

A Quick Guide to Dealing with Access to HE Certificates

All information regarding processes relating to certification is defined within the Criteria for the licensing and relicensing of Access Validating Agencies, which can be found online (see below).

Certification

[AVA licensing criteria \(gaa.ac.uk\)](http://gaa.ac.uk)

What you need to know:

1. Certificates generated from the Access to HE Recommendation for Award of Credit (RAC) forms are completed electronically

After the student achievements have been verified during Final Moderation, your Moderator will approve the RACs at the Final Awards Board (FAB).

The units and grades that appear on the student's transcript certificate are those that are entered into the RACs. Follow these steps to ensure students are sent accurate certificates:

- check that students' names are spelt correctly
- check that the students have their correct name, name order and full name and not a nickname
- check the RAC against each student's achievement at the Internal Exam Board

It is essential to recognise that errors on the certificates can cause problems for students going through the UCAS process. Gateway Qualifications uses registration information to identify students to UCAS. If the registration forms contain misspelt names or incorrect dates of birth, the uploaded information will not match any information the student has entered as part of the UCAS application. This results in student grades failing to appear on UCAS databases until this is rectified.

2. Process for receiving certificates from Gateway Qualifications

Gateway Qualifications delivers all Access to HE Diploma certificates to centres using recorded delivery. Upon receipt of the certificates by the Centre, the Certificate Receipt Form must be completed [online](#) and submitted to Gateway Qualifications within five working days.

Centre staff (often Exams teams) should check that all certificates received match those expected for the cohorts. The Gateway Qualifications Customer Excellence Team should be contacted if any certificates are missing or if there are errors.

Students not registered with Gateway Qualifications will not receive any certificates.

3. Process for distributing Access to HE certificates to students

Certificate distribution must be monitored, and centres must keep certificates securely so they cannot be lost or handed over without formally recording the process.

Centres should have a secure and reliable process for the receipt, recording and onward transmission of Access to HE Diplomas and achievement transcripts.

Students should sign a receipt if on-site. Certificates should not be given to a third party without the student's signed written permission and formal identification, indicating that the student nominates the person collecting the certificate.

Certificates may be sent out to students by post, but recorded delivery must be used on every occasion.

Centres should keep records of the receipt and onward transmission of students' Access to HE certificates and transcripts for a minimum period of 3 years.

Centres must ensure that students receive all Diplomas and transcripts within 30 days of receipt from the AVA. Any certificates not received or collected by students must be returned to the AVA.

4. Errors on the certificates and the impact on UCAS applications

It is unusual for errors to appear on certificates, particularly as Gateway Qualifications requires centres to undertake a rigorous checking process for RACs and student registrations. However, if there are errors in these two areas, it can result in incorrect certificates, causing the following problems for students going through the UCAS process:

- **Identity mismatch:** Gateway Qualifications uses registration information to identify students to UCAS when uploading their achievements. If registration forms contained misspelt names or incorrect dates of birth, the uploaded information will not match the student's UCAS application details. The result is that student grades will not appear on UCAS until the discrepancy is rectified.
- **Incorrect grade profile transmitted to HEIs:** Gateway Qualifications uses the electronic RACs to supply the student achievement and grades to UCAS. If a grade is entered incorrectly into the RAC, this generates an incorrect certificate and inaccurate information could be uploaded to UCAS. If a mistake is not spotted promptly, incorrect student achievement profiles may be sent to HEIs.

5. What do I do if there is an error on the certificate?

A certificate that does not contain the student's correct achievements will cause problems when confirming a place at an HEI. Action to correct this issue should be taken as soon as the error is recognised and within six weeks of the certificate being issued. The student should NOT be issued with the incorrect certificate, as this must be returned to Gateway Qualifications before a replacement can be generated. There will be a charge for a replacement certificate.

Students may need to contact their HEIs to advise of an error on the certificate so that their place on the course is not jeopardised while the problem is being resolved. Gateway Qualifications does not contact individual institutions on behalf of students.

6. Process for returning Access to HE certificates that feature errors

If the Exam Board and FAB processes have been followed, there should be no certificate errors. However, human error occurs occasionally, so the following steps must be taken to handle any certificates which contain mistakes:

- Confirm with the student the exact nature of the error on the certificate, e.g. incorrect spelling of name, incorrect grade profile or other course-related error
- Complete the Replacement Certificate Form [online](#), indicating **clearly and in full** what the error is and what the correction should be
- **Do not allow the student to keep the certificate**- the original documents must be returned to Gateway Qualifications with the completed form via recorded delivery before a replacement can be issued.
- Advise the student to contact the HEI if there is a chance that incorrect information may adversely affect the decision to allocate a place on the course.

7. Contacting Customer Services for assistance with certificates

If you need to complete a Replacement Certificate Form or have any queries about dealing with Access to HE certificates, you should contact the Gateway Qualifications Customer Excellence team via email (registrations@gatewayqualifications.org.uk) or call 01206 911 220.

Contact Details

If you are unsure or have a specific query, please email the support team at access@gatewayqualifications.org.uk.