

Distribution of Certificates Policy

Purpose and Scope

The purpose of this policy is to outline the principles and procedures that Connect Institute will adhere to when handling and distribution of certificates to its learners. The Director of Education will have responsibility for the policy and will ensure that all staff adhere to this policy.

Responsibility

All certificates are handled by the Director of Education. All certificates are checked for accuracy, photocopied for learner file evidence and achievement recorded on the Learner Journal.

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 a copy of certificate. The Director of Education 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, Return to Learning will scan over an electronic copy of the certificate together with Royal Mail Tracking Number.

If certificates are returned to Connect Institute after non collection, Connect Institute will contact the learner to attempt redistribution. Certificates will be held by Connect Institute until the learner is able to collect, Certificates will be held by Connect Institute 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 learner should contact the Director of Education and make that request.

The Director of Education will investigate the request and will decide if Connect Institute pays for the replacement using the rules outlined below:

1. Connect Institute incorrectly registers the learner, leading to information on the learner's certificate being incorrect.
 - a. Staff incorrectly enter the learner's details during enrolment
 - b. Staff incorrectly entered the learner's details onto the Awarding Body portal for registration.

2. Connect Institute damages the certificate, and it needs replacing.
3. Connect Institute loses the certificate.
4. Connect Institute destroys the certificate before the destruction date determined by the Awarding Body.
5. Connect Institute 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.

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 Connect Institute, leading to incorrect information being input into the 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. Connect Institute has a compliments and complaints policy and procedure which is readily available through the website www.coinst.uk. Hard copies are available upon request.