

# Certification Policy

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EAL (Excellence, Achievement & Learning Ltd) is registered in England and Wales (02700780). Registered office: Unit 2, The Orient Centre, Greycaine Road, Watford, Herts, WD24 7GP

<b>Controlled by:</b>	Governance & Regulation	<b>Updated:</b>	October 2018	<b>Version:</b>	1.3
<b>Policy Title :</b>	Certification	<b>Review Date:</b>	October 2019	<b>Regulatory ref:</b>	I4, SQAP 15

## CERTIFICATION POLICY

### PURPOSE OF THIS POLICY

This policy is aimed at our customers and learners, who are delivering, undertaking, or have achieved EAL approved units or qualifications. It outlines the policy for certification enquiries/requests and the steps we will follow when responding to certification enquiries/requests.

### INTRODUCTION

EAL has a regulative responsibility to take all reasonable steps to ensure that it:

- Issues a certificate and any replacement certificate to any Learner who has a valid entitlement to that certificate or replacement certificate
- Does not issue any certificate to a Learner who does not have a valid entitlement to that certificate
- Revokes any certificate if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate as a consequence of an appeals process
- Meets any date or timescale published in respect of the issue of certificates and replacement certificates

To ensure clear information and to prevent fraudulent misuse, each certificate will adhere to the requirements of each of our regulators. Each learner will be uniquely identified by their certificate number.

### PROCESS

#### Online Claims

Learner certificate(s) should be claimed via EAL 'Online Services' platform. EAL will issue certificates for learners who have successfully completed qualification(s); unit(s) within 1 working day of on-line claims, and distribute the certificates to the relevant Centre.

#### Paper based Claims

Where agreed by EAL in the cases of incorrect claims or late certification, centres must submit a CAF1A to Customer Experience via email [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk) in order for the claims to be processed.<sup>1</sup> Upon receipt of paper-based claims for certificates, EAL will check that the details received do not contain any anomalies e.g. obvious spelling errors, etc.

EAL will issue certificates for learners who have successfully completed qualification(s); unit(s) within 2 working days of the receipt of paper based claims, and distribute the certificates to the relevant Centre<sup>2</sup>.

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<sup>1</sup> Please note - For incorrect claim requests (e.g.: incorrect units or pathways) or late certification requests (i.e. where certification for a qualification has expired), please contact Customer Experience in the first instance and they will inform you of the correct process to follow prior to the submission of the CAF1A.

<sup>2</sup> Restricted claims may be in place at a Centre which will affect the timeframes for processing.

## Centres without Direct Claims Status (DCS)

Where a claim has been received from a centre that **does not** have 'Direct Claims Status' (DCS), for the qualification being claimed, the claim will be processed, however, the claim will be held on the system under 'Restricted Claim' until the centre's External Quality Assurer (EQA) has satisfactorily sampled the learner work at which point they will release the certificate(s).

## Unit Claims and/or Full Claims

Centres may make individual unit claims for learners as they achieve each unit of their qualification and once all units have been completed and achieved, they may submit a full claim request, or alternatively the centre can submit a one off 'full claim' request when learners have completed and achieved all elements of their qualification.

Where a learner leaves their course/programme part way through for any reason (for example they no longer wish to study toward that particular qualification, for grounds of ill health or personal circumstances), they will be entitled to be certificated for any units of the qualification they have completed and achieved to that date, centres must make the specific unit claim requests as appropriate through on-line services.

## Postage/Delivery

All certificates will be dispatched to the Centre via Royal Mail 2nd Class for the attention of the specified contact for onward distribution to learners. Documents are sent in a hard-backed envelope and may not fit in some letter boxes. Overseas centres will receive certificates via a secure route (courier, recorded delivery or by hand).

## CERTIFICATE ENQUIRY

Learners will have the opportunity, if appropriate, to enquire about, or appeal against a result in accordance with our stated policy.

Centres and learners can contact the EAL Customer Experience Team directly to make an enquiry either by phone – 01923 652400 or via email [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk)

We will respond to enquiries quickly and thoroughly and in order to achieve this we are committed to the standards of service detailed in our Customer Service Statement located on our website. <https://eal.org.uk/>. EAL may request an email to be sent if an enquiry is complex or requires a more detailed response.

