

OTHM Certification Policy

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1.0 Introduction

OTHM upholds the integrity, security, and authenticity of its certification process, ensuring that all awarded qualifications meet quality standards and are verifiable in both digital and physical formats.

2.0 Scope of policy

This policy defines the certification process, responsibilities, and conditions for issuing, storing, and accessing OTHM certificates.

3.0 Definitions

- **Certificate:** Official document confirming qualification completion.
- **E-Certificate (e-cert):** Digital certificate accessible via the secure OTHM portal.
- **Unique Certificate Number:** Distinct number for identification.
- **QR Code:** Security feature for verifying legitimacy of the certificate..
- **Learner Registration Number:** Unique identifier for each student.
- **Issue Date:** Date when the qualification was awarded.
- **Print Date:** Date when the certificate was first printed.
- **Reprint Date:** Date of any subsequent reprints for hard copy certificates.

4.0 Responsibilities

- **Centres:** Ensure accurate submission of learner details which should normally reflect passport or other official document
- **Learners:** Verify their name on the e-cert before ordering a hard copy.
- **OTHM:** Manage secure issuance and authenticity of certificates.

5.0 Certification Process

Qualifications, comprising a certificate and transcript, are available via the secure digital portal for viewing and hard-copy ordering.

Electronic certificates hold the same value as hard copies, with unique references and secure designs featuring QR codes for verification.

Certificates display:

- the student's full name (First Name then Second Name as per UK regulations)
- centre name
- centre number
- learner registration number
- qualification title
- qualification number
- issue date, print date, and reprint date (if applicable)

6.0 Ordering and Delivery

Centres and learners can order paper certificates via the portal which are sent by recorded delivery, from OTHM, to the address held for the Centre or learner. A log of all deliveries is maintained.

Global delivery occurs within 21 days. No third-party deliveries or office collections are permitted.

Fees for printing and secure courier delivery will apply

7.0 Verification and Errors

Learners must confirm their name on the e-cert before ordering hard copies. OTHM is not liable for name errors.

Reprint requests, submitted via the portal with reasons, incur an additional charge and are limited unless under special circumstances.

8.0 Replacement and Revocation of Certificates

8.1 Replacement of printed certificates

Requests for the replacement of certificates can come from learners or centres.

Requests can be made via the Customer Service page on our website or by emailing ecert@othm.org.uk.

The request must include the information given at the time of registration along with proof of identification to verify the learner's identity (if the request is from the learner directly).

Once learners and their achievement have been identified and confirmed, a replacement certificate can be generated for any qualifications the learner has been awarded. Replacement certificates are clearly identifiable from original by the inclusion of a reprint date.

8.2 Revocation of Certificates

Where OTHM becomes aware that a learner's qualification is disputable as evidenced by the results of an investigation, we will take all reasonable action to revoke any certificate if the result on the certificate is deemed false because of malpractice, maladministration, or is revealed to be inaccurate because of an appeals process.

In taking steps to revoke a certificate, OTHM will make every effort to contact learner(s) informing them of the decision and will be informed to return the certificate within 21 days. Learners so affected will also be informed of the consequences of continuing to use the qualification or award following revocation.

There will be no rights of appeal against the determination of an OTHM decision to deprive a learner of a qualification or to revoke a qualification. Aggrieved learners may wish to pursue a complaint about the process through the complaints process or through an independent arbitrator.

9.0 Ownership and Reprints

Certificates remain the property of OTHM. Reprints are issued only upon verification of need and with applicable fees.

This policy safeguards OTHM certificates' security, authenticity, and value while aligning with regulatory standards.

10.0 Log of certificates issued

OTHM maintains an electronic record of all certificates issued, whether electronic certificates or paper certificates.

This log keeps a record of all certificates issued detailing all the Learners details and type of Certificate (Issue or Re-issue). Damaged or defaced certificates are also logged.

11.0 Fraud Prevention

11.1 Fraudulent or Mistaken Claims for Certification

As part of its obligation to protect the integrity of the qualifications offered, it is the policy of OTHM not to accept direct claims request for certification from centres. Learner's work must be clearly identifiable and is assessed on authenticity by external quality assurance. Only when results are approved is the certification process initiated.

11.2 Certificate design

All OTHM certificates are designed to meet and comply with the stringent General Conditions of Recognition stipulated by the Regulators. As such, all OTHM certificates are professionally procured taking all the following specifications in mind:

- All certificates OTHM issues clearly and uniquely identify both the learner and the certificate itself
- All certificates OTHM issues clearly display the title of the qualification as it appears on the Register
- All certificates are clear and readily capable of being understood by users of qualifications.
- Issue only certificates which reflect accurate and complete results.
- E-certs hold the same value as hard copies, with unique references and secure features in addition to QR codes for verification
- All certificates include a unique reference number

OTHM will not tolerate any fake certificates:

- We are not liable for any fake certificates.
- All OTHM certificates include a QR code that verifies their legitimacy when scanned.
- Any individual found with a fake OTHM certificate will be reported to relevant authorities and may face legal action.

12.0 Regulatory reference

Ofqual requires all regulated Awarding Organisations to establish and maintain evidence of their compliance with the General Conditions of Recognition. As part of its ongoing process of compliance, OTHM policies and procedures will reflect the conditions and criteria they address. This policy addresses the following Ofqual General Conditions of Recognition (GCR).

GCR Reference	GCR Section title
I14	Issuing certificates and replacement certificates

13.0 Useful contacts

For more information on our qualifications and services visit: www.othm.org.uk. Alternatively, call at: +44(0)20 7118 4243 or email at: customerservice@othm.org.uk

Version History

Version Number	Date	Comments
1.0	March 2025	New policy to split out certification from registrations