Empowering Futures

# Distribution of Certificates for Learners Policy and Procedure

## Purpose:

The purpose of this policy is to ensure that all certificates issued by awarding organisations are distributed to learners in an accurate, secure, and timely manner. The policy sets out the procedures for receiving, checking, recording, storing, and issuing certificates to ensure compliance with Open Awards and other awarding body regulations, and to support learner progression.

## Scope:

This policy applies to all staff responsible for administration, quality assurance, and learner services at Empowering Futures, and covers all learners who complete accredited courses and qualifications through the organisation. It includes provisions for adult education, alternative provision for young people, and private training programmes.

## Policy Statement:

Empowering Futures is committed to ensuring that all learners receive the correct certificates upon successful completion of their programme. Certificates are essential for recognising achievement and enabling progression into further education, employment, or personal development. As such, all processes related to certification will be managed securely, efficiently, and transparently.

## Objectives:

- To ensure accurate and prompt submission of achievement data to awarding bodies.  
- To securely receive, store, and issue certificates to the correct learners.  
- To maintain clear records of all certificates received, issued, or returned.  
- To minimise the risk of loss, fraud, or error in the certification process.

## Procedures:

1. 1. Submission of Results to Awarding Body:

- On completion of all assessments and internal quality assurance (IQA), the Programme Lead submits learner achievement data to the Quality Lead.  
- The Quality Lead conducts a final check before uploading results to the awarding body portal.  
- Deadlines for certification submission are monitored to prevent delay.

1. 2. Receipt and Checking of Certificates:

- Certificates are delivered directly to Empowering Futures’ main administrative site.  
- The Administration Officer logs the delivery and checks each certificate against internal achievement records for accuracy in name, course title, and level.  
- Any discrepancies are reported immediately to the awarding body and rectified.

1. 3. Secure Storage of Certificates:

- Certificates are stored in a locked, access-controlled cabinet until collection or dispatch.  
- Only authorised staff (Administration Officer and Centre Manager) have access to this storage.  
- A Certificate Register is maintained, tracking issue date, method of issue, and recipient confirmation.

1. 4. Issuing Certificates to Learners:

- Learners are contacted by phone, email, and/or letter to inform them that certificates are ready for collection.  
- Learners may collect certificates in person (with photo ID), nominate a representative in writing, or request postal delivery.  
- Postal deliveries are sent via tracked mail and logged accordingly.  
- All issued certificates require a signed receipt or email confirmation from the learner.

1. 5. Lost, Damaged, or Incorrect Certificates:

- Learners must report any lost or damaged certificates in writing.  
- Replacement requests are submitted to the awarding body by the Administration Officer and may incur a fee.  
- Incorrect certificates (e.g., name spelling errors) are returned and corrected at no cost if the error was made by the awarding body or centre.

1. 6. Retention of Records:

- The Certificate Register is retained for at least five years.  
- All communications related to certificate issue, queries, or replacements are documented.

1. 7. Safeguarding and Data Protection:

- Personal data relating to learner certification is handled in accordance with the Data Protection Policy and UK GDPR.  
- Only authorised staff process or access learner information related to certificates.

## Monitoring and Review:

- The Centre Manager and Quality Lead review the certificate process annually to ensure efficiency and compliance.  
- Any issues or complaints regarding certificate distribution are investigated and addressed, and used to inform process improvement.

## Approval and Review:

Date of Implementation: April 2025  
Next Review Date: March 2026  
Approved by:Rhean White - Director