## CENTRES STORAGE AND DISTRIBUTION OF CERTIFICATES TO LEARNERS

It is the responsibility of the Centre as per EAL Centre Recognition Requirements for the safe security and dispatch of learners' certificates. Learners' certificates must be kept secure at all times. The centre must ensure that sufficient and robust arrangements are in place for the secure storage. As a minimum, centres should make sure that they have a room that can be secured and have a strong non-portable safe or a metal cabinet with a full locking system in place.

Where a loss of learners' certificates has occurred; centres must inform EAL as soon as possible and take all reasonable actions/steps to avoid any adverse effects, which could affect the validity of these certificates.

Centres should have in place arrangements for the timely dispatch or release of certificates within 10 working days of receipt from EAL. When centres are posting certificates they must ensure that:

- They have up to date and accurate addresses for each learner
- Certificates are posted in a way that ensures their safe and secure delivery
- They are dispatched in a good condition

EAL understands that there may be situations where centres are unable to contact learners to issue certificates. Any certificates that a centre has been unable to deliver to the learner(s) **MUST** be returned to EAL within 3 months of EAL's initial issue.

### INCORRECT DETAILS ON CERTIFICATES

It is the responsibility of centres to confirm at the point of registration that all learners' details are correct. If personal details are incorrect, e.g. spelling of a learner name on the original certificate, a copy of official proof of identity such as a passport or driving licence or birth certificate of the learner must be provided. EAL will amend the original certificate to show the name as it appears on the documents.

This service is chargeable under the replacement certificate service conditions.

### REPLACEMENT CERTIFICATES SERVICE

There will be a fee to replace a certificate where the original certificate has been lost in transit between EAL and a Centre, for a period of 6 weeks or greater, after EAL has issued the certificate. Certificates that were originally printed before 2006 may not be able to be reissued, however, a 'certificate of achievement' confirming a learner's details can be sent in place of the certificate.

These documents are printed on certificate paper and include the hologram that proves the document's authenticity. They may not be printed on the same certificate paper as the original certificate, but will show similar information, including all of the EAL subjects and the grades a learner has achieved (where applicable).

At the bottom of a replacement certificate there is the wording 'Duplicate'. Our regulators ask us to print this on all replacement certificates to show that the document isn't the original certificate.

Learners, or centres acting on their behalf, can request a replacement certificate by way of completing a replacement certificate form which can be found on the [EAL website](#) or contact the EAL Customer Experience Team directly to make an enquiry either by phone – 01923 652400 or via email [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk)

All requests will be reviewed by the Customer Experience Team against the criteria for replacement certificates and where necessary, will be referred to the Governance and Regulation Team with supporting information and evidence, for a decision on approval.

## **Timeframe**

It may take EAL up to 4 weeks to process an application, depending on the information supplied. There is no fast track or priority service available.

However, it should be noted that the published timeframe is an estimate only, and there could be certain busy periods in the year when it may take longer. In the event that an application will take longer to process, we will contact the person who submitted the original request to inform them of the reason for the delay.

## **Fees**

There is a non-refundable cost of £30.00 excluding VAT per certificate for this service which covers the administration involved. Fees and application forms are revised from time to time and we cannot accept previous versions of the application form. If we receive an earlier version of the application form, we will return it and request that the current form is completed and submitted.

Where centres apply on behalf of learners, centres will be invoiced for the issue of each replacement certificate, in accordance with EAL's invoicing policy.

When learners apply directly they must forward payment in advance together with their completed request form

The cost of postage is included in the fee; however, there will be an additional fee if courier delivery is requested.

When replacement certificates are sent to an address outside of the UK there will be an additional charge of £20 to cover secure courier delivery.

## **Number of copies per application**

For each application that is made, learners are entitled to one copy of their official document. If for any reason learners require additional copies, these will be charged at the standard fee per certificate.

## **Sending an application**

Completed application forms and additional documentation (if required) can be sent by email to [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk) or by post to:

Replacement/Reissue Certificates  
Customer Experience Team  
EAL  
Unit 2, The Orient Centre  
Greycaine Road  
Watford  
Hertfordshire  
WD24 7GP

## WHERE A NAME CHANGE OR AMENDMENT IS NOT REQUIRED

When a learner needs to share their certificate with a third party but their current name no longer matches the name on the certificate, the third party will normally accept the official documentation which confirms the name change, for example, a deed poll or marriage certificate.

