

CERTIFICATE REPLACEMENT POLICY

Policy Owner	Quality Assurance and Compliance Department
Approved By	Governing Body
Policy Date	July 2024
Internal Review	2 Years
Version Number	04

B-TIC

**BUSINESS AND TECHNOLOGY
INTERNATIONAL CAMPUS**

Professionalism Simplified

Table of Contents

1.Introduction	3
2.Scope	3
3.Audience	3
4.Regulations & Compliance	4
5.Definitions	5
6.Policy Statement	5
6.1 General	5
6.2 Application	6
6.3 Fees	6
7.Process	7

1. Introduction

B-TIC is highly responsible to maintain and improve the quality of all the Qualifications that we Design, Deliver, Assess, Quality Assure and Award as per the standard and recommend of the Regulators.

We are fully committed to every compliance of all the agencies who regulate us thus we are highly dedicated in setting Policies with timely revisions to meet the regulatory requirements, assure the standards, guide and support Recognised Centres and the Learners to achieve a world class learning experience.

2. Scope

This document is applicable for the following B-TIC products:

Ofqual Regulated Qualifications and Units	<input checked="" type="checkbox"/>
Quality Assurance Agency Regulated	<input type="checkbox"/>
B-TIC Quality Assured and Endorsed Courses	<input checked="" type="checkbox"/>

3. Audience

This document is for use by the following:

- a. Recognized Centre Staff
- b. Assessors and Quality Assurers
- c. Learners

B-TIC

- a. Staff
- b. Registrar
- c. Quality Assurers

4. Regulations and Compliance

As set out in “Ofqual General Conditions of Recognition” requires Awarding Organizations to establish and maintain evidence of their compliance as Conditions for Recognition.

B-TIC builds and improve the Policy consistently to comply with and maintain evidences in cross reference to Regulations.

Policy cross reference to “Ofqual General Conditions of Recognition (OGCR). "Ofqual General Conditions of Recognition” shall fill the gaps in this Policy.

OGCR Reference	Page	Title of the Section
Condition - I3	136	The Design and Content of Certificates
Condition - I4	136	Issuing Certificates and Replacement Certificates
Appendix	-	Certificate Replacement Application Form

Relevant Policies to be used in conjunction with,

1. B-TIC Certificate Issuance and Verification Policy
2. B-TIC Glossary of Terms
3. B-TIC Pricing and Invoicing Policy

5. Definitions

Certificate Replacement	Replacing an E-Certificate to a revised E-Certificate for a valid reason.
	Replacing a Printed Certificate to an E-Certificate for a valid reason.
	Replacing a Printed Certificate to a Printed Certificate for a valid reason.

6. Policy Statement

6.1 General

An E-Certificate and E-Transcript (hereafter called “E-Certificate”) can be replaced with a revised E-Certificate

or

A printed Certificate & Transcript (hereafter called “Certificate”) shall be replaced for an E-Certificate or replaced for a Printed Certificate respectively on the following grounds:

- a. If there are typographical errors on the existing E-Certificate or Certificate
- b. If the E-Certificate or Certificate is lost, stolen, misplaced or damaged
- c. A printed Certificate can be issued if the Learner has only a E-Certificate
- d. On other reasonable grounds (I4.2)

Specific Learner or Recognised Centre may apply for a Replacement Certificate. We accept application from other parties on reasonable grounds with the Learner's consent.

The Replacement Certificate will have the same particulars as of the previous one, however may have a different look and quality for identification purposes as Replacement Certificate (I3.3).

B-TIC does not change the whole name of the Certificate, however it is possible to change the order of the name as of appropriate ID with name and date of birth on it.

A Passport, National ID card, Full Driving Licence or Birth Certificate are acceptable forms of ID. The ID should be in English and a scanned pdf.

6.2 Application

A separate “CERTIFICATE REPLACEMENT APPLICATION FORM” should be filled for each Learner.

A separate “CERTIFICATE REPLACEMENT APPLICATION FORM” should be filled for each Qualification.

Applicants may choose same courier pack for multiple applications to avoid additional courier charges.

**Click to download the
CERTIFICATE REPLACEMENT
APPLICATION FORM**



6.3 Fees

E-Certificate replacement is free of charge.

