

## Replacement Certificate Policy

### 1.0 Policy Introduction

English Speaking Board (International) Ltd. (ESB) understands that there may be certain circumstances which require a learner 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 learners or registered ESB centres to follow to obtain a replacement certificate.

### 1.2 ESB Responsibilities

- The Customer Experience Team is responsible for reviewing [Replacement Certificate Request Forms](#), assisting centres/learners with the process and issuing replacement certificates (where applicable).
- The Finance Team is responsible for issuing invoices relating to Replacement Certificate Requests, receiving and processing the payment for Replacement Certificate Requests.

### 1.3 Request to replace a lost or damaged certificate

If a certificate has been lost or damaged, the applicant may contact ESB to request a replacement certificate using the Replacement Certificate Request Form. A link to the Replacement Certificate form can be found within the Replacement Certificate policy on ESB's website in the following location: [Policies, Procedures and Handbooks - English Speaking Board \(International\) Ltd. \(esbuk.org\)](#).

The link to the form is located here: [Replacement Certificates - English Speaking Board \(International\) Ltd. \(esbuk.org\)](#).

Once the form has been completed, press 'Submit', and the form will be automatically sent to the ESB Replacement Certificate email address: [replacementcerts@esbuk.org](mailto:replacementcerts@esbuk.org) for processing.

The form can be completed by:

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

- **Disclaimer:** ESB will always endeavour to check and verify learner identity against the information provided, and where possible, provide a replacement certificate or a statement of attainment. ESB can take no responsibility for learner misrepresentation or fraudulent claims.

#### **Returning the original certificate/s**

If 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 learner.
- If the certificate/s has/have been purposefully damaged or defaced.
- Learner/s details have been entered incorrectly into the hub by the centre (spelling mistakes).

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 required for the amount payable, please indicate this on the Replacement Certificate form

### **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: [Policies, Procedures and Handbooks - English Speaking Board \(International\) Ltd. \(esbuk.org\)](https://www.esbuk.org/Policies-Procedures-and-Handbooks-English-Speaking-Board-International-Ltd)

## **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.

Revision No	Change to previous release	Reason for change
3	1.3 Damaged certificate, WeTransfer, and payment information added	Improve clarity
4	1.3 and 1.4 updated links	Updated website links since last version
5	All 'Candidate' wording replaced by 'Learner' Links checked 1.3 and 1.4 Link added 1.2	Update language used Updated website links since last version