

Replacement Certificate Form

Centre Number:

Centre Name:

Centre Address:

Post Code:

Contact Number:

Reason for application: (Please refer to guidance notes)

Please complete the following information for each learner

Learner Name (As it appeared on the certificate)	Learner Name (As it should appear on the certificate, if different)	Date of Issue (DD/MM/YY)	Learner Number (If known)

If you do not have the original certificate to return, please complete the following
(Please note that certificates that have spelling errors or have been damaged should be returned with this form)

The certificate was lost Administration error The certificate has been damaged

Other (Please explain)

I hereby undertake that, should a replacement certificate be issued and my original certificate is subsequently found, I will return the replacement to FutureQuals (explain the circumstances of the loss)

Signature:

Date:

Cheque enclosed for £_____made payable to **Future (Awards and Qualifications) Ltd**

Please invoice customer order number:
(Centres can only be invoiced if an official order number is supplied in the space provided)

Signature:

Print Name:

Date:

OFFICE USE ONLY

Date Received --

Date Despatched: --

Authorised by:

Cert Enclosed Yes/No

Invoice No:

Guidance for applicants

The Certificate which FutureQuals issues as proof of the conferment of an award is a unique and valuable document which should be carefully preserved by its recipient. The certificate is the property of the awarding organisation. Under no circumstances will FutureQuals issue additional copies or duplicates to any applicant holding an original certificate.

The loss or destruction of a certificate is a serious matter and a replacement will only be issued at the discretion of FutureQuals. FutureQuals will consider each application and may decide either to issue a letter confirming the original award or a replacement certificate. Replacements have precisely the same standing as the original. FutureQuals reserves the right to not issue a replacement and to specify reasons for its decision.

Applications for the issue of a replacement certificate must be directed to the Centre Support Team email of FutureQuals. It is essential that you supply the name of the FutureQuals Centre or Centre Number.

All certificates are issued in the legal name of a learner at the time an award is made. Therefore, once a certificate has been issued it is not possible to change full or whole names. However, it is possible to correct spelling mistakes.

If an error is made by FutureQuals, a learner is entitled to a reprinted certificate provided that the incorrect certificate is returned to us. There is no charge for this service.

If an error is made by the centre, a charge will be applied.

If a learner changes his/her name by gender reassignment or under a witness protection scheme, a centre must submit the request in writing for a replacement to be issued. The request must include the certificate to be replaced and relevant, authorised, original documentation to validate the request. There is no charge for this service.

For applications to replace lost or destroyed certificates, we require identification which shows a learner's name and date of birth. Acceptable forms of identification are scanned copies of the photo page of a passport or a driving licence.

If a learner's name has changed since the original award, a scanned copy of the learners marriage certificate, deed poll or Decree Absolute must be included in the submission.

All centres must provide

1. The application form with all relevant sections completed
2. A cheque or purchase order for the replacement certificate fee (outlined in the current Price List. The administration fee covers the production of a certificate or a letter of confirmation.

Together with either:

3. The damaged, misspelt or defaced certificate

Or

4. A completed declaration setting out the circumstances in which the certificate was lost or destroyed and undertaking that, should a replacement be issued, it will be returned to Future if the original is subsequently found.

We will be unable to process your application if this information is not provided