

1.0 Policy

To deliver its strategic policy aims of excellence in: Quality of Practice, the Learner Experience, Stakeholder Relationships, Innovation and Cost Management, Advance Assessments designs and issues certificates according to this policy and procedure. This enables Advance Assessments to comply with regulatory body rules and conditions, particularly Ofqual conditions:

Condition I3: The design and content of certificates

Condition I4: Issuing certificates and replacement certificates

1.1 Ofqual definitions

Taken from the Ofqual Handbook: General Conditions of Recognition. Accessed on 28/06/2024.

1.1.1 Component

A discrete part of a qualification which –

(a) focuses on specific areas of the knowledge, skills and understanding assessed for the qualification, and

(b) has a specific set of criteria against which Learners' performance will be differentiated.

1.1.2 Learner

A person who is registered to take a qualification and to be assessed as part of that qualification.

1.1.3 Users of qualifications

Persons who have a legitimate interest in the qualification or type of qualification made available by the awarding organisation, which may include –

- (a) Learners and Learners' representatives,
- (b) Centres,
- (c) Teachers,
- (d) employers and employers' representatives,
- (e) further and higher education establishments,
- (f) schools,
- (g) government departments and agencies, and
- (h) professional bodies.

2.0 Procedure

2.1 The AA Centres and Assessment Manager is responsible for implementation of this procedure.

2.2 **Design of certificates:** All certificates issued by AA must comply with Ofqual Certificates Requirements published by Ofqual at this location: [Ofqual Handbook: General Conditions of Recognition - Section 1 - Appeals and certificates - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/114444/Ofqual-Handbook-General-Conditions-of-Recognition-Section-1-Appeals-and-certificates-Guidance-2019.pdf) and revised from time to time. New certificate designs and templates must be presented to the AA Governing Body and approved in a written response before the design is used. The AA Governing Body must assure itself that the content and clarity of the certificate and template will meet regulatory requirements.

2.3 The content of certificates: AA will ensure that:

- 2.3.1 All certificates it issues clearly and uniquely identify both the Learner and the certificate itself.
- 2.3.2 All certificates which it issues clearly display the title of qualification as it appears on the Ofqual Register (and any Endorsement known after the qualification is submitted to the Register) and do not include any other title for the qualification.
- 2.3.3 Any replacement certificate must be clearly identifiable as a replacement.
- 2.3.4 AA only provides assessment in the English language.

2.4 Timescales for certificate issue: Before a certificate may be issued AA must complete verification and moderation activities as defined in Policy and Procedure AA_OP_05.

- 2.4.1 Certificate issue date is dependent on qualification completion date. AA qualifications have flexible delivery and start times. Certificate production timescale guidance is given in the Qualification Handbook available for each qualification.
- 2.4.2 A maximum certificate production timescale of 10 working days (UK) is expected following completion of assessment verification and moderation activities. This may vary and guideline timescales are given for each qualification in its associated handbook.
- 2.4.3 AA will meet any date or production timescale published in a Qualification Handbook in respect of the issue of certificates or replacement certificates.
- 2.4.4 Timescales for certificate issue will be published in the Qualification Handbook only.

2.5 Clarity of certificates: AA certificates must:

- 2.5.1 Be clear and readily capable of being understood by Users of qualifications.
- 2.5.2 Be accurate and complete and reflect accurate and complete results.
- 2.5.3 Not include a qualification that is not a regulated qualification on a certificate which contains regulated qualifications.

Where the Centres and Assessment Manager has concerns about the content, timescale of issue, or clarity of certificates or replacement certificates this must be raised with a member of the AA Governing Body before certificate issue.

2.6 AA online platform: All certificates issued by AA will be produced digitally using the AA online platform certificate facility. The platform enables checking of certificate details against a Learner claim by any online visitor.**2.7 Records of certificates issued:** Records of certificates issued will be held against each Learner registered on the AA online platform. The record will be held under GDPR regulations for a minimum of ten years after award of the related AA qualification.**2.8 Issue of certificates.** AA uses its online platform to manage the issue of certificates. This platform is purposefully designed to ensure that:

- 2.8.1 AA will only issue certificates or replacement to Learners who have a valid entitlement to that certificate or replacement certificate.
- 2.8.2 AA will not issue any certificate to a Learner who does not have a valid entitlement to that certificate.

AA will revoke any certificate if the result on the certificate is false because of malpractice, maladministration, or because the result has been corrected under Ofqual condition H6.3.

2.9 Appeals. Learners may appeal against any award decision made by AA through following the AA Appeals Policy and Procedure AA_OP_03.

2.10 Complaints. Where any stakeholder has a complaint about the issue of certificates or replacement certificates, please contact AA on support@advanceassessments.co.uk Complaints will be addressed following the AA Complaints procedure: AA_OP_23.

3.0 Forms/Documents associated with this procedure

3.1 AA Ofqual Regulated Qualification Certificate Design

3.2 AA Qualification Handbook (specific to the relevant qualification)

4.0 Document Revision History

4.1 Following improvement identifications and review with colleagues, the Centres and Assessment Manager is responsible for revisions of this policy/procedure and completion of the table below, before issue of the amended policy/procedure.

Date (most recent first)	Revision(s)	Reason for revision(s)	New Version Number	Approved by (Initial)