

Certification

Internal policy and procedures

Contents

Certification policy – internal

Effective from:	September 2023
For the attention of:	ASDAN CST, QA and Compliance staff

Policy owner	Policy approver
Centre Support Manager	Qualification Manager

Review history		
Date	Version	Reviewed by
June 2015	Draft created and approved	Head: Quality Assurance and Qualifications
February 2017	Updated	Compliance Manager
February 2019	Version 2	Compliance Manager
February 2021	Version 2.1	Qualification Manager
September 2023	Version 3 – effective from and next review dates updated to reflect policy review schedule	Qualification Manager
Next review: August 2025	Reviewed by Centre Support Manager and approved by Qualification Manager	

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1 Introduction

This policy applies to all ASDAN staff members that are involved in the awarding of learner results and the certification process.

1.1 Scope of Policy

The purpose of this Policy is to detail how ASDAN ensures that the content and design of Certificates comply with the Regulators' requirements, as well as the issuing of certificates and replacements.

1.2 Policy statement

ASDAN is committed to ensuring the design and content of qualification certificates meets the requirements of the Regulators as well as having clear guidelines and checks in place for certificate issuing and replacement.

2 Policy statement process

ASDAN ensures that all certificates for regulated qualifications are checked periodically.

To ensure that ASDAN meets the requirements of the Regulators, checks are made to ensure:

- 1 All certificates have a unique identification number
- 2 The Qualification title is clearly displayed and accurate with the Register submission
- 3 The National accreditation number for the qualification is clearly displayed
- 4 Regulator and Awarding Organisation logos are displayed as per guideline requirements
- 5 Date the certificate is awarded is clearly marked
- 6 Language of the assessment and certificate is in English
- 7 Where we issue a replacement certificate, the certificate is clearly identifiable as being a replacement

ASDAN Qualifications staff ensure that all certificates issued clearly display the learner's unique identification number as well as the above list 1-7 before issuing to the centre.

ASDAN Qualifications staff will ensure, before issuing certificates, that the wording is clear and reflects the qualification obtained by the learner, by cross checking with the Candidate Registration and Submission form submitted by the centre to ASDAN, and completed by an ASDAN External Moderator/External Quality Assurer.

For replacement certificates, ASDAN Qualifications staff will ensure that the same checks are made for first time issues before issuing a replacement certificate.

Replacement certificates are charged for in line with published prices, unless the reason for the replacement is as a result of an error on ASDAN's part.

All records of issued and replacement certificates are held on record via a database and able to be tracked by unique reference numbers allocated at point of issuing.

As part of ASDAN's commitment to learners, timescales are documented on the ASDAN website publishing expected timescales for certificates to be issued.

ASDAN will revoke any certificate if the result is false because of malpractice, maladministration or it is revealed to be inaccurate through an appeals process. Such revoke of certification will be agreed and sanctioned by the Head: Quality and Qualifications at an appropriate time that is instigated by the Compliance Manager.

ASDAN will ensure that certificates are issued in line with the published timescales; additional staff are trained to cope with high volumes of certification or absence of staff.

3 Associated policies and procedures

Document name	Responsible person
Enquiries and Appeals Policy	Compliance Manager
Centre Approval Policy	Qualification Manager
Centre Auditing Policy	Compliance Manager
Customer Complaints Policy	Compliance Manager
QA Guide – CST and QA Team	Compliance Manager
Malpractice and Maladministration Policy	Compliance Manager





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