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Certificate Policy

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| Responsibility for policy: | Quality Assurance Manager |
| Responsibility for implementation: | Quality Assurance Manager |

Certificate Policy

Certification denotes passing a defined course of study. A certificate signifies that a candidate has successfully completed and passed all subjects including project (coursework).

When examinations are marked and moderated, exam result slips are distributed to Centres four to six weeks after the exam date. Certificates are issued two months after the publication/distribution of examination result slips. This gives enough time for candidates to forward queries and spelling mistakes.

Lost and damaged certificates/exam slips

Candidates who lose or damage certificates can apply for replacement. For a damaged certificate, the original certificate and exam slip should be sent to BCE in London through the Centres. Candidates are requested to complete the **Certificate Replacement Form**.

A total fee of £25 is charged for issuing a lost or damaged certificate/result slip.

Name change

We do not provide replacement certificates for name change.

Incorrect candidate name

We do not charge for spelling mistakes made by us. However, if the name tallies to what the candidate wrote on the exam request form or exam answer sheet, we will not be responsible, hence a fee of £25 will apply.

Combining grade from multiple sessions

When candidates re-sit examinations and finally pass all subjects including coursework, they will receive a single result slip combining all grades obtained. However if candidates fail one or more subjects on re-sitting, they receive a result slip stating the passed and failed subjects applying to the current re-sitting (previous passed subjects will be marked as N/A).

If candidates receive a lower mark in the current resit than the previous mark, the older higher mark is retained and a comment with a † or * symbol explaining the previous mark is retained.

Fraudulent claims

Making fraudulent claims for certification is a criminal offence. Police and relevant authorities will be notified accordingly.

Please Note: All communication should be done through the Centre. We do not accept direct communication/correspondence with candidates.