

Certificate Services Guidance Notes

Reference Number: CSU_19_2

Policy / Procedure / Process

Revision History

Version	Last revised	Next review date	Policy Owner	Notes
CSU_19_2	June 2021	June 2022	Customer Support	Replaces CEN_SU_44
CSU_19_2	September 2019	September 2022	Customer Support	Update to service

An Application for Certification of assessment results is subject to identity check.

NCC Education will provide a response to your application within 48 hours of receipt (08:30 to 17:00 GMT Monday – Friday) subject to:

- a valid email address being included on the on-line application form.

Approved applications will be actioned within five working days of the initial response subject to:

- receipt of the Application for Certification being approved by NCC Education
- receipt of full payment

Please note that all service charges are non-refundable, and all bank charges must be covered by the applicant.

NCC Education offers the following certificate/results services:

Replacement Certificate

This is official confirmation of a candidate's results which includes replacement copies of the certificate and Academic Transcript. Replacement certificates will be labelled as such. NCC Education will only issue replacement certificates where the original has been lost, stolen or destroyed.

Please note that we are unable to produce replacement certificates for awards made prior to 2010.

Amended Certificate

Replacement certificates can be issued if your personal details (name or passport/ID number) are incorrect on your original certificate or Academic Transcript. Appropriate proof of identification must be provided (please see section 5) to support an application.

Transcript Letter

A Transcript Letter is a copy of a candidate's academic record for NCC Education qualifications, required in the following circumstances:

- To support an application to a university or employer

Please note that NCC Education are unable to produce Transcript Letters prior to 2010.

Partial Transcript Letter

A Partial Transcript Letter is a copy of a candidate's partial academic record produced in the following circumstances:

- If the three-year eligibility has expired and the candidate did not complete the qualification
- If the candidate has withdrawn from a qualification before completing and NCC Education have been notified of this in writing by a centre

Please note that NCC Education are unable to produce Partial Transcript Letters prior to 2010.

Unit Certificate for a single unit

Unit certificates are available should a candidate wish to apply for a certificate for a unit completed within a qualification.

Please note that NCC Education are unable to produce unit certificates for awards prior to 2010.

Service	Cost per application
Replacement Certificate	£50 per qualification
Transcript Letter	£25 per qualification
Partial Transcript Letter	£25 per qualification
Unit Certificate for a single unit	£20 per unit
Courier Fee (optional)	£25 per consignment
Digital copies	Free of charge

Please refer to the following guidance when completing the application

Section 1 - Service required:

Amend details on a certificate: if the personal details (name or passport/ID number) are incorrect on the original certificate or academic transcript.

Confirm Qualification: if a transcript letter is required to support an application to a university or employer or if an original certificate which was awarded prior to 2010 that has been lost, stolen or destroyed.

Partial Transcript letter (for incomplete qualifications): if a partial transcript letter is required to support an application to a university or employer.

Replacement Certificate: if the original certificate or academic transcript has been lost, stolen or destroyed.

Unit Certificate for a single unit: if a candidate requires a certificate for a unit completed within a qualification.

Verification Service (including WES applications): if a candidate requires confirmation via email of qualifications gained or periods of study.

Section 2 - Candidate Details:

Full name: the name the candidate is currently known by

Full name at the time of the assessment: candidate name at the time they sat the assessment(s) (if different to current name)

Delivery address: the full postal address where the certificate/transcript letter should be sent

Date of Birth: please display this by day, month, year. For example, 08.12.99

Email address: a valid email address that NCC Education can contact the applicant on. We will reply to you via this email address so please ensure this information is entered correctly.

NCC Education ID Number: this will be the number allocated when the candidate was registered as an NCC Education candidate.

Phone: a valid telephone number (including country code) that NCC Education can contact the applicant on.

Passport/ID Number: please provide the personal identification number supplied to NCC Education at the point of registration. This could be a passport number or another identification number for example, driving licence. This unique identification number will appear on the Academic Transcript were applied for.

Section 3 – Centre and Qualification Details:

Centre Name: Name of the NCC Education centre where the candidate studied the qualification.

Qualification Name: Please select the qualification(s) for which the replacement certificate/transcript is required from the dropdown menu. More than one qualification can be selected if necessary.

Date awarded (approximate): Please provide us with the month and year that the qualification was awarded. If the exact date is unknown, then please specify an estimated time. This will allow NCC Education to locate records more quickly and efficiently.

Section 4 – Verification Services

If personal details (name or passport/ID number) are incorrect on an original certificate or academic transcript, official identification must be uploaded to support the application for details to be amended. The acceptable identification documents are:

- Birth certificate
- Deed poll
- Driving licence
- Final decree of divorce Court Order
- Marriage licence or certificate
- Naturalisation certificate
- Passport or Visa

If any NCC academic documents need to be attested or verification forms completed, please use this section to upload the necessary files.

Section 5 – Delivery Options:

Please select the appropriate option from the dropdown menu.

Digital copy: This option is free of charge.

Secure Courier: This option incurs an additional fee of £25 per consignment.

This optional service is payable if document(s) are required to be returned by secure courier. A three to five working day delivery applies depending on the destination. Note: Some exceptions may apply.

Section 7 – Payment Information

NCC Education will provide a response to an application within 48 hours of receipt (08:30 to 17:00 GMT Monday – Friday) subject to:

- a valid email address being included on the on-line application form.

If the application is successful, NCC Education will email you a reference number and confirm the amount required to be paid in order for NCC Education to process the application.

Approved applications will be actioned within five working days subject to:

- receipt of Application for Certification approved by NCC Education
- receipt of full payment.

Payment must be made via NCC Education's online payment portal: [Flywire - Powering the future of global payments](#)

Applicants should send confirmation of proof of payment certificate.services@nccedu.com.

Please note that all service charges are non-refundable, and all bank charges must be covered by the applicant.

Section 8 – Declaration:

Please read the information carefully and tick the boxes to confirm that the applicant accepts the terms so that NCC Education can process the application.

If you require assistance in completing the online application form or have any questions, please email: certificate.services@nccedu.com