



Part of the
Enginuity Group

Certification Policy

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Certification Policy

1. Policy Statement

This policy is aimed at our EAL Approved Centres (referred to as Centre for the purpose of this document going forward) and Learners, who are delivering, undertaking, or have achieved EAL approved units or qualifications. It outlines the policy for certification enquiries / requests and the steps we will follow when responding to certification enquiries / requests.

EAL has a regulatory responsibility to take all reasonable steps to ensure that it:

- Issues a certificate and any replacement certificate to any Learner who has a valid entitlement to that certificate or replacement certificate.
- Does not issue any certificate to a Learner who does not have a valid entitlement to that certificate.
- Meets any date or timescale published in respect of the issue of certificates and replacement certificates.

In some circumstances we may request that Centres withhold Learner certificates on behalf of EAL. In such an event, we will request Centres to securely store Learner achievements until further notice or advise Centres to return the Learner achievements to EAL. There may also be times when Centres may need to withhold Learner achievement following an identified incident of maladministration and/or malpractice.

To ensure clear information and to prevent fraudulent misuse, each certificate will adhere to the requirements of each of our regulators. Each Learner will be uniquely identified by their certificate number.

2. Process

Centres without Direct Claims Status (DCS)

Where a claim has been received from a Centre that does not have 'Direct Claims Status' (DCS) for the qualification or unit being claimed, the claim will be processed but will be held on the system under 'Restricted Claim' until the Centre's External Quality Assurer (EQA) has satisfactorily sampled the Learner's work, at which point they will release the certificate(s).

Online Claims

Learner certificate(s) should be claimed by the Centre via EAL's 'Online Services' platform. EAL will issue e-certificates for Learners who have successfully completed qualification(s) and / or unit(s) within 1 working day of online claims and will consolidate and despatch all paper-based certificates to the relevant Centre once a month. Printing will usually take place on 10th of the month and despatched within 3 working days, but this could be subject to change.

Paper-based Claims

Where agreed by EAL in the cases of incorrect claims or late certification, Centres must submit a CAF1B to our Customer Experience Team via email:

Customer.Experience@eal.org.uk in order for the claims to be processed. Upon receipt of paper-based claims for certificates, EAL will check that the details received do not contain any anomalies e.g. obvious spelling errors, etc.

EAL will issue e-certificates for Learners who have successfully completed qualification(s) / unit(s) within 2 working days of the receipt of paper-based claims and despatch paper-based certificates to the relevant Centre once a month. Printing will usually take place on 10th of the month and despatched within 3 working days, but this could be subject to change.

Please refer to EAL's Malpractice and Maladministration Policy for further information regarding incorrect claims and late certification.

Unit Claims and/or Full Claims

Centres may make individual unit claims for Learners as they achieve each unit of their qualification and once all units have been completed and achieved, they may submit a full claim request. Alternatively, the Centre can submit a one-off 'full claim' request when Learners have completed and achieved all elements of their qualification.

Please note you may incur additional charges for unit claims made, as the registration fee includes the final certificate only.

Where a Learner leaves their qualification partway through for any reason (for example, they no longer wish to study towards that qualification on the grounds of ill health or personal circumstances), they may be entitled to receive certification for any units of the qualification they have completed and achieved to that date. Learners must have successfully completed all components of the unit and be eligible for a unit claim. Centres must make the specific unit claim requests as appropriate through Online

Services. Unit Certificates are available for some, but not all, EAL qualifications. Centres should refer to the relevant Qualification Manual to confirm whether their qualification is eligible for unit certification.

Before claiming certificates from EAL the Centre must ensure all Learner contact details are correct in order to verify the Learner's address to ensure the certificate reaches the correct recipient.

Centres must provide Learners the options to collect their certificate in person or opt to have certificates posted.

Delivery

All certificates will be dispatched to the Centre via Royal Mail 2nd Class for the attention of the specified contact for onward distribution to Learners. Overseas Centres will receive certificates via a secure route (by courier or recorded delivery).

