



ENABLE

The Voluntary and Community Sector
Learning and Skills Consortium

Distribution of Certificates Policy

Change History

First Published:		June 2019	Originally Created by:	SMT
Person Responsible for Policy:		Enable CEO		
Date of Review	Reviewed by	Policy changes	Approved by	Date of next review
21/04/2020	SMT	Removal of date on front page	CEO	21/04/2021

Purpose and Scope

The purpose of this policy is to outline the principles and procedures that Enable will adhere to when handling and distribution of certificates to its learners. The CEO will have responsibility for the policy and will ensure that all staff adhere to this policy. This policy will be reviewed at least once a year.

Responsibility

All certificates are handled by the appropriate contract managers. All certificates are checked for accuracy, photocopied for learner file evidence and achievement recorded on the Enable MIS systems.

Process for the Distribution of Certificates

All certificates are sent through Royal Mail First Class Recorded Delivery, the receipt complete with tracking number will be photocopied and stored with copy of certificate. Contract Managers will check status of delivery on <https://www.royalmail.com/track-your-item>, they will then print out proof of attempt to deliver and received delivery and store in learner file as evidence. It is the responsibility of the learner to collect any certificate that Royal Mail has attempted to deliver.

Where possible, Enable will scan over an electronic copy of the certificate together with Royal Mail Tracking Number.

If certificates are returned to Enable after non collection, Enable will contact the learner to attempt redistribution. Certificates will be held by Enable until the learner is able to collect, Certificates will be held by Enable in accordance with the Awarding Body Regulations. All Certificates will be stored together with the learner file under secure conditions.

Replacement Certificates

Where a learner requests a replacement certificate, the learner should expect to be dealt with fairly, politely and quickly. The request will then be passed onto the SMT.

The SMT will investigate the request and will decide if Enable pays for the replacement using the rules outlined below:

1. Enable incorrectly registers the learner, leading to information on the learners certificate being incorrect.

- a. Staff incorrectly enter the learners details during enrolment or
 - b. Staff incorrectly enter the learners details onto the Awarding Bodie portal for registration.
2. Enable damages the certificate and it needs replacing
 3. Enable loses the certificate
 4. Enable destroys the certificate before the destruction date determined by the Awarding Body.
 5. Enable destroys the certificate after the destruction date without giving enough notice to the learner that their certificate is still awaiting collection / about to be destroyed (The SMT must be able to prove in these instances that notification has been sufficient)

Generally, the learners will have to pay for a replacement when:

1. The learner is asking for the name on the certificate to be changed, as a result of:
 - a. The learner changing their name for reasons such as marriage or gender change, and the change has occurred since they have been issued the certificate or after being registered with the Awarding Body at the beginning of their course.
 - b. The learner has incorrectly spelled their name on the enrolment forms prior to enrolling with Enable, leading to incorrect information being inputted onto Enables MIS system.
2. The learner has lost their certificate
3. The learner has damaged the certificate and it needs replacing
4. The learner has failed to collect their certificate

How we will deal with complaints

We are committed to meeting our legal obligations to promote equality. Our Complaints Policy and Procedure ensures a fair, proper and constructive response to all complaints. Procedures are in place for dealing with employees', staff, learners, stakeholders and members of the public's concerns or complaints. Complaint reports are reviewed by the SMT as appropriate.

Enable has a compliments and complaints policy and procedure which is readily available through the website www.enable.uk.net. Hard copies are available upon request.