

Policy on the Issue of Certificates

Issuing certificates

Our Customer Service Statement promises that IBSL will issue results of assessments within 28 days of receipt of BSL signed assessment papers, and that certificates will be issued to Learners within 10 working days of confirmation of the result.

This generally means that when assessment papers are received from an assessor or centre (usually 7 working days after the date of the assessment), a Learner will receive his or her IBSL certificate within 45 working days after the date of the assessment.

Issuing Replacement Certificates

IBSL will issue a replacement certificate for its qualifications where the originals have been lost by flood, fire or theft provided that you can provide documentary evidence to support this (i.e. an insurance letter or police claim number). We can also replace defaced certificates provided the originals are returned to us with an application for a replacement.

IBSL will in no circumstances issue a certificate purported to be lost, but will instead of a replacement certificate issue a Statement of Result letter.

Both the replacement certificate and Statement of Result letter are currently subject to a charge stated in our Annual Fees List, plus postage of £3 and must be prepaid before any replacement certificate is issued.

In order to apply for the replacement certificate or Statement of Result letter, a Learner needs to provide (a) his or her full name (b) the centre where the assessment took place (c) the date of the assessment (d) your Learner ID if known (e) the title of the qualification.

This facility will be available online in future.

Fraudulent or Mistaken Claims

All applications for certificates for qualifications are checked against Learner records which contain unique Learner ID numbers and IBSL will not issue certificates that do not match data contained in these records.

BSL is a visual language and Learners are usually either assessed face-to-face or by video-recording and their identities can be easily verified by Centres.

Security of Certificates

All IBSL Certificates should be professionally designed and incorporate such security features as holograms, audit numbers and watermarked security paper done in such a way as to prevent the issue of fraudulent certificates.