

Post-Certification

(Secure Portal Guidance)



Verifying Results

Once you have completed and submitted your results via the Secure Portal, the details and a copy of the results will be sent to appropriate verifier. Confirmed results will be sent to Open Awards for processing.

To track your submitted results, [navigate to the Administration page](#) via the Secure Portal.

Certification

Certificates will be posted to you when:

- Results have been fully completed, checked and submitted.
- Submissions have been checked and processed by the verifier.
- Certificates have been checked by Open Awards.

All of your certificates will be sent to you together, except in cases of learners with outstanding queries. Your certificates will be posted to you via Royal Mail Recorded Delivery or via courier.

Along with the certificates, you will also receive:

1. A Certification Report denoting the course runs certificated.
2. A Certificate Summary report for each Course Run, detailing the certificates generated for each learner.

You must check, confirm receipt of (via the Secure Portal) and distribute certificates to learners as soon as possible. Replacement certificates are subject to charges (please see our [Fees & Charges](#)), so care should be taken to ensure that a procedure is in place to receive and process consignments. If a learner contacts you with a request for a new certificate, you can refer them to Open Awards.

Click here to return to the [Secure Portal Guidance Menu](#).

Certificate Receipt Confirmation

You must confirm, within ten working days, receipt of your certificates. To do so:

1. Log in and access the relevant Course Run.
2. Click 'Manage' (middle of course run page).
3. Select 'CRF Received' from the drop down in the Step/Action section.
4. Enter the date you received the certificates (you can add an optional note if required) and click 'Submit'.

To help assist with the monitoring of certification receipt confirmation you may use the Certificate Receipt Pending report, available in the [Reports page of the Secure Portal](#).

This report displays course runs for which a confirmation is still required. The report will be blank if there are no outstanding confirmations.

For more information concerning Secure Portal reports, see [Using Reporting](#).

Click here to return to the [Secure Portal Guidance Menu](#).

More Information?

For more information, [please contact us](#).