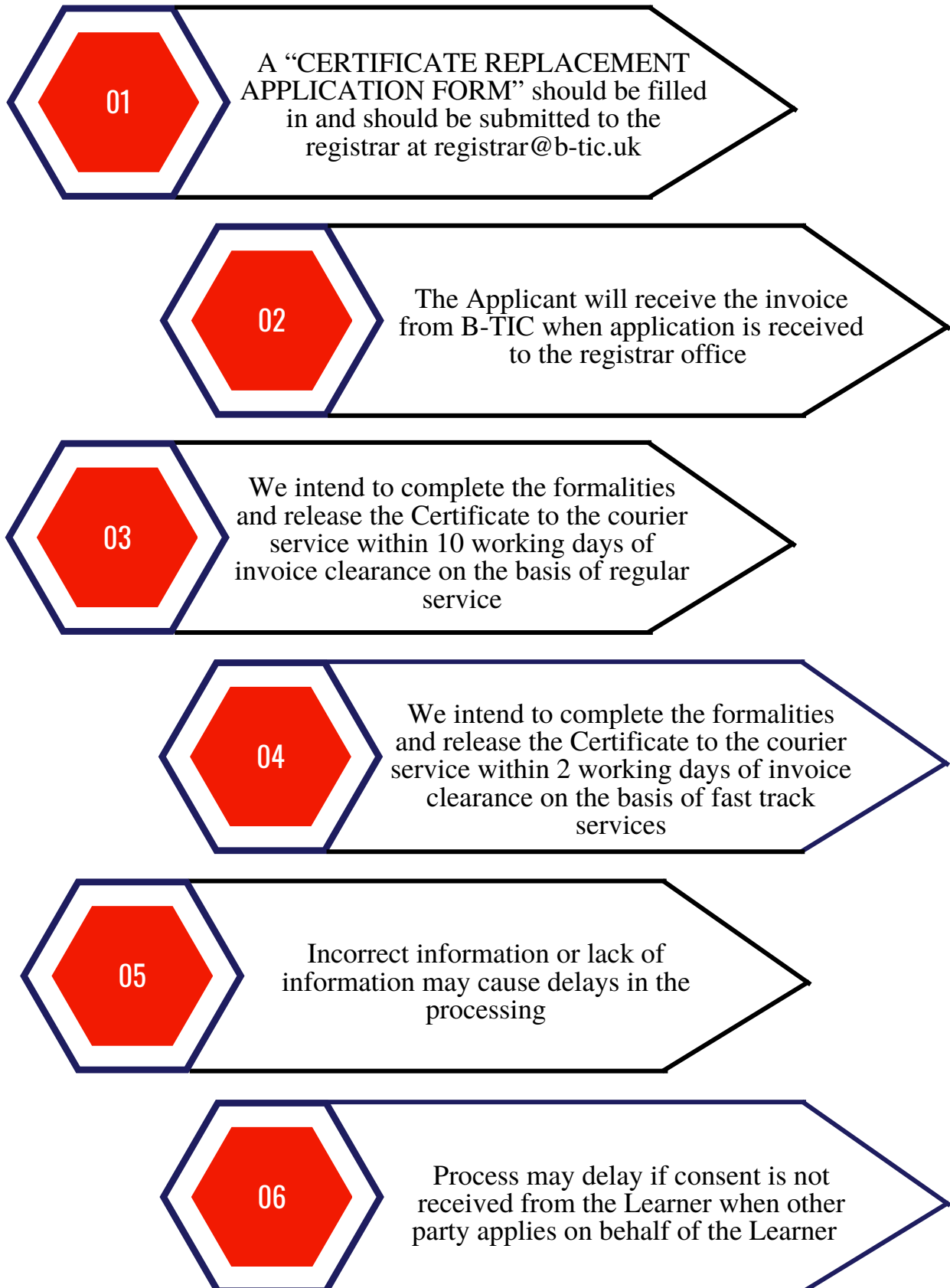
Refer **B-TIC Pricing and Invoicing Policy** for the following charges,

Printed set of Certificates

Additional printed set of Certificates

A fast track service for E-Certificate and Printed Certificates

7. Process



End of Policy

B-TIC has taken all effort to ensure that the Policy and information contained in this version of publication are true and accurate to the best of knowledge when published.

Disclaimer: However, Policies, Products and Services of B-TIC are subject to continuous learning and improvement frequently. Thus we reserve the right to improve the Policies, Products and Services accordingly. We cannot accept any responsibility for loss or damage of any nature upon the usage of in this document.



Email- info@b-tic.uk



www.b-tic.uk

B-TIC

**BUSINESS AND TECHNOLOGY
INTERNATIONAL CAMPUS**

Professionalism Simplified