



ECITB Awarding Organisation Qualification Certification Policy and Procedure RV2-1



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Issuing Certificates

Approved Centres apply for candidate certification on behalf of candidates, using the ECITB Membership Services Portal. A user guide: '[Apply for a VQ Certificate](#)' can be located within the 'User Options' section of the Membership Services Portal.

The ECITB Awarding Organisation aims to dispatch certificates within **20 working days** from the date that the certificate request was submitted and/or approved in the Membership Services Portal.

All certificates will be sent by secure post to the Approved Centre for the attention of the named ECITB Centre Coordinator.

Approved Centres are required to ensure certificates are despatched to candidates in a timely manner using secure post, certificates must not be withheld from candidates for any reason including non-payment of fees.

Issuing Replacement Certificates

The ECITB Awarding Organisation is required to issue replacement certificates on request, a fee is payable as published on our website.

Requests for replacement certificates can be made by Approved Centres or candidates. All requests for replacement certificates must be made in writing to qualifications@ecitb.org.uk.

The following information must be provided:

- candidate personal details, including full name and date of birth and ECITB candidate number if known;
- Qualification/achievement details;
- date of issue of original certificate if known;
- reason for replacement request.

The ECITB Awarding Organisation will take all reasonable steps to authenticate any claim for a replacement certificate.

All replacement certificates will be marked with the word 'replacement'.

Certificates will normally be despatched within **20 working days** from approval of the request.

Where an error is made on certificates they can be replaced 'as new' at no additional cost, upon return and receipt of the original certificate.

The ECITB Awarding Organisation retain a record of all replacement certificates issued and reserve the right to not issue a replacement certificate if the request cannot be authenticated and/or there is reasonable doubt as to the authentication of the request.

Revocation of Certificates

The ECITB Awarding Organisation reserves the right to revoke certificates, for example: where it has been established that a certificate has been issued in error or achieved through malpractice.



Process for sending correspondence with personal or sensitive data

Before sending any information or data to ECITB that contains staff (including contractors) and/or candidate personal details that could be attributed to an individual and/or information that includes sensitive data about an individual, you are required to request a ShareFile link from qualifications@ecitb.org.uk.

The ECITB Awarding Organisation will respond by sending an email from qualifications@ecitb.org.uk containing the wording '[Click here](#) to upload files'. This enables you to upload your files to the ECITB secure ShareFile system.

No personal or sensitive data should be sent via email as this method of transferring data is less secure than ShareFile

Should you be sending such data by post, please mark the correspondence 'Confidential – For the Attention of the Awarding Organisation'.

Review Arrangements

This policy and its associated procedures will be reviewed and revised, as and when necessary, as part of continuous improvement arrangements and/or in response to customer, candidate or regulatory feedback (e.g. to align with any enquiries, processes established or revised by the regulators) and/or in response to any trends that may emerge in the subject matter of enquiries received.

Contact Details

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

The Awarding Organisation
Engineering Construction Industry Training Board
Office Suite KD3, First Floor, KD Tower,
Cotterells, Hemel Hempstead, Hertfordshire, HP1 1FW
Telephone: 01923 260 000
Email: Qualifications@ecitb.org.uk
Website: www.ecitb.org.uk