LIBF
Part of Walbrook Institute London

Updated March 2023

Certification Policy and Procedures for Professional and Financial Education Qualifications

The purpose of the Certification Policy and Procedures is to provide students and relevant stakeholders with information about LIBF's qualification certification process. The policy outlines the requirements covering eligibility for the issuing of certificates, the circumstances in which LIBF will replace certificates, and how the procedures underpinning this process are monitored and evaluated. The aim of this policy is to maintain the highest possible standards of certification and to avoid fraudulent certificate claims. Any fees that are applicable to certification are published on our website.

1. Introduction

1.1 We'll automatically provide a certificate to students upon successful completion of the qualification they have studied to achieve. This is known as a qualification certificate. Students may also request a unit/module certificate for an additional fee.

1.2 The content of the qualification certificate or unit/module certificate is designed to comply with the requirements of the regulators (Ofqual, Qualifications Wales and CCEA), and in particular the requirements stated within the General Conditions of Recognition[1] and the Additional Certificate Requirements[2]. Further information about the design requirements of certificates can be found in Appendix 1 of this policy. Where the policy refers to a certificate, this may be either a unit/module certificate or a qualification certificate, unless otherwise specified.

2. Entitlement, timescales, and issuing of certificates

Entitlement

[1] https://www.gov.uk/government/publications/general-conditions-of-recognition
[2] https://www.gov.uk/government/publications/additional-certificate-requirements

2.1 A student is entitled to receive a qualification certificate if they've passed all the units/modules within the qualification. The certificate will be generated automatically and available to the student within the timescales stated below. The only exception to this is if a student is studying for a financial education qualification, in which case all qualification certificates are sent to the centre (which includes schools / colleges).

2.2 A student or centre may request a certificate from us upon successful completion of a unit or a module within the qualification. This is an option only and won't be generated automatically by us. Such a request will incur a fee to the student or centre.

Timescales

2.3 A qualification certificate will be issued in digital format and available on MyLIBF to a student within 30 days of successfully completing all components of the qualification.

2.4 A unit/module certificate will be issued to the student or centre within 30 days of receipt of the student or centre application, accompanied by the appropriate fee.

2.5 For financial education qualifications, we'll issue qualification certificates to qualifying students by the middle of September following the academic year in which the qualification is completed. These certificates will be hard copy and dispatched to centres for receipt in late September/early October of the next academic year. It's the responsibility of the centres receiving qualification certificates to make sure they're held securely and are distributed to the students as soon as possible.

Issuing certificates

2.6 With the exception of financial education qualifications taken in schools and colleges, all certificates are issued in a digital format and are available on MyLIBF as per the timescales stated above. Only one original certificate will be issued to the student or centre for any unit/module or qualification.

The certificate will be labelled with its own unique identifier code and serial number, and state the name of the qualification as it appears on the regulators' registers.

2.7 Students can pay to obtain a hard copy version of the certificate. They should access the online Certificate Portal if they wish to purchase one.

2.8 A certificate will be issued bearing the name of the student as originally registered with us. If a student is known by another name and wishes this name to appear on a certificate, they must provide us with independent verification of this alternative name. Students should inform us of this as soon as possible, and before the original certificate is issued.

2.9 In the event that a student or centre receives a certificate in error, the certificate will be revoked and the student or centre must return to us any hard copy certificate they've received.

2.10 Certificates will include the name of the awarding organisation at the time the certificate is printed.

2.11 All certificates are designed to meet the design requirements set out by the regulators (see Appendix 1).

3. Replacement certificates

3.1 Certificates issued in digital format remain permanently accessible on MyLIBF. However, we understand there may be occasions where a student had paid for a hard copy certificate or had received a historic hard copy certificate that subsequently needs replacing. We'll only replace a hard copy certificate under the following circumstances

i. the student or centre didn't receive the original certificate
ii. the student receives an original certificate that's been damaged in transit
iii. the student or centre loses their original certificate. A certificate is defined as lost if it's issued by us and received by the student or centre,

but subsequently lost. If the original certificate is subsequently found, the student or centre must return the replacement certificate to us

iv. the student or centre receives a certificate containing a production error

v. the student changes their name after the original certificate is issued. To change a student's name we hold on record, we'll need to see a certified copy of their marriage certificate or change of name deed. The document must be certified as a true copy of the original by either their employer or by another professional such as a doctor, teacher, solicitor, lawyer, banker or police officer and emailed to customerservices@libf.ac.uk. The certifier will need to

