

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.

Returning damaged or incorrect Certificates

Where IOSH are notified of damaged or incorrect Certificates within 40-working days after 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 Learning Partner/learner will be asked to securely destroy the Certificate/Parchment. In cases where IOSH has used trackable delivery, IOSH will check claims with the delivery service. If the claim cannot be verified, IOSH will charge for replacements and will not proceed with processing the request until payment has been received.

Please note: on occasions IOSH may request that the original Certificate/Parchment is returned. In such cases, it is recommended that this is done via a trackable delivery service.

Types of replacement Certificate requests

a. Certificates stolen, lost, damaged, destroyed or not received by the learner or Learning Partner

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

If the damaged Certificate is disposed of before it can be returned to IOSH 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.

Please note: IOSH will only re-issue Certificate(s) free of charge, due to non-receipt, damage or error up to 40 working days after the unit result notification issue date. After this time replacements will be chargeable.

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

With regard to name changes and corrections, learners/Learning Partners must submit a correction of a name before the results are declared for any upcoming assessment(s). IOSH provides confirmation of how the name will be shown on a Certificate/Parchment on the assessment registration confirmation letter that is emailed directly to the learner. IOSH makes every effort to accommodate requests for amended or replacement(s) 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.

IOSH 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 licence or national identity card.

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

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

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Shadab Ahmed Ghazaly



CEO/Managing Director