

INTRODUCTION

There are occasions when a candidate requires a replacement certificate when the original contains errors or for duplicate certificates where the original has been lost or destroyed.

A request for a replacement/duplicate certificate must be made by the Centre Co-ordinator (or other authorised centre personnel), using the IMI Centres Hub enquiry form. It must include full details of the correction required and the:

- centre number
- candidate's number, name, date of birth
- qualification title and number
- reason for request

A request may also come directly from the candidate but must be made in writing.

Once the IMI is satisfied that the request to replace the certificate is reasonable, a replacement/duplicate certificate will be issued.

Note: The IMI will charge for replacement/duplicate certificates (see Fees and Charges).

REPLACEMENT CERTIFICATES

Replacement certificates will be issued where an error has been identified on a certificate that has been issued, e.g. name spelt incorrectly, or where damaged in transit. The original certificate must be returned to the IMI; if the certificate cannot be returned the process for duplicate certificates will apply.

Note: The majority of errors on certificates are caused by the candidate being registered incorrectly. When issuing a certificate, the IMI will use the details of the candidate supplied at the time of registration, so centres must ensure that all these details are correct.

Certificate(s) will need to be returned recorded delivery to Centre Admin Support who will deal with the request within 10 working days.

DUPLICATE CERTIFICATES

Duplicate certificates will be issued where the original cannot be returned to the IMI i.e. lost in transit, permanent loss or damaged beyond recognition.

Where a request is made for a certificate 'lost in transit' to be replaced, the centre must ensure that all reasonable steps have been taken to locate the original certificate before the request is made.

Note: The IMI sends certificates to centres by recorded delivery so are able to prove receipt at the centre.



Once the IMI is satisfied that the request to reprint the certificate is reasonable i.e. permanent loss or permanent or partial damage e.g. by theft, accidental loss, fire, smoke, water, tearing, staining or other such damage a duplicate certificate will be issued. All duplicate certificates issued will include the word 'duplicate'.

DIGITAL CERTIFICATES

Duplicate digital certificates can also be requested by centres and candidates utilising the eModule portal. This can be located at <https://veri.theimi.org.uk>

Candidates can create an account themselves following their registration process. Centre Coordinators are set up on the system and additional users can be added once written request has been received by the IMI.

Candidates can pay using a credit or debit card and centres can order duplicate certificates with payment via a credit user system and invoiced at a later date.

INCORRECTLY CLAIMED CERTIFICATES

Where the original certificate is being returned due to the following (including but not limited to);

- Incorrect units claimed
- Incorrect qualification claimed
- Incorrect candidate claimed
- Insufficient evidence upon EQA sample
- Incorrect completion date entered on claim
- Incorrect grade applied

Certificate(s) will need to be returned recorded delivery to Assessment Services who will deal with the request within 10 working days. This may be extended if an investigation into centre practice is required.

Issue Number	Effective Date	Amendments	Reason for Amendments
6	18 Feb 2021	Rebranding of the header.	Companywide rebranding on all IMI material.