LEARNER CERTIFICATE POLICY

JUNE 2022
V1

PURPOSE

The purpose of this policy is to ensure learners receive their certificates in a timely manner whilst maintaining quality and compliance policies and procedures.

Certificate Claims

Certificate claims will be made on the 1st of each month (or next working day) for ILM awards, certificates and diplomas. CMI certificates will claimed automatically after the moderation process has completed (see moderation policy – CMI).

Accipio Receiving Certificates

Any member of staff responsible for dealing with certificates will have to follow this policy in order to maintain integrity of compliance and data protection.

The Process

Date	Activity	Who
1st of every month	ILM Certificate Claims made through walled garden.	Quality Manager
3rd – 15th of each month	Certificates will be signed off by the EV and certificates generated through walled garden.	ILM Central Admin/EV
5th – 20th of each month	Depending on the above, Accipio expect to receive certificates via post.	Quality Manager/Admin
20th – 28th of each month	Certificate reconciliation document completed, and tracker completed and checked. Scanned copies of all certificates to be stored on sharepoint. Certificates posted to open learners. Certificates retained for apprenticeship learners and these are issued at their next workshop.	Quality Manager/Admin
	Ensure all certificates and other data sensitive sources of data are stored in the correct folder, in	All Staff

	alphabetical order in the locked filing cabinet.	
	Posting – Ensure certificates are sent recorded delivery with a stamped return address envelope with the declaration document.	