

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Certification Policy

Claiming, issuing, replacing and, where necessary, revoking TTT qualification certificates.

Document Control

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Version	1.0
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Policy Owner	Phenil Mehta, Centre Manager
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	All learners, Course Assessors, IQAs, Course Coordinator and Centre Manager

Certification Policy

1. Purpose

This policy sets out how TTT claims, issues, replaces and, where necessary, revokes qualification certificates. It ensures that every certificate TTT is involved in issuing reflects genuine achievement, is released promptly to the learner and is handled with the integrity required by Ofqual and the Awarding Organisations with which TTT is registered.

2. Scope

This policy applies to:

- All qualifications and units claimed through TTT
- Certificates issued by Awarding Organisations following a TTT claim
- Any TTT-branded unit certificates or statements of achievement issued directly for short courses not mapped to a regulated qualification
- All learners and all staff involved in the certification process

3. Definitions

The following terms carry the meanings given throughout this policy.

Certification Claim	The formal submission by TTT to an Awarding Organisation confirming that a learner has met all requirements for a qualification or unit and requesting the issue of a certificate.
Unit Certificate	A certificate issued for a single unit achievement where the qualification has not been completed.
Full Certificate	A certificate issued for a complete qualification.
Replacement Certificate	A further certificate issued where the original has been lost, damaged or contains an error.
Certificate Revocation	The withdrawal of a certificate following upheld malpractice or maladministration affecting the qualification outcome.
Certificate Recall	The process by which an Awarding Organisation requests the return of an issued certificate following revocation.

4. Policy Statement

TTT is committed to the following principles and commitments.

1. A certification claim is only submitted after every Assessment Criterion has been achieved and pre-certification IQA sign-off is complete, in line with the Assessment Policy and the IQA Policy.
2. Every claim is authorised jointly by the Centre Manager and the Lead IQA.

3. Claims are submitted within 10 working days of the pre-certification sign-off or sooner where the Awarding Organisation requires it.
4. Certificates received from the Awarding Organisation are checked against learner records on arrival and issued to learners within 7 calendar days of receipt.
5. TTT does not alter, amend or copy any Awarding Organisation certificate and stores unissued certificates securely.
6. Errors identified on any certificate are reported to the Awarding Organisation immediately and, where caused by TTT, corrected at TTT's expense.
7. Certification is held where a learner has an outstanding fee, undischarged sanction or pending malpractice investigation and is communicated clearly to the learner in each such case.
8. Where certification is revoked following upheld malpractice, TTT cooperates fully with the Awarding Organisation's certificate recall process.
9. Certification records are retained for a minimum of three years or longer where the Awarding Organisation requires it.

5. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability; authorises every certification claim alongside the Lead IQA; signs off replacement and revocation decisions; primary contact with the Awarding Organisation on certification matters.
Lead IQA	Confirms pre-certification IQA sign-off; co-authorises claims; signs off that all Assessment Criteria are met, all IQA actions are closed and all required reasonable adjustments and special considerations are documented.
Course Coordinator	Submits claims through the Awarding Organisation's system; receives and logs certificates on arrival; issues certificates to learners; manages replacement requests.
Course Assessor	Ensures assessment decisions are complete and supported by evidence before submitting the learner for pre-certification review.
Learners	Keep contact and address details up to date; raise any certificate error promptly; follow the replacement process where needed.

6. Claim Process

Stage	Activity
1. Assessment complete	Course Assessor records the final unit outcome and confirms all Assessment Criteria are achieved.
2. Pre-certification IQA	Lead IQA conducts pre-certification sampling as required by the Sampling Strategy and confirms the sample is sound.
3. Closure of actions	Any open IQA actions affecting the learner are closed; adjustments and special considerations are documented; any ongoing malpractice investigation is resolved.
4. Authorisation	Centre Manager and Lead IQA jointly authorise the claim.
5. Submission	Course Coordinator submits the claim through the Awarding Organisation's system within 7 calendar days of authorisation.
6. Certificate receipt	The Course Coordinator logs arrival, checks learner name, qualification, date, credits and any grading against internal records.
7. Issue to learner	Certificates are issued to the learner at the address recorded or, where agreed, by secure digital copy, within 7 calendar days of receipt.
8. Record	Issue is logged in the Certification Log with the date and method of delivery.

