

Replacement Certificate Policy

1.0 Policy Introduction

English Speaking Board (International) Ltd, (ESB) understand that there may be certain circumstances which require a candidate, or a registered ESB centre, to obtain a replacement certificate/s.

1.1 Purpose of the Policy

A clearly defined Replacement Certificate Policy is in place for candidates, or, registered ESB centres to follow in order to obtain a replacement certificate.

1.2 ESB Responsibilities

- The Customer Experience Team are responsible for reviewing Replacement Certificate Request Forms, checking and verifying candidate identity, assisting centres/candidates with the process, and issuing replacement certificates (where applicable)
- The Finance Team are responsible for issuing invoices relating to Replacement Certificate Requests, receiving and processing the payment for Replacement Certificate Requests.

1.3 Replacing a lost certificate

Request to replace a certificate

If a certificate has been misplaced, the applicant may contact ESB to request a replacement certificate using the Replacement Certificate Request Form. The form can be found on ESB's website in the following location www.esbuk.org/forms

The form can be completed by:

- The candidate
- The centre (on behalf of the candidate)
- A parent/guardian (on behalf of candidate)

Processing a replacement certificate/s

If the candidate was 18 years or over on the date of their assessment, proof of identification must be provided, (e.g. a photocopy of a passport, or driving licence) so that we can verify the candidate's identity and issue a replacement certificate.

- **Disclaimer:** ESB will always endeavour to check and verify candidate identity against the information provided, and where possible, provide a replacement certificate, or, a statement of attainment. ESB reserve the right to refuse the issue of a replacement certificate if the requirements of providing proof of identification are not met. ESB can take no responsibility for candidate misrepresentation or fraudulent claims.

Returning the original certificate/s

In the event that the original certificate is still available, or is subsequently found at a later date, the original certificate must be returned to ESB using the following address:
English Speaking Board (International) Ltd, 9 Hattersley Court, Burscough Road, Ormskirk, L39 2AY.

Fees payable for a replacement certificate

There is a replacement certificate fee of **£30.00**, which will apply in the following circumstances:

- If the certificate/s has/have been lost by either, the centre, or, the candidate.
- If the certificate/s has/have been purposefully damaged or defaced.
- Candidate/s details have been entered incorrectly into the hub.

A replacement certificate fee will **not** be charged in cases where ESB, or contractors of ESB, (e.g. delivery companies) may be liable:

- Certificate/s has/have arrived damaged
- The certificate/s has/have not arrived at the required address and it has not been possible to retrieve

It is at ESB's discretion to decide where appropriate, to apply a cap on the total fee, where there are requests for multiple replacement certificates.

How to make payment for a replacement certificate.

Where there is requirement to pay for a replacement certificate/s, the fee of **£30.00** can be paid via the following methods:

- BACS (*preferable*)
- Cheque
- Postal order

If paying by cheque, or postal order, these should be made payable to: **English Speaking Board (International) Ltd.**

If an invoice is requested for the amount payable, please contact ESB directly on 01695 573 439

or via email at customer@esbuk.org

Processing timeframe

Please allow a minimum of 14 working days for a replacement certificate request to be processed once payment has been received (where applicable). **Where there is requirement to pay for a replacement certificate/s, ESB will not issue a replacement/s until the payment has been received.**

1.4 Communication of the Policy

ESB's Replacement Certificate Policy is widely communicated, understood and adhered to by employees. In addition, the policy is communicated externally on ESB's website: www.esbuk.org/policies

1.5 Review of the Replacement Certificate Policy

ESB will review this policy annually, to ensure its practices continue to meet legislative and regulatory compliance. If required, ESB reserves the right to make changes at any time in line with their customer and stakeholder feedback, changes in its practices, as a result of actions from regulatory authorities, external agencies, or in compliance with changes in government legislation.