



Invalid & Incorrect Certificates

FOCUS AWARDS 

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Introduction

If a certificate has been awarded but the learner does not have a legal entitlement, please fill out the Invalid Certificate Notification Form below.

Incorrect/invalid certificate examples include (but are not limited to):

- The learner's birthdate is inaccurate.
- Although the certificate specifies different units than the ones completed by the student, the award is still valid.
- A valid claim is made for a learner, but the incorrect units have been selected.
- The certificate's qualification does not match the learner's completed or declared qualification.

Please note: If the name on the certificate is inaccurate, you should instead fill out the *Focus Awards Replacement Certificate* form.

Invalid Certificate

The following form should be completed accurately, providing as much detail as possible. You are required to return any certificates issued by tracked mail to Focus Awards Head Office, the address for which can be found at the end of this Policy.

Centre Name:		Centre No:	RFC
Centre Contact Details			
Centre Contact Name:			
Centre Contact Email Address:			
Centre Contact Number:			
Certificate Details			
Are the certificate claims	<input type="checkbox"/> INVALID	<input type="checkbox"/> INCORRECT	
Number of invalid certificates identified:			
Batch Numbers:			
Qualification(s) and candidate ID Numbers:			
Have the Certificates been issued to the learners?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Are the Certificates currently being held at the Centre?	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Please provide detail on how the certificates have affected learners.			

Centre Investigation

Please complete all of the questions below to help us determine the scope of the problem:

How and when were you made aware that the Certificates were not correct?

Who claimed for the Certificates?

What actions have you carried out to investigate the root cause of this issue? Please provide a detailed response and evidence where appropriate.

What was the root cause following your investigation?

(‘human error’ is not a valid reason)

To avoid future invalid certificate claims for your Centre, we want to be sure you've addressed the source of the problem. Please let us know:

What is your procedure for obtaining certificates? *Please attach a copy of both your policy and procedure on return of the completed form.*

What additional checks have you carried out to ensure no further learners have been affected?

What actions have you taken to ensure that future claims for certificates are accurate and correct?

Declaration | I declare that the information provided in this form is true and accurate.

Centre Contact Name:

Centre Contact Signature:

Centre Contact Date:

If different person(s) to the above please ensure the document is also signed below by the Head of Centre

Name (Please Print):

Signature:

Date:

Contact us

If you have any queries about the contents of this policy, please contact our support team

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