7. Unit Certification

Where a learner withdraws or is unable to complete a full qualification but has achieved one or more complete units, TTT offers the learner the option of a unit certificate. The same pre-certification IQA and authorisation requirements apply, proportionate to the unit scope. A small administrative fee may apply as published in the Fees, Refunds and Cancellation Policy.

8. Replacement Certificates

Learners who lose, damage or need a replacement of an Awarding Organisation certificate should contact TTT. TTT supports the learner in applying directly to the Awarding Organisation, which issues any replacement. Timescales and fees are set by the Awarding Organisation. Where the error is TTT's (for example, a misspelled name originating from a registration error), TTT meets any replacement fee and coordinates the correction.

9. Errors on Certificates

On receipt, the Course Coordinator checks each certificate against learner records. Any error is reported to the Awarding Organisation within 7 calendar days. The incorrect certificate is retained securely pending instruction from the Awarding Organisation and is not issued to the learner. A corrected certificate is issued in line with Section 6, Stage 7.

10. Holding Certification

TTT may hold certification in defined circumstances, set out in writing to the learner in each case:

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- An outstanding course fee not covered by an agreed payment plan
 - An active malpractice investigation under the Malpractice and Maladministration Policy
 - An undischarged sanction that affects the qualification outcome
 - A pending appeal under the Appeals Policy

Holding must not be used as a means of pressure outside these circumstances. Once the underlying reason is resolved, certification proceeds without further delay.

11. Revocation and Recall

Where upheld malpractice or maladministration affects a previously issued certificate, the Centre Manager notifies the Awarding Organisation and cooperates with the recall process. The learner is informed in writing of the revocation, the reasons and any right of appeal. Recalled certificates, where returned, are destroyed securely and the action is logged. The change is reflected in the Certification Log, the learner file and, where applicable, any public verification records.

12. TTT-Issued Unit Achievements for Short Courses

For short courses delivered by TTT that do not map to a regulated qualification, TTT may issue a branded Statement of Achievement. These statements:

- Are clearly labelled as TTT-issued and do not imply regulated status
- State the course title, duration, Learning Outcomes met and date of completion
- Are signed by the Centre Manager
- Are issued only after assessment-level requirements defined in the short-course plan have been met
- Are subject to the same records and revocation principles as regulated certification

13. Records and Retention

TTT retains the following for a minimum of three years after certification or longer where the Awarding Organisation requires it:

- Pre-certification IQA sign-off
- Certification claim records
- Certificate arrival and issue logs
- Replacement, error, hold, revocation and recall records
- TTT-issued Statements of Achievement and associated records

Records are held securely in line with the Data Protection Policy and the Data Retention and Disposal Policy.

14. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by Ofqual or Awarding Organisation changes, significant incidents

or systemic issues identified in certificate errors, delays or holds. Certification data is analysed monthly. All outcomes are recorded in the Version History at Section 16.

15. Related Documents

This policy should be read alongside:

- Assessment Policy
- Internal Quality Assurance (IQA) Policy
- External Quality Assurance (EQA) Policy
- Malpractice and Maladministration Policy
- Learner Sanctions Policy
- Appeals Policy
- Complaints Policy
- Fees, Refunds and Cancellation Policy
- Data Protection and GDPR Policy
- Data Retention and Disposal Policy

16. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone policy codifying TTT's certification workflow, authorisation levels, replacement process, hold circumstances and revocation cooperation, aligned with Awarding Organisation centre handbooks.

17. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date