

## INTRODUCTION

There are occasions when a learner requires a replacement certificate, this may be 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 Digital Certificates system. Full details on how to use this system can be found [here](#).

If you are having difficulty accessing or using the Digital Certificates system a request may also be made using an IMI Centres Hub enquiry form. This must include full details of the correction required and the:

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

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

A request may also come directly from the learner who can register to use the Digital Certificates System online. (please see more information on this later in the document)

*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: Many errors on certificates are caused by the learner being registered incorrectly. When issuing a certificate, the IMI will use the details of the learner 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 can 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 certificates can also be requested by centres and learners utilising the Digital Certificate System which you can access [here](#).

Learners can create an account themselves following their registration process. Centre Coordinators are set up on the system by the IMI and additional users can be added by adding the Digital Certificates Role to the user on the IMI Centres Hub.

Certificates are also available to be viewed digitally on this site and can be sent to third parties to view if required.

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

## 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 learner 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 Centre 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
8	06 Feb 2025	1. Updated to include information about the Digital Certificate System	1. System Update