- state the following on the document, 'I have seen the original document and I certify that this is a complete and accurate copy of the original'
- write their name, position and/or capacity (e.g. lawyer/employer), contact address, and telephone number
- add their signature and date.

It may be necessary for us to contact the student / certifier further for verification of the request.

3.2 The issuing of replacement certificates for the two circumstances defined in 3.1i and ii is only applicable if the student or centre contacts us and completes the required application form within 60 working days of the relevant certificate issue date. We reserve the right not to replace original certificates once this time period has elapsed or for reasons specified in 3.9, below.

3.3 In relation to 3.1i above, if we've already sent the certificate out on three occasions and it still hasn't been received, students or centres will be required to pay the certificate reissue fee and a courier fee in order for us to send it out again.

3.4 Replacement certificates will be issued by us at the earliest opportunity, and upon receipt of the original certificate if it's still available.

3.5 A student or centre requesting the replacement of an original certificate will be required to complete an application form. The application form must include a statement confirming the status of the original certificate, i.e., lost, damaged, etc., describing in as much detail as possible the circumstances of their need for a replacement. We won't accept verbal requests for replacement certificates. The application form must be accompanied by a fee, where appropriate.

3.6 Provided that the appropriate conditions for the replacement of a certificate have been met, a replacement certificate will be issued by us within 30 working days of receipt of the request for a replacement.

3.7 In the event that a student or centre locates the original issue of a certificate, having already requested a replacement certificate, the student or centre must return to us one of the certificates they've received.

3.8 A replacement certificate issued by us is labelled with its own unique identifier code and unique serial number, which is different from the original certificate number. Each replacement certificate is marked as 'Replacement'.

3.9 Under normal circumstances, a replacement certificate will be issued when all conditions have been met for its replacement. However, if we consider the request to be unreasonable, fraudulent or potentially damaging to our reputation or security, the request may be declined. In such an eventuality, we'll write to the student or centre giving them grounds for declining the request.

4. False declarations process

4.1 If either party involved in providing information required for the certification process inadvertently or otherwise provides information that is false, we'll revoke any such certificates.

4.2 In the event of a fraudulent claim of a certificate, we may have a duty of care to inform the relevant regulator(s), other awarding organisations and other relevant authorities as appropriate to comply with legislation.

5. Monitoring and evaluation of the Certification Policy and Procedures

5.1 We maintain records of all original and replacement certificates that we issue.

5.2 The policy and the procedures are also subject to regular monitoring and review by us and are formally approved.

5.3 We're subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales and CCEA, as a recognised awarding organisation.

Appendix 1 – Annex C: Design requirements for certificates[3]

The following are the requirements that the qualifications regulators would expect an awarding organisation to include on a certificate.

1. the full name of the awarding organisation as recognised by the regulator

2. the full name of the Learner as registered

3. for qualification certificates the Qualification Number or for credit certificates Unit Reference Number/s as assigned on the Register

4. the level of attainment of the Learner

5. the level of the qualification or credit

6. the date (day/month/year) the awarding organisation confirms the Learner's attainment by issue of a certificate

7. the regulator's logo in line with Logo Requirements which may be published by the regulators and updated from time to time

8. for credit certificates, a statement that indicates that the learner has been awarded credit.

[3] https://www.gov.uk/government/publications/additional-certificate-requirements

An awarding organisation may include other relevant logos, including those of other regulators where appropriate.