**Replacement Certificate:**

**NOTES:**

* The cost for a replacement certificate is £25.00 per certificate (+ postage if overseas) [*click here*](file:///Y:\Procedures\2%20Customer%20Service%20Procedures\Reissues\LEARNER%20WEBSITE%20-%20Exemptions.docx)for exemptions. Payment **must** be made in advance.
* Replacement certificates will be issued in the name awarded on the original certificate. If your name is incorrect you will need to request an amendment. **Your original certificate must be returned before we can issue a replacement.** We can only amend personal details based on your \*birth certificate,\* naturalisation certificate,\* statutory declaration of name change or a \*deed poll certificate.
* For Access to Higher Education - if you require a replacement certificate to apply to university and you achieved your certificate some time ago we strongly advise you to contact the admissions office at the university as they may have entry criteria that requires applicants to demonstrate evidence of recent study (usually within the last 3-5 years).
* On 01/09/2004 national credit values changed so that 1 credit = 10 hours of learning. Prior to this date 1 credit = 30 hours of learning.
* To request a replacement certificate please complete the [Learner Reissue Request](file:///Y:\Procedures\2%20Customer%20Service%20Procedures\Reissues\LEARNER%20FORM%20-%20Learner%20Reissue%20Request.doc) form.
* Depending on payment method and note below with regard to amendments the form and scanned copy of your ID can be emailed to [customerservices@openawards.org.uk](mailto:customerservices@openawards.org.uk)
* If you are requesting an amendment to your certificate you **must** return the original certificate with the form, a copy of **one** of the documents marked **\*** above and payment to: Open Awards, 17 De Havilland Drive, Estuary Commerce Park, Speke, Liverpool L24 8RN.
* Replacement certificates will be posted within 10 working days of receipt of authenticated claims and once payment has been received and processed.