

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
http://www.accesstohe.ac.uk/AboutUs/Publications/Pages/AVA-licensing-criteria-05-11.aspx

Here's what you need to know:

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

After the learner achievements have been verified at a Final Moderation Visit, your Access Centre Moderator will approve the RACs at the Final Awards Board (FAB).

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

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

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

2. Process for receiving certificates from Gateway Qualifications

Gateway Qualifications delivers all Access Diploma certificates to centres using recorded delivery. On receipt of the certificates by the Centre, the Access Certificate Receipt Form must be completed [online](#) and submitted to Gateway Qualifications within 5 working days.

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

Learners who have not been registered with Gateway Qualifications will not receive any certificates.

3. Process for distributing Access certificates to learners

Certificate distribution must be monitored, and centres must keep certificates securely so that 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 Diplomas and achievement transcripts.

Learners should sign a receipt if on-site. Certificates should not be given to a third party without the learner's signed written permission and formal identification that the person collecting the certificate is the person nominated by the learner.

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

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

Centres must ensure that all Diplomas and transcripts are received by learners within 30 days of receipt from the AVA. Any certificates not received or collected by learners at this time 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 learner registrations. However, if there are errors in these two areas, it can result in incorrect certificates, causing the following problems for learners going through the UCAS process:

- **Identity mismatch:** Gateway Qualifications uses registration information to identify learners to UCAS when uploading their achievements. If registration forms contained misspelt names or incorrect dates of birth, the uploaded information will not match the learner's UCAS application details. The result is that learner 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 learner 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 learner achievement profiles may be sent to HEIs.

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

A certificate which does not contain the correct achievements of the learner 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 issue of the certificate. The learner 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.

Learners 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 learners.

6. Process for returning Access certificates which feature errors

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

- Confirm with the learner the exact nature of error on the certificate e.g. incorrect spelling of name, incorrect grade profile or other course related error
- Complete Replacement Certificate Form [online](#), indicating **clearly and in full** what the error is and what the correction should be
- **Do not allow the learner 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 learner to contact the HEI if there is a chance that the incorrect information may adversely affect the decision on allocating 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 wish to discuss any aspect of this policy and/or have a related query please contact the support team by:

Post: Gateway Qualifications
Gateway House
3 Tollgate Business Park
Colchester
CO3 8AB

Email: registrations@gatewayqualifications.org.uk

Telephone: 01206 911 220