

Certification and Replacement Certificate Policy

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This document is intended for Trinity College London (TCL) personnel and authorised external parties. This document must be handled in accordance with the TCL classification policy

Certification and Replacement Certificate Policy

Printed copy of this document is uncontrolled and should not be relied upon as the most up to date version.

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Scope

Trinity College London (“Trinity”) is a regulated awarding organisation and is subject to the Conditions of Recognition as set out by the Office of Qualification and Examination Regulation (Ofqual), Qualifications Wales, and the Council for Curriculum Education and Assessment Regulation (CCEA). Trinity has a regulatory responsibility to take all reasonable steps to ensure that we:

- Issue certificates and any replacement certificates to candidates who have a valid entitlement
- Do not issue any certificate to a candidate who does not have a valid entitlement
- Revoke any certificate if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate because of an appeals process
- Meet any date or timescale published in respect of the issue of certificates and replacement certificates

To ensure clear information and to prevent fraudulent misuse, each certificate will adhere to regulatory requirements.

For identification and security purposes, each candidate will be uniquely identified by their candidate number.

All certificates issued will comply with Trinity brand guidelines.

Aims of the Policy

This Policy relates to the issue of certificates and replacement certificates for Trinity’s regulated qualifications. It is aimed at Trinity’s candidates who are taking or have completed our qualifications. This policy will also be used by Trinity staff to ensure they are dealing with all requests in a fair and consistent manner.

Issue of original certificates

As a regulated awarding organisation, our responsibility is to provide candidates who have taken our qualification with a certificate. This is valid evidence of a candidate's achievement at the time of assessment. Each successful candidate is eligible to receive a certificate per qualification achieved. Candidates are permitted to have one original paper copy of their certificate at any one time. Multiple copies cannot be requested.

Paper certificates are issued to centres within 4-8 weeks after the completion of the exam. Full details about certificate timings for each exam are provided in the [Best Practice Guidebooks for Centres](#).

Digital certificates are made available 24-48 hours after results are validated. These are sent directly to the candidate’s email address, as provided by the candidate at the time of registering for their exam. For further details please refer to our [Digital Certificate website](#).

Result inaccuracies must be queried with Trinity's Head Office **within 6 months** of the receipt of the certificates.

Replacement of certificates

In accordance with regulatory requirements, Trinity will replace an original certificate where the original certificate has been lost or because of an error. In each case there will be a fee for the service unless the error is Trinity’s fault.

The process for replacing or amending a certificate varies according to whether:

- the qualification was taken prior to 2012 or after 2012
- the request is being made by an individual candidate or a centre
- the exam was taken in another country
- the exam was a SELT exam

For full details please refer to our [replacement certificate](#) website.

Amendment of certificates

Trinity does allow an original certificate to be amended in the following cases:

- Obvious spelling errors
- Evidence can be provided that the name was changed prior to the original certification
- Persons who have undergone gender reassignment
- Persons who are under Government Protected Person Service Status

In each case candidates will need to return the original certificate to us before a new certificate is reissued.

To request a certificate to be amended please refer to Trinity's [replacement certificate](#) website.

Revocation of Certificates

Trinity will revoke and invalidate any certificate issued if the result on the certificate is false because of malpractice or maladministration, or is revealed to be inaccurate as a consequence of an appeals process.

Change Control

Change History

The following changes have been made to this document:

Version	Date	Author	Change Summary
1.0	20-10-2025	Compliance Manager	

Change Approval

The changes to this document have been approved by the following personnel:

Version	Date	Approver
1.0	09-12-2025	Policy Management Group