

FAQ's Regarding Replacement Certificates

How do I get a replacement certificate?

By completing the form found on our website and returning with all the relevant information.

How much does it cost to obtain a replacement certificate and how can we pay?

Price from £31 – you can send us a cheque or postal order or bank transfer.

How can I send you my completed Replacement Certificate Form?

Forms should be sent with supporting documentation through Royal Mail to our office in Wolverhampton.

Why is it necessary to supply photocopies of identification documents?

We need to verify your identity by matching your details with the information we hold on our database and to comply with the Data Protection Act. Please ensure that the date of birth is legible on the photocopy you are sending. Please do not send originals of your identification documents.

How long will it take for me to receive my certificate?

We aim to process your request within 5 working days of a correctly completed application. It will take longer if we have not received legible identification documents or the form has not been completed correctly.

I have sent my replacement certificate form but I want to know when I will receive the replacement certificate.

We will endeavour to process your replacement certificate request as soon as possible but this could take up to 5 working days and maybe longer in the busy summer months. Please take this into consideration when applying for your replacement.

How do you send out my Replacement Certificate?

We will post your certificate 2nd class Royal Mail recorded delivery, a signature will be required for receipt.

Can you give me information regarding my achievements over the telephone?

No information can be given to you over the telephone to comply with the Data Protection Act. You will need to complete the replacement certificate form and return to us.

What if Open College Network West Midlands does not hold the results detailed on the replacement certificate request?

We will advise you of this in writing and return your payment.

I do not know which Awarding Body I did my achievements through

We are unable to search our records until we receive your completed application form. The College or Training Provider may be able to provide further information or you may wish to contact other awarding organisations.

What if I have lost my certificate but think the achievements detailed on my certificate are incorrect, would you be able to confirm on the telephone what they are?

Details of achievements can only be obtained by requesting a replacement certificate. All certificates are issued based on authorised documentation from the Centre, any queries should be taken up with the Centre direct. No information can be given out over the telephone.

Can I get an electronic copy of my certificate?

No, only the paper copies of the replacement can be posted out. To comply with the Data Protection Act electronic copies of certificates cannot be sent out.

Can I come to your office to drop off/pick up documents?

No, for security purposes all documentation should be sent in the post to the address supplied in the form, and a return address indicated on the replacement certificate request form for us to post back the certificate.

My name has changed since completing the course – can I get my certificate amended?

Your certificate can only be amended if your name changed during the time of study.

What supporting documentation is required if my name has changed?

Official documentation supporting the name change and when it happened is required, ie marriage certificate, copy of the deed poll.