

## **SII Candidate Policy 6: Certificates**

This policy relates to the issuing of certificates that have not been received and replacement certificates.

### **6.1 Result letters and certificates**

- 6.1.1 The SII arranges for award certification as part of its processing of candidates' results. These certificates are sent to the correspondence address held for each candidate on the SII's client database. Please note that A4 award certificates are sent by recorded delivery and require a signature. It is the candidate's responsibility to ensure SII is notified of any change to their correspondence address by emailing the Client Services Department on [clientservices@sii.org.uk](mailto:clientservices@sii.org.uk).
- 6.1.2 Results letters and certificates are dispatched on a published date, approximately nine weeks after the examination date. The Qualification Registration Form (QRF) must be completed for the correct examination suite in order for results to be printed. Certificates are only available from the SII.

### **6.2 Procedure for obtaining certificates**

- 6.2.1 Candidates are requested to wait 20 working days after the release of their results for their certificate to arrive. After that time, candidates should contact the Client Services Department by email (if it clearly identifies the candidate's name) or by letter to request their certificate.
- 6.2.2 An explanation must be given for the reasons for the request. As an extra security measure the candidate is required to provide unique identifying information to ensure that the replacement certificate is issued only to the appropriate awardee, for example candidate number, correspondence address, date of birth, examinations sat. The candidate number and contact telephone number should be given in all correspondence.

### **6.3 Certificates marked 'REPLACEMENT'**

- 6.3.1 The UK Government regulator in education, the Office of the Qualifications & Examinations Regulator (Ofqual), stipulates that the SII are only permitted to send one original certificate. All subsequent copies must be marked 'REPLACEMENT'.
- 6.3.2 If the original certificate has been returned to SII due to a name change request, the replacement certificate does not need to be marked 'REPLACEMENT'.

### **6.4 Award certificates – trainers / tutors**

- 8.4.1 Trainers / tutors are eligible for unit certificates, but are not eligible to receive award certificates

**6.5 Related costs**

- 6.5.1 Candidates can request their certificates up to a maximum of two months and 14 working days from the result release / examination date without incurring an administration charge. However, if SII is notified after this time, a £30 administration fee will be incurred per certificate.
- 6.5.2 If the candidate fails to update their correspondence address with the SII prior to the original certificate being issued, the standard charge will apply