

Replacement Certificate Policy

Introduction

This policy is aimed at ICME's customers where ICME are the End-point Assessment Organisation (EPAO), providing End-point Assessment services (EPA) for an Apprenticeship Standard. This policy is also for use of our internal staff to ensure they are processing replacement certificates in line with the Education and Skills Funding Agency (ESFA) process, consistently and accurately.

This policy outlines the steps that providers and employers must follow when reporting inaccuracies on an Apprentice's Apprenticeship Certificate resulting in an invalid certificate.

This policy will also outline the steps ICME will take to process the request.

ICME's Responsibility

Apprenticeship certificates are printed by the ESFA, however when a request for a replacement is processed it has to be made through the National Apprenticeship Service (NAS) by the selected EPAO.

The Technical Team at NAS will ensure that the certificate is re-issued to an Apprentice by contacting the following link;

helpdesk@manage-apprenticeships.service.gov.uk

ICME will only request a replacement certificate in the following instances;

- An incorrect grade is recorded
- Incorrect Apprentice details are recorded

In the instance that a duplicate certificate is required due to the loss of the certificate, this will be the responsibility of the Apprentice, provider or employer and has to be requested directly through the ESFA.

Review arrangements

At ICME we shall review the policy annually as part of our self-evaluation arrangements to ensure that it is fit for purpose and that it continues to reflect the requirements of End Point Assessment.

However, a review will be commissioned earlier should any issues arise in relation to any findings through review processes or changes to legislation.

Any review of policies are signed off by Finance and General Purposes committee (F&GP) before being issued.

Document Version History

Issue Date	Author	Summary of Changes	Date of next Review
06/11/20	A Worrallo	Creation of Policy	November 2021

Reporting Certificate Inaccuracies

Where there are any certificate inaccuracies, these must be reported to the ICME Quality Team in the first instance. The Quality Team member will follow the process outlined below;

- Full name of the Apprentice
- Apprentices ULN
- Gain details of how the error has occurred
- Name/Address of the employer
- Address the replacement certificate should be sent to
- When the Apprentice completed their EPA including grades

Process

If the inaccuracy is the incorrect spelling of an Apprentice's name, the provider will initially be required to update the Apprentice's details on the Individual Learner Record (ILR).

The ICME Quality Team member will then check this in the Identity and Access Management System (IDAMS) that the amendment has been made prior to making any contact with the NAS helpdesk.

Any other inaccuracy will begin with the ICME Quality Team member contacting the NAS helpdesk.

The Apprentice, employer or provider will be required to return the original certificate to the ESFA prior to the replacement certificate being issued. The certificate needs to be returned to the following address;

Apprenticeship Operations

Education and Skills Funding Agency

Cheylesmore House

Coventry

CV1 2WT

When sending this back, we would recommend that it is sent recorded delivery to ensure that the Apprentice can provide proof of the certificate being returned to the ESFA.

From that point we will ensure that updates are regularly provided to the provider throughout the process of gaining a replacement. Once we have received confirmation that the NAS log has been formally closed we will inform the provider.

Cost for a Replacement Certificate

There will be an administration fee of £15 + VAT for a replacement certificate should this relate to an inaccuracy outside of ICME's control such as an incorrect name.

GDPR

We may need to access confidential information, ICME will ensure that such information is kept secure and only used for the purposes of the investigation in line with relevant GDPR legislation. ICME will not normally disclose the information to third parties unless required to do so in instances such as with regulators/awarding bodies or law enforcement. For more information, please access our Privacy Statement at our website or view our GDPR Policy.

Privacy Statement

It is necessary for us to collect and hold personal information about you in order to manage complaints and/or appeals correctly. We will hold the information you provide to us securely and use it to help us handle and process any conflict of interests. For more information, please access our Privacy Statement at our website.

What personal data do we collect and who has access to it

We will ask for your name, contact details, organisation's name and dates of employment, if relevant. To ensure ICME manages conflicts of interest correctly, all conflicts of interest will be forwarded to the EPA Quality Manager for recording and action. Your information will be shared internally with limited ICME staff/trustees in relevant departments.

Contact us and guidance

If you have any queries about the contents of this policy or wish to gain further guidance or give feedback please contact 0121 7521810 or email epainfo@icme.org.uk

