

Distribution of Certificates Policy

Issue	Date	Author	Change details
Version 2.0	February 2025	CC	Updated version

Next review date: January 2026

Issuance of Certificates

1.1 Open Awards will issue certificates for learners who have successfully completed unit(s) within 20 working days of receipt of verified results.

1.2 All certificates will be electronically mailed to Our Future Tutoring, for the attention of the Administration Contact.

Verification and Notification

2.1 Our Future Tutoring will notify Open Awards within 5 working days of any identified problems with the certificates received.

2.2 Once we have checked that all certificates are present and correct, we will confirm receipt within 10 working days via the Secure Portal.

Distribution to Learners

3.1 Our Future Tutoring will issue learner certificates within 5 working days of receipt from Open Awards. Unless it has been agreed otherwise, certificates will be issued directly to the learner.

3.2 Records of results/photocopies of certificates will be kept by the Quality Manager on a group database and/or in the personal files of the learners.

Acknowledgment of Receipt

4.1 Certificates will then be posted, collected, or delivered to the learner, who will acknowledge receipt of each certificate gained.

Compliance with Data Protection

5.1 All personal data related to certificates will be processed in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

5.2 Certificates and related records will be stored securely to prevent unauthorized access, loss, or theft.

Accessibility and Inclusion

6.1 Our Future Tutoring will ensure that certificates are accessible to all learners, including those with disabilities, by providing certificates in alternative formats upon request.

6.2 We will also ensure that the process for receiving certificates is inclusive and does not disadvantage any learner.

Dispute Resolution

7.1 Any disputes regarding the issuance or content of certificates will be handled in accordance with Our Future Tutoring's complaints and appeals procedures.

Appendix 1

Acknowledgement of Certification Receipt

Certificate _____

Certificate _____

Certificate _____

Certificate _____

I _____ (Print name)

hereby acknowledge receipt of my assessment certificate/certificates listed above on

Date: _____ (Please Print)

Signed (learner signature): _____

Issued by

Witness name: _____

Witness Signature: _____

Date: _____