

## **BRITISH CANOEING AWARDING BODY CERTIFICATION POLICY**

A role of the British Canoeing Awarding Body (BCAB) is to secure standards for those qualifications we certificate. As part of our commitment to quality assuring standards and therefore protecting learners, BCAB provides guidance and support to help Delivery Centres and their learners achieve their learning and development goals.

### **Scope of Policy**

The purpose of this Policy is to detail how BCAB ensures that the content and design of eCertificates comply with the regulator's requirements, as well as the issuing of certificates and replacements.

This Policy provides detail to staff, associated Delivery Centres and learners with the procedures, policies and processes for certification design and content as well as issuing and the replacement of certificates.

### **Policy statement**

BCAB is committed to ensuring the design and content of eCertificates meets the requirements of the regulator as well as having clear guidelines and checks in place for issuing and replacement of certificates.

- BCAB ensures that all certificates for regulated qualifications are checked periodically at BCAB Committee meetings so they meet the requirements of the regulator. Checks are made to ensure:
  1. Certification number
  2. Learner number
  3. Qualification title accurate and clearly displayed and accurate with the register submission
  4. Correct logo sizing as per guideline requirements

5. Date
  6. Language of the assessment and certificate is in English
- The BCAB Qualifications Administrator ensures that all eCertificates issued clearly display the learner's unique identification number as well as the above list 1-5 before issuing to the learner.
  - The BCAB Qualifications Administrator will ensure, before issuing eCertificates, that the wording is clear and reflects the qualification obtained by the learner, by cross checking with the course schedule submitted by the Delivery Centre to the Awarding Body.
  - Delivery Centres requesting replacement certificates.

Centres should ensure, where possible, that learners' names are spelt correctly prior to certification request.

### **eCertificates**

Should a learner's name be spelt incorrectly on the certificate, a replacement must be requested from BCAB. Centres applying for replacement eCertificates on behalf of their learners must email with an attachment of the original certification and stating the correction.

### **Hard Copy Certificates**

If a Delivery Centre is applying for the certificate, they must take responsibility for checking the identity of the learner and confirm that this has been done.

BCAB will not issue a replacement certificate where the Centre or learner still holds the original certificate. If they are in possession of the original certificate, they must return it to BCAB before the replacement can be issued. Centres applying for replacement hard copy certificates on behalf of

their learners, must return the hard copy certificate and inform [enquires@britishcanoeingawardingbody.org.uk](mailto:enquires@britishcanoeingawardingbody.org.uk) and state the correction.

### **Learners requesting replacement certificates**

If the learner was originally issued with an eCertificate, they may request an eCertificate on the replacement request form. Where a learner was originally in receipt of a hard copy certificate, replacement certificates will also be hard copies. If applying as a learner, in order to provide proof of identity and date of birth, you must enclose one of the following with your request:

- Passport or national identity document
- Driving licence.
- For replacement certificates, the BCAB Qualifications Administrator will ensure that the same checks are made for first time issues before issuing a replacement certificate. Replacement eCertificates are free of charge. Printed certificates cost £5.
- All records of issued and replacement certificates are held on record via a database and are able to be tracked by unique reference numbers allocated at point of issuing.
- As part of BCAB's commitment to learners, timescales are documented on the BCAB website publishing expected timescales for certificates to be issued, as well as replacement certificates.
- BCAB 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 BCAB at an appropriate time that is instigated by the Responsible Officer.

- BCAB 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.
- Upon certification, eCertificates are issued via email. Printed copies are available at a cost of £5 per certificate.

This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	A7 B5 G5 H6 I3 I4
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