

British Safety Council Replacement Certificate Policy



The British Safety Council retains learner data for a period of 7 years from the date on which the learner was awarded a qualification.

Learners who have achieved a qualification within the last 7 years, and have mislaid their qualification certificate, may request a replacement certificate.

Replacement certificates are issued as PDF documents. The British Safety Council does not issue hard copy replacement certificates.

The British Safety Council will make every effort to check a learner's claim for a replacement certificate against the information provided and to issue a replacement certificate if the claim is valid.

All certificates remain the property of the British Safety Council and replacement certificates are issued at the discretion of the British Safety Council.

Requests for replacement certificates should be addressed to **qualifications@britsafe.org**

When requesting a replacement certificate, the learner must provide:

- name as it appeared on the original certificate;
- date of birth;
- name of qualification;
- contact email address.

The learner must provide proof of identity in the form of a scanned copy or photograph of:

- birth certificate;
- passport or national identity document;
- driving licence.

Replacement certificate applications will be reviewed within 5 working days of receipt. If the claim is valid, the learner will be asked to contact the British Safety Council by telephone and pay the fee of £30.00 (£25.00 + VAT) by credit/debit card.

Once the fee has been paid, a replacement certificate will be issued within 5 working days.

If the British Safety Council is unable to issue a replacement certificate, it will provide a reasoned explanation to the learner within 10 working days.

Contact details for this policy

Qualifications Team
British Safety Council
Telephone: +44 (0)20 3510 8355
E-mail: qualifications@britsafe.org
Website: www.britsafe.org

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