SIAS

SIAS REPLACEMENT CERTIFICATE POLICY AND PROCESS

VERSION 1.0
DATE: JULY 2025

AWARDING
ACCREDITED

1. Purpose

This document outlines the process for issuing replacement certificates for SIAS-regulated qualifications or accredited/endorsed programmes. Replacement certificates are issued in cases of:

- Loss, damage, or destruction of the original
- Legal name changes
- Errors on the originally issued certificate

2. Definitions

- E-Certificate (E-Cert): A secure, digital certificate issued by default upon successful completion.
- Paper Certificate: A physical certificate issued upon request and subject to an additional fee (see SIAS Fees List).
- Replacement Certificate: A reissued certificate due to loss, damage, name change, or error. All replacements are marked 'REPLACEMENT'.

3. Categories of Certificate Replacement

SIAS recognises the following three types of replacement requests:

3.1 Lost, Damaged, or Destroyed

Where the original certificate is no longer available or unusable. Please note if you require another copy of your e-certificate as you have lost the original your Centre should be able to supply that.

3.2 Legal Name Change

Where the learner's legal name has changed (e.g. through marriage or deed poll). Legal documentation and valid photo ID must be provided. Preferred names are not accepted — changes must reflect legal identity.

3.3 Certificate Error

Where the certificate issued by SIAS contains incorrect information. Requests must include a copy of the incorrect certificate and supporting evidence (e.g. enrolment form).

4. Request Process

Step 1: Submit a Request

Submit your request via your Centre or email: info@siasuk.com with a copy of the Certificate Request Form.

Include the following:

- Full name (as on the original certificate)
- Date of birth
- Qualification title and award date
- Centre name
- Reason for replacement (specify category)
- Supporting evidence (e.g. declaration form, ID, legal documents, or copy of the original certificate)

Step 2: Verification

- All requests will be checked against SIAS records.
- Identity will be verified using official photo ID.
- SIAS may contact the issuing centre for confirmation.
- Certificates previously issued will be marked 'REPLACEMENT' and the reissue date recorded.

Step 3: Payment

- Replacement E-Certificate: Free if correcting an error made by SIAS; otherwise, an admin fee may apply (see Fees List available on the SIAS website).
- Replacement Paper Certificate: Free if correcting an error made by SIAS. Otherwise, a fee applies to cover printing and secure postage.

No certificate will be issued until all fees and required documentation are received

Step 4: Certificate Issuance

- E-Certificates will be sent securely via email
- Paper Certificates will be posted via tracked delivery

Reissued certificates will retain original achievement details but be clearly marked as replacements.

5. Required Evidence for Replacement Certificates

To support a replacement certificate request, the following evidence must be provided, depending on the category of reissue:

5.1. Lost, Damaged, or Destroyed

- A summary of the circumstances in which the certificate was lost, damaged or destroyed
- Valid photographic ID (e.g. passport, driving licence)

5.2. Legal Name Change

- Valid photographic ID showing the new name
- Legal documentation confirming the change, such as:
  - Marriage certificate
  - Deed poll
  - Gender Recognition Certificate (if applicable)

5.3. Certificate Error

- A copy of the incorrect certificate (if available)
- Supporting documentation that verifies the correct information, such as:
  - Enrolment or registration records
  - Official ID showing correct personal details
  - Confirmation from the Centre (where relevant)

6. Fraud Prevention & Malpractice

SIAS conducts fraud prevention checks, including:

- Identity verification
- Record cross-checks
- Pattern monitoring (e.g. frequent requests)

Suspicious or fraudulent activity will be investigated under the Malpractice and Maladministration Policy and, if necessary, reported to the relevant regulatory body.

7. Timeframes

SIAS aims to process all valid and complete replacement certificate requests within 15 working days. Any delays due to missing information or complex cases will be communicated to the applicant.

8. Retention & Audit

All replacement certificate requests are logged and stored securely in line with the UK GDPR and Data Protection Act 2018.

Records are retained for a minimum of 5 years and are subject to internal and regulatory audit.

For further information please contact us directly. We are here to support you every step of the way, ensuring you have all the tools and guidance you need:

Phone number: +44 (0) 1925 515 211

Email: info@siasuk.com

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