

Policy For Replacement Certificate

Introduction:

This document sets out **Wharton Sustainable Solutions** replacement certificate procedure in order to ensure our learners have the options to replace any damaged certificate or certificate with incorrect names.

1. Returning Damaged or Incorrect Certificates

Where the certifying body is notified of damaged or incorrect certificates within 40 working days of the Unit Result Notification date, a replacement will be sent free of charge. Our database will be updated, and the original certificate/parchment will be voided. The learner (or Learning Partner) will be asked to securely destroy the original certificate/parchment. In cases where the certifying body has used a trackable delivery service, the certifying body will verify claims with the delivery service. If the claim cannot be verified, the certifying body will charge for replacements and will not proceed with processing the request until payment has been received.

Note: On occasion, the certifying body may request that the original certificate/parchment be returned. In such cases, it is recommended that this is done via a trackable delivery service.

2. Types of Replacement Certificate Requests

a. Certificates stolen, lost, damaged, destroyed, or not received

The online Replacement Certificate Request form must be completed and the correct payment (if required) received before the request will be processed.

- If the damaged certificate is disposed of before it can be returned to the certifying body, it will be considered destroyed. If it has not yet been destroyed, you will be requested to destroy it once the request has been processed.
- The certifying body will only re-issue certificates free of charge due to non-receipt, damage, or error up to 40 working days after the unit result notification issue date. After this period, replacements will be chargeable.

b. Certificates requiring reissue to correct an error or change the learner's name

Learners (or Learning Partners) must submit any name corrections before results are declared for upcoming assessments. The certifying body provides confirmation of how the name will appear on the certificate in the assessment registration confirmation letter emailed directly to the learner. Every effort is made to accommodate requests for amended or replacement certificates.

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.



The certifying body 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 license or national identity card.

It is the certifying body's policy to Certificate learners using the name provided by their Learning Partner during the registration process.

If the certifying body receives a request after examination results are declared the name amendment and Certificate reissue may incur a charge. Certificate reissue will not proceed until payment has been received in full.

Signed by **CEO/MD**

Shadab Ahmed Ghazaly