3. Certificate Enquiry

Learners will have the opportunity, if appropriate, to enquire about, or appeal against a result in accordance with our stated policy.

Centres and Learners can contact the EAL Customer Experience Team directly to make an enquiry either by phone – 01923 652400 or via email Customer.Experience@eal.org.uk

In line with our Enquiry Policy, we will respond to enquiries within 2 working days. EAL may request an email to be sent if an enquiry is complex or requires a more detailed response.

4. Centres Storage and Distribution of Certificates to Learners

It is the responsibility of the Centre as per EAL's Centre Agreement (formerly Centre Recognition Requirements) for the safe security and dispatch of Learners' certificates.

Learners' certificates must be kept secure at all times, when held on site. The Centre must ensure that sufficient and robust arrangements are in place for secure storage. As a minimum, Centres should make sure that they have a room that can be secured and have a strong non-portable safe or a metal cabinet with a full locking system in place.

Where a loss of Learners' certificates has occurred Centres must inform EAL immediately on identification of the loss and take all reasonable actions / steps to avoid any adverse

effects which could affect the validity of these certificates. In circumstances where Learners' certificates have been confirmed as lost, EAL will void these certificates. Centres wishing to obtain replacement certificates following voiding must submit a replacement request in line with the process and conditions set out in Section 7.

Centres should have in place arrangements for the timely dispatch or release of certificates within 10 working days of receipt from EAL. When Centres are posting certificates, they must ensure that:

- Certificates are dispatched in a good condition
- They have up to date and accurate addresses for each Learner
- Certificates are posted in a way that ensures their safe and secure delivery
- The Envelope has a return address printed for the Centre

EAL understands that there may be situations where Centres are unable to contact Learners to issue certificates. Centres **MUST** notify EAL of any certificates that they have been unable to deliver to the Learner(s) within 1 month of EAL's initial issue of the certificate(s).

To facilitate this, Centres are instructed to fill out the Certificate Return Form and submit it via email to Customer.Experience@eal.org.uk, accompanied by scanned copies of the certificates with "VOID" prominently displayed on each.

Following this procedure, it is the responsibility of the Centre to ensure the secure destruction or disposal of the physical certificates, as EAL does not permit the return of the physical documents. Adherence to this policy provides the integrity and proper management of certificate distribution.

Your External Quality Assurer will be notified of the return of certificates and will review your process and procedures at the next engagement.

5. Incorrect Details on Certificates

It is the responsibility of Centres to confirm at the point of registration that all Learners' details are correct as these details will appear on the Learner certificate. If personal details are incorrect, e.g. spelling of a Learner name, a copy of official proof of identity such as a passport, driving licence or birth certificate of the Learner must be provided. EAL will amend the original certificate to show the name as it appears on the documents.

Please note this service is chargeable under the replacement certificate service conditions.

6. Revocation of Certificates

EAL reserves the right to revoke, withhold, or invalidate a certificate where it has reasonable grounds to believe that:

- it was issued in error
- it was obtained by fraudulent, misleading, or dishonest means
- the assessment process leading to the award did not comply with regulatory requirements
- subsequent quality assurance activity determines that the learner has not met the required standards

Revocation decisions will follow EAL's published procedures, and affected parties will be notified in writing. Learners and Centres will have the right to appeal such decisions in accordance with EAL's Appeals Policy and Procedure.

7. Replacement Certificate and Proof of Achievement Service

Replacement Certificates

There will be a fee to replace a certificate where the original certificate has been lost in transit between EAL and a Centre, for a period of 6 weeks or greater, after EAL has issued the certificate.

At the bottom of a replacement certificate there is the word 'Duplicate'. Our regulators ask us to print this on all replacement certificates to show that the document isn't the original certificate.