## RE-ISSUE OF CERTIFICATES

Please note that it is standard EAL policy **NOT** to alter and re-issue certificates, in the following situations:

- Following a learner's name change by marriage
- Following a name change but not by deed-poll
- Following a name change by deed-poll after the certificate has been claimed\*
- The addition of Post Nominal letters for example: OBE, MBE, BA (Hons) etc.
- Where the original certificate was issued with the learner's initial or abbreviated/shortened first name and surname and the learner or centre is requesting the re-issue of the certificate in the learner's full name.

\*EAL will only amend name changes made by deed poll, if the deed poll was in place before the day a learner's results were issued. For more information please visit <http://deedpoll.org.uk/>

Exceptions to the above may be made where the learner could, for example, be at risk of discrimination and in accordance with the requirements of the Equality Law. Each request will be considered on a case by case basis; but may be permissible under the following circumstances:

- Persons under Government Witness Protection
- Persons who have undergone gender reassignment

The decision of whether or not to re-issue a certificate following a requested name change can only be authorised by the EAL Governance and Regulation Team, who will decide whether the reason given on the replacement form is a valid one.

Photocopies of documentation, such as Deed Poll certificates, legal affidavits, official proof of identity, official letter (on a letter head) from a school/college or from an official body (e.g. GP or solicitor) confirming the learner identity and linking the two names, which support and evidence the request, may be required to be supplied dependant on individual circumstances. EAL will inform applicants which documentation is required.

If EAL can make the change, we will ask applicants to return the original certificate(s) to us before we reissue the new certificate(s). If applicants have lost the original certificate(s), applicants can order the new one(s) in their original name (using our replacement documents service) and applicants can then share these alongside the official documentation which confirms their name change.

To enquire about the reissuing of a certificate, please contact, EAL Customer Experience Team directly either by phone – 01923 652400 or via email [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk)

## Timeframe

It may take EAL up to 4 weeks to process an application, depending on the information supplied. There is no fast track or priority service available.

However, it should be noted that the published timeframes is an estimate only, and there may be certain busy periods in the year when it may take longer. In the event that an application will take longer to process, we will contact the person who submitted the original request to inform them of the reason for the delay.

## EAL CERTIFICATE CHECKER

EAL offers an online certificate validation checker. This enables EAL Centres and employers to verify the authenticity of learners' certificates via our website.

This process is free of charge and does not require a login. The following information is required to verify a certificate:

- The learner's name;
- The learner's date of birth;
- The certificate number

A certificate number is only valid when matched to the name of the individual on the certificate, so it cannot be used by anyone else. [Click here](#) to access the certificate checker.

## THIRD PARTIES WRITTEN CONFIRMATION OF RESULTS

If a college, centre, university, employer or verification company requires written confirmation of a learner's result, the learner can request a confirmation letter for a third party in adherence with the General Data Protection Regulations (GDPR). No one else can apply for this service apart from the learner which requires an original signed document confirming their consent along with proof of identity on application. The fee for this service is a non-refundable cost of £30.00 excluding VAT per letter, which covers the administration involved.

All letters are provided on an "as is" standard basis, and no refund is possible if the letters are not suitable (in format or content) for the applicant's purposes.

Please contact our Customer Experience Team either by phone – 01923 652400 or via email [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk) to use this service.

It may take EAL up to 4 weeks to process an application, depending on the information supplied. There is no fast track or priority service available.

## POSTHUMOUS/HONORARY CERTIFICATES

In cases where an EAL learner who has an active registration for an EAL qualification has subsequently died, the centre may request a Posthumous/Honorary Certificate.

## CANCELLATIONS AND REFUNDS ON ALL REQUESTS

If there is a need to cancel an application, please let us know in writing. We can only give consideration to full refunds if we receive notification within two days after we confirm receipt of an application. After this time, we cannot give any refunds as the fee paid covers the administration costs of logging the request.

