

1. Introduction

This policy sets out the approach of The Leisure Experts Qualifications (TLEQ) to the issue, reissue, amendment, and withdrawal of certificates. As an awarding organisation, TLEQ is committed to ensuring that certification is accurate, secure, timely, and compliant with the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

Certification provides learners with official recognition of their achievement and confirms that all assessment and quality assurance requirements have been met. This policy ensures that certificates are only issued where standards have been upheld and that any errors or fraudulent activity are identified and addressed appropriately.

This policy applies to all certificates issued by TLEQ, including full qualifications, units, or other recognised components.

2. Purpose

The purpose of this policy is to ensure the fair and consistent issue of certificates to learners, safeguard the integrity of certification, provide a clear process for replacing or correcting certificates, and set out arrangements for withdrawal where necessary. The policy also ensures full compliance with the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

3. Scope

This policy applies to all learners registered on TLEQ programmes, education hubs delivering and assessing, and TLEQ staff responsible for processing results and issuing certificates. It does not cover letters of attendance, unofficial transcripts, or other non-regulated documents issued by education hubs.

4. Responsibilities

The Responsible Officer has overall accountability for ensuring compliance with this policy. The Quality Assurance Lead is responsible for overseeing the certification process, ensuring secure systems are in place, and monitoring for accuracy and integrity.



Education hubs are required to submit accurate learner data, assessment results, and verification records, and to securely distribute certificates once issued. Learners are responsible for checking the accuracy of their personal details and reporting any errors promptly.

5. Issue of Certificates

Certificates will only be issued when all conditions have been met:

- The learner has been correctly registered, and their identity verified
- All assessments have been completed in line with qualification specifications
- Internal verification and standardisation have been carried out correctly
- External quality assurance by TLEQ has confirmed results
- All fees and education hub obligations have been met

TLEQ will normally issue verified digital certificates within 28 days of receiving confirmed results. Each digital certificate will carry a unique identification number and can be independently verified by TLEQ. Education hubs and learners may request an optional printed certificate for a supplementary fee.

All certificates, whether digital or printed, hold equal validity and recognition.

6. Certificate Content and Format

Certificates will include the following details:

- Learner name (as held on official registration records)
- Qualification title, level, and reference number
- Units achieved (where applicable)
- Date of achievement
- Unique certificate number
- The official seal/logo of TLEQ

Certificates are designed to minimise the risk of fraudulent reproduction, with appropriate security features embedded.



7. Replacement or Amended Certificates

Learners may request a replacement certificate if the original is lost, damaged, or contains incorrect details. Requests must be made via the education hub, using the TLEQ Certificate Replacement Request Form (online).

An online submission should be made via the following link: [CLICK HERE](#).

Replacements will only be issued where learner identity can be confirmed, and the achievement can be verified from TLEQ records. For amended certificates, appropriate evidence must be provided, such as proof of legal name change. A replacement fee may apply, and any replacement will be clearly marked as “Reissued”.

8. Withdrawal of Certificates

Certificates may be withdrawn if malpractice or maladministration is proven and the achievement is deemed invalid, if an error is identified in the assessment or verification process which invalidates the result, or if a certificate has been issued in error due to inaccurate learner data or administrative mistake.

Where withdrawal is necessary, TLEQ will notify the education hub and learner in writing. The certificate must be returned, and the learner’s record will be updated to reflect the withdrawal. If a replacement is issued, the reason for reissue will be recorded.

9. Fraudulent or Misused Certificates

TLEQ treats the fraudulent use or reproduction of certificates as a serious offence. Any suspected misuse will be investigated under the **TLEQ Malpractice and Maladministration Policy (01.13)**. Outcomes may include withdrawal of the certificate, sanctions against the education hub or referral to the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT) or law enforcement.



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10. Record Keeping

TLEQ will maintain accurate records of:

- All certificates issued, including certificate numbers and dates
- Any replacements or amendments issued
- Any certificates withdrawn and the reasons for withdrawal

Records will be retained for a minimum of five years and will be made available to the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT) upon request.

11. Record of Approval and Review

At TLEQ, regulatory assurance is more than compliance, it is our commitment to quality, fairness, and the lifelong trust placed in our qualifications. Data on certificate issues, replacements, and withdrawals will be analysed to identify risks, trends, and opportunities for improvement. Lessons learned will feed into the continuous improvement of certification processes.

Version	Date of Approval	Approved By	Next Review	Owner
26.09.02	9 February 2026	TLEQ Board of Directors	1 February 2027	Responsible Officer

12. Sign-Off

Approved by:

TLEQ Board of Directors Chair: Joni Harding (9 February 2026)

Responsible Officer: Paul Cain (9 February 2026)