Proof of Achievement Documents

Certificates that were originally printed before 2017 cannot be reissued. However, a 'Proof of Achievement' confirming a Learner's details may be sent in place of the original certificate.

These documents are printed on certificate paper and include the same security features that proves the document's authenticity. They will not be printed on the same certificate paper as the original certificate but will show similar information.

How to Request a Replacement Certificate or Proof of Achievement

The easiest way for Learners to request a replacement certificate is by signing up to the Certify Portal: <https://learner.certify.eal.org.uk/registration>

Please note Proof of Achievement documents cannot be requested in the portal.

Alternatively Learners can complete a Replacement Certificate / Proof of Achievement form which, can be found on the EAL website: [Certificates](#) or by contacting the EAL Customer Experience Team at: Customer.Experience@eal.org.uk

Centres can request replacement certificates through Online Services via the 'Utilities' tile. For further details and instructions on how to do this please visit the knowledge hub in your EAL Connect account. Alternatively contact the EAL Customer Experience at Customer.Experience@eal.org.uk who will be happy to support.

All requests will be reviewed by the Customer Experience Team against the criteria for replacement certificates and where necessary, will be referred to the Compliance Team with supporting information and evidence for a decision on approval.

Timeframe

It may take EAL up to 6 weeks to process an application, depending on the information supplied. There is no fast track or priority service available.

It should be noted that the published timeframe is an estimate only. There could be certain busy periods in the year when it may take longer. If an application will take longer than 6 weeks to process, we will contact the person who submitted the original request to inform them of the reason for the delay.

Fees

There is a non-refundable cost of £32.00 excluding VAT per certificate for replacement certificate requests which covers the administration involved. Where applicable postage fees will be shown separately.

Fees and application forms are revised from time to time and we cannot accept previous versions of the application form. If we receive an earlier version of the application form, we will return it and request that the current form is completed and submitted.

Where Centres apply on behalf of Learners, Centres will be invoiced for the issue of each replacement certificate.

When Learners apply directly, they must pay online in the Certify Portal or forward payment in advance together with their completed request form.

Number of Copies Per Application

For each application that is made, Learners are entitled to one copy of their official document. If for any reason Learners require additional copies, these will be charged at the standard fee per certificate.

8. Verification of Name Changes Without Certificate Amendment

When a Learner needs to share their certificate with a third party, but their current name no longer matches the name on the certificate, the third party will normally accept the official documentation which confirms the name change, for example, a deed poll or marriage certificate.

9. Re-Issue of Certificates

Please note that it is standard EAL policy NOT to alter and re-issue certificates in the following situations:

- Following a Learner's name change by marriage
- Following a name change but not by deed-poll
- Following a name change by deed-poll after the certificate has been claimed*
- The addition of Post Nominal letters for example: OBE, MBE, BA (Hons) etc.
- Where the original certificate was issued with the Learner's initial or abbreviated/shortened first name and surname and the Learner or Centre is requesting the re-issue of the certificate in the Learner's full name.

* EAL will only amend name changes made by deed poll, if the deed poll was in place before the day a Learner's results were issued.

Exceptions to the above may be made where the Learner could, for example, be at risk of discrimination and in accordance with the requirements of the Equality Law. Each request will be considered on a case-by-case basis but may be permissible under the following circumstances:

- Persons under Government witness protection
- Persons who have undergone gender reassignment

The decision regarding whether or not to re-issue a certificate following a requested name change can only be authorised by the EAL Compliance Team, who will decide whether the reason given on the replacement form is valid.

Photocopies of documentation, such as Deed Poll certificates, legal affidavits, official proof of identity, official letter (on a letter head) from a school / college or from an official body (e.g. GP or solicitor) confirming the Learner identity and linking the two names, which support and evidence the request, may be required to be supplied dependant on individual circumstances. EAL will inform applicants which documentation is required.

