



Higher Education Certification Procedure

Date approved: 14.12.2021
Approved by: AMT
Responsible Manager (s): Head of Registry
Lead: Vice Principal Finance and Planning

Applicable to staff	Yes
Applicable to students:	Yes
Accessible to students:	Yes
Accessible to general public: (including clients)	Yes

Consultation

Consultation undertaken with:

Date:

- | | | |
|--|-----|------------|
| <ul style="list-style-type: none">• AMT | Yes | 14/12/2021 |
| <ul style="list-style-type: none">• CCMT | Yes | |

** please delete as appropriate*

Procedure review frequency: Every 2 years

Contents

1.	Scope and purpose of the procedure.....	3
2.	Procedure statement	3
2.1.	Certificates	3
2.2.	Certificate production	3
2.3.	Certificate paper security	3
2.4.	Student Detail Changes	4
2.5.	Certificate posting	4
2.6.	Transcripts & Higher Education Academic Records (HEARs)	4
2.7.	Replacement Certificates and Transcripts	5
2.8.	Verification	5
3.	Accountability	5

1. Scope and purpose of the procedure

This procedure defines the processes relating to the production and distribution of Higher Education certificates and transcripts at Blackpool and The Fylde College (B&FC).

2. Procedure statement

2.1. Certificates

Blackpool and The Fylde College provides formal certification to Higher Education students for;

- B&FC awarded programmes
- Partner Institution validated programmes
- Awarding Body awarded programmes.

Where B&FC awards the programme, B&FC is responsible for producing certificates following formal Programme Boards of Examiner meetings.

Where a partner institution validates a programme, that institution is responsible for producing the certificates following formal Programme Boards of Examiners and ratification from the awarding body, once produced certificates are forwarded to B&FC to distribute to students.

Where a programme is awarded by an Awarding Body (*e.g. Pearson*), following formal Programme Boards of Examiners and a subsequent claim for the qualification by the Exams team at B&FC they will produce certificates. The certificates are then sent to B&FC to distribute to students.

2.2. Certificate production

The B&FC Achievements and Exams Manager is responsible for the secure production and distribution of all B&FC certificates.

Certificates are produced following formal Programme Boards of Examiners. Certificates may only be produced and issued in accordance with the minuted decisions of the relevant Programme Board of Examiners. The minuted decisions of the meetings will be provided by the Student Administration Manager to the Achievements and Exams Manager.

The approved certificate template must be used. Any proposed changes must be submitted to HE Academic Board for its consideration and approval.

The certificates are produced using a report on EBS Agent reporting cradle.

Each certificate has a system generated unique number. This number is unique to the student based on their enrolment record in EBS. In addition, the certificate paper has a unique number preprinted below the hologram on the bottom right corner.

2.3. Certificate paper security

The B&FC Achievements and Exams Manager is responsible for the secure storage of certificate paper.

All blank certificate paper is securely stored in the Joint Council for Qualifications (JCQ) approved examinations safe in the secure exams room, where access is restricted to the Achievements Team only. In addition, only authorised employees have access to the report that generates Higher Education certificates on the EBS reporting cradle to assure compliance with JCQ regulations.

2.4. Student Detail Changes

Communications are sent via a message on OnTrack and via email to student B&FC email address to all active HE students in their final year before Boards of Examiners take place reminding them to check their personal details including name and address prior to completion of their course.

All name changes must be requested through Student Administration, and the student must submit evidence of the name change for audit capture to allow the name change to take place against their record.

All address changes must be notified to Student Administration either in writing or by e-mail from a B&FC student e-mail account.

Certificates are issued using the student's legal name as recorded on the Student Record System. Other awarding bodies have their own rules however, B&FC certificates issued with a name that is incorrect may be reissued but only at a cost to the student.

2.5. Certificate posting

Certificates remain the property of the student and can only be supplied to the student by either recorded delivery to their home address as on the EBS system or, on request, they can collect them from the Achievements' Office.

Where certificates are returned by Royal Mail as undeliverable, B&FC will retain these for a period of one year, after which time they will be returned to the issuing awarding body or destroyed.

2.6. Transcripts & Higher Education Academic Records (HEARs)

All new entrants and Top-up students on a Lancaster Degree Programme from September 2010 to June 2015 will have been issued with a Transcript.

From June 2016 all HE students (excluding HNC/HND) will be/have been issued with a Higher Education Achievement Report (HEAR) via Gradintel.

From 2021/2022 all HE students will be issued with a HEAR.

The Head of Registry is responsible for ensuring students are registered with Gradintel following the HESES submission.

HEARs are validated and released, normally with 90 days, following formal Programme Boards of Examiners by the Student Administration Manager.

2.7. Replacement Certificates and Transcripts

If a student notifies B&FC that they have not received their certificate within 6 months of it being issued, it has **not** been returned by Royal Mail and the correct address is held on B&FC's student record system a replacement certificate will be requested from the awarding organisation.

For B&FC awarded programmes a replacement certificate will be produced and the cost charged to the curriculum area.

Where a student has failed to inform B&FC that their address has changed, they will be required to pay a fee of £40 for a replacement certificate.

Where notification is received that a certificate has not been received **after** a period of six months has elapsed and the correct address details are held then the student will be provided with a replacement certificate at a cost of £40.

For non B&FC awarding bodies/partner organisations, students requiring a replacement certificate will be directed towards the relevant awarding body for a replacement certificate at their own expense.

Where a student requires a replacement **transcript** and studied with B&FC prior to September 2010 there will be no charge. For students who studied between September 2010 to June 2015, there is a charge of £20 for the replacement transcript payable by the student.

For non B&FC awarding bodies/partner organisations, students requiring a replacement transcript will be directed towards the relevant awarding body for a replacement transcript at their own expense.

2.8. Verification

Verification of study and overall results also referred to as an education reference will be provided for all graduates where records permit.

Verification requested directly by an employer or a graduate will not incur an administrative charge.

In line with data protection legislation, B&FC will not provide verification unless a written authorisation has been provided by the student/graduate or suitable legal alternative has been received, such as a request from the Police.

3. Accountability

Head of Registry

Ensure that this procedure and associated policies are adhered to.

Achievement and Exams Manager

To oversee and manage the certification and transcript process.

Students

Are responsible for ensuring their personal details are accurate and up to date.