destruction. Where damaged or incorrect certificates are returned to NEBOSH for replacement it is recommended that learners and Learning Partners return them via a trackable delivery service.

NEBOSH will not accept any liability for original certificates returned to NEBOSH by Learning Partners or learners that are lost in transit.

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, destroyed or not received by the learner or Learning Partner (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. A new QR code will be printed, however, the certificate reference number will remain the same as the original.

b. Certificates damaged by the learner or Learning Partner

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.

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 learner name

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.

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 stored in paper form by NEBOSH and 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 learners using the name provided by their Learning Partner during the registration process.

It is the responsibility of Learning Partners to ensure the learner's legal name as stated on their *Photographic Identification* (eg current passport, driving licence or national identity card) is entered clearly, accurately and in the correct order during registration.

It is the responsibility of the learner to check the spelling, name order and name. This information is provided on an Enrolment Confirmation (where applicable) and/or their Assessment Registration Confirmation (or Confirmation of Examination Registration), prior to the examination.

If a learner identifies an error in the spelling or order of their names, they should inform their Learning Partner immediately. The Learning Partner is responsible for passing this information on to NEBOSH. NEBOSH will not accept responsibility where Learning Partners have failed to pass on a name change request from a learner.

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

d. Certificates with naming errors (misspelling, etc)

If a learner identifies a naming error, they must report this directly to their Learning Partner in the first instance.

Replacements for certificates containing misspellings will not be marked 'reissue'. Requests must be accompanied by supporting learner 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 **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 the error correction 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.

Please note: This applies equally to UK and overseas learners and Learning Partners and there are no exceptions to this rule.

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

Please note that if a learner'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 learners 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 learner and enable the learner's

achievement to be verified in future if requested by the learner, their employer, etc. For a name change made for legal purposes before the result declaration date see 5.g.)

f. Changing order of names (eg reversing Surname and First Name 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 Family Name after 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))

g. 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 **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.

Please note: This applies equally to UK and overseas learners and Learning Partners and there are no exceptions to this rule.

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.

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

9. Requesting a replacement certificates and/or first issue unit certificates

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

For the current fees for first issue unit certificates and replacement certificates please see the latest *NEBOSH Fees List*, available on the NEBOSH website. It is NEBOSH policy to wait for receipt of payment in full and a completed form from the learner or Learning Partner before the request is processed.

Learners and Learning Partners should read this policy before making a request. Learners and Learning Partners must submit their request using the online form available in the *Policies and Procedures* section of the NEBOSH website:
<https://www.nebosh.org.uk/policies-and-procedures/>.

Learning Partners requesting replacement certificates for more than one learner must submit **one online form per learner**.

Please select the appropriate reason code when completing the form:

- damaged by learner (fee payable – original(s) must be returned);
- damaged by Learning Partner (fee payable – original(s) must be returned);
- damaged in post from NEBOSH (no fee if completed form received within 40-working days of the **Unit Result Notification date** – original must be returned*);
- lost or destroyed by learner (fee payable);
- lost or destroyed by Learning Partner (fee payable);
- not received by Learning Partner from NEBOSH (no fee if completed form received within 40-working days of the **Unit Result Notification date***);

- not received by Diploma learner direct from NEBOSH (no fee if completed form received within 40 working days of the **Unit Result Notification date***);
- name change that took place *after results have been declared* (fee payable – original must be returned);
- error identified – spelling/printing/duplicate learner (no fee if error correction request received before examination result declared. If an error correction request is received after examination results are declared 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.

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 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. 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 learners regardless of the country in which the learner is taking the assessment. Equally, the requirements placed on Learning Partners apply, as a condition of NEBOSH accreditation, to all Learning Partners 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.

11. References

- *SQA Accreditation Regulatory Principles*, Scottish Qualifications Authority Accreditation, 2014.
- *Regulatory Principles Directive RPDIR 3: Logos and certificates for SQA accredited qualifications*, SQA Accreditation, March 2019.
- *Regulatory Principles Directive RPDIR 4: Titling conventions for SCQF credit rated qualifications*, SQA Accreditation, February 2018.
- *General Conditions of Recognition*, Office of the Qualifications and Examinations Regulator, Ofqual/14/5505, August 2014.
- *Guidance to the General Conditions of Recognition*, Office of the Qualifications and Examinations Regulator, Ofqual/14/5506, August 2014

- *Frequently Asked Questions on the General Conditions of Recognition and Recognition Criteria*, Office of the Qualifications and Examinations Regulator, June 2012.
- *Additional Certificate Requirements*, Office of the Qualifications and Examinations Regulator, Ofqual/11/4994, September 2011.
- *Logo Requirements*, Office of the Qualifications and Examinations Regulator, Ofqual/11/4995, September 2011.
- *General Conditions of Recognition*, Welsh Government, 114/2012, March 2012.
- *Additional Certificate Requirements*, Department for Education and Skills – Welsh Government, October 2011.
- *NEBOSH Glossary of Terms (Q013)*, National Examination Board in Occupational Safety and Health, 2021

12. Document Control

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