If EAL can make the change, we will ask applicants to destroy the original certificate(s) before we reissue the new certificate(s). If applicants have lost the original certificate(s), applicants can order the new one(s) in their original name (using our replacement documents service) and applicants can then share these alongside the official documentation which confirms their name change.

To enquire about the reissuing of a certificate, please contact, EAL Customer Experience Team directly either by telephone on 01923 652400 or by email to Customer.Experience@eal.org.uk

Timeframe

It may take EAL up to 6 weeks to process an application, depending on the information supplied. There is no fast track or priority service available.

However, it should be noted that the published timeframe is an estimate only, and there may be certain busy periods in the year when it may take longer. If an application will take longer than 6 weeks to process, we will contact the person who submitted the original request to inform them of the reason for the delay.

10. Certificate Verification

Certificates can be verified using either the QR code that can be found on the front of the certificate or by using the [EAL Certificate Checker](#) on the EAL website.

To use the EAL Certificate Checker the user will need to provide the following information:

- The Learner's name
- The Learner's date of birth
- The certificate number

A certificate number is only valid when matched to the name of the individual on the certificate, so it cannot be used by anyone else.

11. Third Parties Written Confirmation of Results

If a college, training provider, university, employer or verification company requires confirmation of a Learner's result, the Learner can either connect and share their documents via the Certify Portal at no charge or request a confirmation letter for a third party in adherence with the General Data Protection Regulations (GDPR).

If the Learner chooses to request a letter of confirmation, there is a non-refundable fee of £32.00 excluding VAT per letter for this service. No one else can apply for this service apart from the Learner which requires an original signed document confirming their consent along with proof of identity on application.

Please contact our Customer Experience Team directly either by telephone on 01923 652400 or by email to Customer.Experience@eal.org.uk

It may take EAL up to 6 weeks to process an application, depending on the information supplied. There is no fast track or priority service available.

12. Posthumous / Honorary Certificates

In cases where an EAL Learner who has an active registration for an EAL qualification has subsequently died, the Centre may request a Posthumous / Honorary Certificate.

13. Cancellations and Refunds on All Requests

If there is a need to cancel an application, please let us know in writing. We cannot guarantee any refunds as the fees paid cover the administration costs of processing the request.

EAL reserves the right to cancel a request for any of the following reasons:

- We don't receive the appropriate application fee.
- There are irregularities in the application such as insufficient ID or information.
- The applicant has not responded to our query within seven working days.

If an application is cancelled, it will then be necessary to submit a new application.

An applicant may be entitled to a full or partial refund of the charges if it is deemed that an error was made in the services provided by EAL. This is at the discretion of EAL.

14. Use of Personal Information

We may collect and use personal information such as your name, contact details, learner information, or centre ID. This information is used solely to manage and respond to your enquiry, and to improve our services.

EAL handles all personal data in accordance with UK data protection legislation and our Privacy Statement. Data processing concerns can be directed to: gdpr@enginuity.org

15. Continuous Improvement

All feedback is logged, monitored, and reviewed to identify recurring themes or areas for improvement. This helps EAL improve its qualifications, systems and customer experience.

16. Related Policies

To help you find the right support and guidance, EAL has separate policies covering complaints, appeals, requests for information, and service standards. If your enquiry relates to any of these areas, please refer to the relevant policy using the links below:

- **Enquiries Policy** – for general enquiries about products and services
- **Complaints Policy** – for complaints about service or products
- **Appeals Policy** – for assessment or results appeals
- **Privacy Policy** – for requests for information or data handling
- **Customer Service Statement** – outlining our service standards
- **Malpractice and Maladministration Policy** – for potential grounds for rescinding a result and certificate

17. Review of this Policy

We will review this policy every two years as part of our self-evaluation process. It may also be updated sooner in response to feedback from customers, learners, regulatory authorities, or external agencies, or to reflect changes in our practices.

18. Contact Us

If you have any queries about the contents of this policy, please contact the Customer Experience Team at: customer.experience@eal.org.uk