



Issuing Qualification and Credit Certificates

Approved Centres apply for candidate certification using the Membership Services Portal.

ECITB Processing of Qualification and Credit Certificate Applications

RQF Procedure

The Approved Centre enters the completed units against the candidate's registered qualification record and submits the application in the Membership Services Portal in accordance with the user guide 'Apply for a VQ Certificate' located within the User Options section of the Membership Services Portal.

We aim to dispatch certificates within 20 working days from the date that the certificate request was submitted in the Membership Services Portal.

Issuing Replacement Certificates

Should the Approved Centre or candidate request a replacement certificate, the ECITB VQ administrator checks the:

- type of certificate originally issued
- personal details
- date of issue
- reason for replacement request

and then issues a replacement certificate with the words '**Duplicate**' on it. The VQ administrator will liaise with the Approved Centre or individual to resolve any queries. Replacement certificates will only be issued subject to all reasonable steps being taken to authenticate the claim.

Payment of the published fee is required upon application for replacement certificate(s).

Where an error is made on certificates or they are damaged in transit they can be replaced 'as new' upon receipt of the original certificate at no extra cost.

Certificates that do not reach the intended destination (lost in post), and where no proof of receipt is established, will be replaced 'as new' at no extra cost.

Revocation of Candidate Certificate

The ECITB Awarding Organisation reserves the right to revoke certificates where it has been established that a certificate has been issued in error or through malpractice at an Approved Centre.

Review Arrangements

We will review this procedure as part of our continuous improvement arrangements and revise it, as and when necessary, in response to customer, learner or regulatory feedback (e.g. to align with any enquiries process established by the regulators) and to identify any trends that may emerge in the subject matter of enquiries received.

Contact us

If you have any queries about any aspect of this process, please contact:

VQ Administrator
Engineering Construction Industry Training Board
Blue Court
Church Lane
Kings Langley
Hertfordshire
WD4 8JP

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