Distribution of Certificates Policy

Document Control

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Policy Owner / Author	Directors
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Approved / Ratified by	Directors
Distribution	All Staff, Volunteers, Directors, Sessional Workers

Policy Statement Distribution of Certificates to Learners

- To ensure Whamos Training and Development CIC complies with obligations as an accredited centre for Open Awards we aim to always adhere to principles of good practice to ensure that our qualifications, irrespective of regulatory status, are fit for purpose and that they are delivered with integrity in a manner which best promotes and protects the interests of their users.
- As such, we are committed to ensuring that all learners who have demonstrated the appropriate level of attainment, by means of the necessary assessment, receive results and certificates in a timely manner.
- The only instances where it is acceptable to withhold results or certificates from learners are those where there are cases of suspected malpractice on the part of either the centre or the learner, or where there is reasonable evidence to suggest that there is a risk to the integrity of the results being issued.
- In such circumstances, Whamos Training and Development CIC may either withhold results or certificates to hold back those results or certificates until such a time as any investigation is completed and issues are rectified. Whamos Training and Development CIC will not withhold results or certificates and on financial grounds.

Results

Whamos Training and Development CIC will not withhold results on financial grounds.

- Whamos Training and Development CIC may withhold results where there is suspected malpractice on the part of the learner or the centre
- Whamos Training and Development CIC may withhold results where there is reasonable evidence that there is a risk to the integrity of the results being issued
- Our Centre is not permitted to withhold results from learners under any circumstances, EXCEPT where we have issued a specific instruction to do so owing to suspected malpractice or where a result has been issued in error.

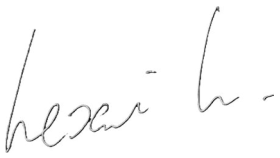
Certificates

- Whamos Training and Development CIC will not withhold certificates on financial grounds.
- Whamos Training and Development CIC may withhold certificates where there is suspected malpractice on the part of the learner or the centre
- Whamos Training and Development CIC may withhold certificates where there is reasonable evidence that there is a risk to the integrity of the certificate being issued.

Our centre will not withhold certificates from learners under any circumstances, EXCEPT where we have issued a specific instruction to do so owing to suspected malpractice or where a result has been issued in error.

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*
	

Date of approval: 10th March 2026

Next review: 10th March 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	10th March 2026	Initial published version included in the Combined Policies and Procedures 2026 edition.