

British Canoeing Awarding Body

Certification Policy

British Canoeing Awarding Body (BCAB) sets standards for the qualifications it awards. BCAB helps Delivery Centres and learners to achieve their learning goals. This also helps to ensure quality standards and protect learners.

Scope of Policy

This policy explains how BCAB ensures that eCertificates meet Regulator requirements. It also details how certificates are issued and replaced.

This policy provides clear procedures and processes for staff, Delivery Centres, and learners regarding certificate design, content, issuing and replacement.

Policy Statement

BCAB is committed to ensuring that eCertificate design and content meet Regulator requirements. BCAB has clear guidelines and checks for issuing and replacing certificates.

- Checklist confirmation:
 - Certification number
 - Learner number
 - Qualification title is accurate, clear, and matches the register submission
 - Correct logo sizing according to guidelines
 - Date
 - Assessment and certificate language is English/Welsh

- The BCAB Qualifications Administrator ensures that all issued eCertificates clearly display the items from the checklist above before issuing.
- Before issuing eCertificates, the BCAB Qualifications Administrator checks that the wording is clear and matches the qualification obtained by the learner. This is done by cross-referencing with the certificate request provided by the Delivery Centre.
- Delivery Centres should ensure that learners' names are spelt correctly before requesting certification.

eCertificates

If a learner's name is spelt incorrectly on an eCertificate, a replacement must be requested from BCAB. Delivery Centres applying for replacement eCertificates for their learners must send an email with the original certificate attached and state the correction needed.

Hard Copy Certificates

If a Delivery Centre applies for a hard copy certificate, they must verify the learner's identity.

BCAB will not issue a replacement certificate if the Delivery Centre or learner still has the original. If they have the original certificate, they must return it to BCAB before a replacement can be issued. Delivery Centres applying for replacement hard copy certificates for their learners must return the hard copy certificate and inform enquiries@britishcanoeingawardingbody.org.uk, stating the correction needed.

Learners requesting replacement certificates

Replacement eCertificate

If a learner originally received an eCertificate, they may request a replacement eCertificate using the BCAB duplicate certificate request form.

Replacement Hard Copy Certificate

If a learner originally received a hard copy certificate, replacement certificates will also be hard copies. If applying as a learner, they must include one of the following with their request to prove identity and date of birth:

- Copy Passport or national identity document
- Copy Driving Licence
- For replacement certificates, the BCAB Qualifications Administrator will perform the same checks as for first-time issues before issuing a replacement.
Replacement eCertificates are free of charge. Printed certificates cost £5.
- All records of issued and replacement certificates are kept on a database. They can be tracked by unique reference numbers.
- BCAB is committed to learners. Expected timescales for issuing certificates, and replacement certificates, are published on the BCAB website.
- BCAB will revoke any certificate if the result is false due to wrongdoing (malpractice), poor management (maladministration), or if it is found to be inaccurate through an appeals process. Such certificate revocation will be agreed and approved by BCAB at a suitable time, as initiated by the BCAB Responsible Officer.
- BCAB will ensure that certificates are issued within the published timescales. Additional staff are trained to handle high volumes of certification or staff absences.

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