EAL reserves the right to cancel a request for any of the following reasons:

- We don't receive the appropriate application fee
- There are irregularities in the application such as insufficient ID or information
- The applicant has not responded to our query within seven working days.

If an application is cancelled, it will then be necessary to submit a new application.

An applicant may be entitled to a refund of some of the Charges or a full refund of the Charges if it is deemed we made an error in the Services provided. This is at the discretion of EAL.

## COMPLAINTS

EAL is committed to meeting and exceeding our customer service and providing high quality products and services when dealing with certification enquiries/requests. We welcome comments, suggestions and feedback on the level of service our customers experienced when making enquiries.

If for any reason a customer is not satisfied with the service they have received from EAL, they may send a written complaint to [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk) using EAL's Feedback and Complaints Form located on the EAL website - [Complaints Form](#). Written complaints should be submitted within one month of the event or issue occurring to which the customer is complaining about.

## DATA PROTECTION AND PRIVACY

EAL may need to collect and hold personal information in order to provide their Services to customers. This information will be held in accordance with the Data Protection Act 1998 as amended or replaced, and with the (EU) General Data Protection Directive (GDPR), and will not be stored for any longer than reasonably necessary. Any information supplied for the Services shall only be used for that purpose, and will not be provided to any third party without an individual's explicit consent. Please see EAL [Privacy Policy](#) for further details about how EAL holds personal data.

## REVIEW ARRANGEMENTS

We will review this policy annually as part of our self-evaluation arrangements and revise it in line with any feedback from customers, learners, regulatory authorities or external agencies, or changes in our practices

## CONTACT US

If you have any queries about the contents of this policy please contact the Customer Experience Team at: [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk) or by telephone 01923 652400

## Replacement Certificate Form

*\*Please note: In order for EAL to process your request, all fields are mandatory for completion, any incomplete form will be returned. Please complete one form per qualification.*

Section 1 - Applicants Details				
<b>Learner Full Name</b> (As they appear on the original certificate)				
<b>Learner Enrolment Number</b>				
<b>Date of Birth</b>				
<b>Gender</b>				
<b>Qualification and Qualification Code (If Known)</b>				
<b>Estimated date learner completed qualification</b>	Month		Year	
<b>Estimated date the certificate(s) was awarded</b>	Month		Year	
<b>Details of the centre the qualification was studied at</b>				
<b>Contact Postal Address</b>				
<b>Contact Email Address</b>				
<b>Contact Telephone Number</b>				
Additional Information				

Section 2 - Payment Details				
This payment can either be made by cheque made payable to EAL or by providing your card details below. For security reasons, please do not enclose cash.				
<b>Card Type</b>		<b>Card Number</b>		
<b>Card Start/Valid Date</b>		<b>Card Expiry Date</b>	<b>CCV Number (last 3 digits on signature strip)</b>	
I am aware of the fees per replacement/reissue certificate. Therefore providing this signature is authorisation to debit this card the sum confirmed below				
<b>Please debit my card the following amount</b>	£			
<b>Cardholders Signature</b>			<b>Date (DD.MM.YYYY)</b>	

## Replacement Certificate Form

\*\*I confirm that the above details are correct and understand that it will not be possible to amend or cancel this order once it is placed.

\*\*I understand that the processing fee is for a record search and is non-refundable whether or not the search is successful (you will have a chance to review the fee before confirming your order)

\*\*Please tick to confirm

<b>Applicants Signature</b>		<b>Date (DD.MM.YYYY)</b>	
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**Section 3 - If applicable** - Centre applying on behalf of learners, centres will be invoiced for the issue of each replacement certificate, in accordance with EAL's invoicing policy.

Section 3 - Centre Details			
<b>Centre Name</b>		<b>EAL Centre Code</b>	
<b>Name of Centre Contact</b>		<b>Contact Email Address</b>	
I acknowledge that as I am applying on behalf of the learner stated in section 1, providing this signature is confirmation that I have sought authorisation from the individual learner to apply on their behalf			
<b>Centre Coordinator Signature</b>		<b>Date (DD.MM.YYYY)</b>	

### **Sending your application**

Completed application forms and additional documentation (if required) can be sent by email to [customer.care@eal.org.uk](mailto:customer.care@eal.org.uk) or by post to:

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