

Results and Certification Policy

1. PURPOSE

This policy aims to ensure the integrity and consistency of the certification process, which includes, among other things, the accreditation or certification of approved centres and certification of learner achievements.

2. SCOPE

The Results and Certification Policy will apply to all approved centres and learners seeking recognition for achieving a regulated Qualification as registered on Ofqual. The certificates shall be issued after the validation process has been conducted to ascertain the achievement of the quality assurance requirements.

3. TYPES OF CERTIFICATIONS

- Approved centre accreditation certificates
- Learner achievement certificates

3.1 Approved Centre Accreditation Certificates

All JPIE-approved centres will be issued with a JPIE Approved Centre Accreditation Certificate indicating the date of accreditation, qualifications for which they are accredited and the expiry date of the accreditation.

3.2 Learner Certificates

Learners who have successfully completed all the relevant subjects within a particular qualification will be issued a transcript of results and relevant programme certificate by the 15th of the month following the examination.

All JPIE qualification certificates will be printed from the learner management system, and no manual printing of certificates will occur.

Anyone who falsifies or tampers with a JPIE Qualification Certificate or Transcript of Results will be reported to the Academic Board for investigation. The Academic Board will advise the relevant party in writing with their decision.

3.3 Transcript of Results

A transcript of results will be issued to learners who have been declared competent by a JPIE registered examiner for the respective JPIE subjects they have completed. Notification of results is issued six (6) weeks after the final exam date. Such notification will indicate the learner's name, address, reference (unique JPIE learner number), exam date, qualification name, and subjects written with marks obtained. A Transcript of the Results will be issued to all learners.

4. DESPATCH OF QUALIFICATION CERTIFICATES

JPIE aims to dispatch certificates by the 15th of the month following the month of assessment. All certificates will be sent by secure post to the Approved Centre for the attention of the named JPIE Centre Coordinator.

Approved Centres are required to ensure certificates are dispatched to candidates promptly using secure post. Certificates must not be withheld from candidates for any reason, including non-payment of fees.

5. SAFEGUARDING AND REGISTER OF JPIE QUALIFICATION CERTIFICATES

All certificates must be kept in a locked cupboard with access limited to those JPIE staff members responsible for the printing and issuing of certificates.

The JPIE will maintain a register of all certificates issued and revoked, including any duplicate or replacement certificates.

6. REPLACEMENT OF QUALIFICATION CERTIFICATES

The JPIE is required to issue replacement certificates on request. A fee is payable as published on our website. Approved Centres or learners can make requests for replacement certificates. All requests for replacement certificates must be made in writing to exams@jp-internationaltraining.co.uk.

Learners requesting a replacement / duplicate certificate are required to provide the following information:

- a. JPIE learner reference number
- b. Learner's full names
- c. Learner's date of birth
- d. Date of issue of the original certificate, if known
- e. Qualification details
- f. Copy of transcript of results (if available)
- g. Date of registration with the JPIE
- h. Reason for replacement

Upon receipt of the above information and the prescribed fee (please refer to the list of the current fees), the result will be verified against the archives. Subject to verification of the result, a replacement certificate will be issued and posted to the learner's registered address by the JPIE.

All replacement certificates will be marked with the word 'replacement'. Where an error is made on certificates, they can be replaced 'as new' at no additional cost upon return and receipt of the original certificate.

JPIE retains a record of all replacement certificates issued and reserves the right not to issue a replacement certificate if the request cannot be authenticated and/or there is reasonable doubt about the authentication of the request.

7. REVOCATION OF CERTIFICATES

The JPIE reserves the right to revoke any certificate if the result on the certificate is false because of malpractice, maladministration, or because the result has been corrected under Condition H6.3.

8. REVIEW ARRANGEMENTS

We will review this procedure as part of our continuous improvement arrangements and revise it, as and when necessary, in response to customer, candidate or regulatory feedback (e.g. to align with any enquiries process established by the regulators) and to identify any trends that may emerge in the subject matter of enquiries received.

9. CERTIFICATE REQUIREMENTS

In ensuring continued compliance with Ofqual's Conditions of Recognition Section I, Certificate requirements, the JPIE must ensure that each certificate it issues in relation to a regulated qualification includes the following criteria:

- a. The full name of the awarding organisation as recognised by Ofqual
- b. The full name of the learner as registered
- c. The qualification number as assigned on the register
- d. The level of attainment of the learner
- e. The level of the qualification
- f. The date the JPIE confirms the learner's attainment by the issue of the certificate
- g. Ofqual's logo in the prescribed format
- h. The JPIE may include other relevant logos, including those of other regulators, where appropriate.
- i. When JPIE issues any replacement certificate, the JPIE must ensure that the certificate is clearly identifiable as a replacement.