

# WEA Learner Certification policy

## 1. Purpose

To set out the process and expectations of both learners and the WEA so learners can receive accurate certificates for accredited courses in a timely way.

## 2. Values

Learner certificates provide recognition and celebration of learner skills and achievement and can be shared with peers, employers and potential employers. The WEA has processes in place that should be followed to ensure the timely receipt of certificates.

## 3. Scope

This policy applies to all accredited portfolio and exam based courses.

Certification includes paper certificates, as well as e-certificates and digital badges, where these are offered by the awarding body.

Certificates are awarded to learners for unit (partial) and full qualification achievement.

All portfolio and exam-based qualifications must be delivered to awarding body standards in order for learners to be certificated.

## 4. Policy

### Learners

Learners can help ensure their certificates are accurate and sent correctly by providing:

- their name as they want it to appear on the certificate
- a correct postal address to send their certificate to
- a valid email address. Some awarding bodies will use learners' WEA email address, others require a personal email address
- their date of birth.

Learners should inform the Learner Support Team on 0300 303 3464 or [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk) if they change their name, postal address or personal email address, so the WEA and awarding body can update their details. There may be a delay to the issuing of certificates if learners do not make the WEA aware of any changes.

## **Tutors (Assessors)**

Tutors (assessors) must complete the Candidate Registration Form (CRF) for their cohort of learners and return this to the Accreditation Team prior to any assessment taking place. Certificates can only be issued to learners who have been registered by the WEA with the awarding body before assessment takes place.

Tutors (assessors) should make learners aware of the following so learners understand the process and timeframes for achieving their qualification and receiving their certificates:

- assessment submission deadlines
- timelines for tutor (assessor) marking of final assessment or exams (for portfolio qualifications this is within 5 working days of the course end date and for internally marked exams this is within 5 working days)
- circumstances that might impact on the timeframe for qualification achievement and certification e.g. extensions to assessment submission dates, re-submissions or exam resits
- for portfolio and internally marked exams, tutors can inform learners that they have achieved but that is subject to internal and external quality assurance activities that check learner achievement (see below).

## **Quality assurance and certification**

The WEA aims to organise internal and externally led quality assurance activity in a timely manner to make final claims for certification.

For portfolio qualifications Internal Quality Assurers (IQAs) must complete final quality assurance checks within 10 days of the course end date. For internally marked exams IQAs must conduct final moderation within 10 working days of the exam date. IQAs submit final claims for certification to the Accreditation Team who submit this to the awarding body.

Where serious quality assurance issues are identified by IQAs, the WEA will work with the tutor (assessors) and/ or learners to address this. Depending on the circumstances, this may delay the achievement of the qualification and certification.

For new qualifications the awarding body requires an External Quality Assurer (EQA) visit, where the awarding body checks and verifies the quality assurance of the qualification.

Claims for certification can only be made once the IQA and (where required) EQA checks have been made. Once claims for certification are made, the awarding body sends paper certificates centrally to the WEA- this typically takes up to 21 days. The WEA then sends out paper certificates direct to learners.

Where e-certificates or digital badges are issued by awarding bodies, the WEA will ensure that the awarding body has accurate learner details so that they can issue these directly to learners.

The WEA currently works with a range of awarding bodies who provide the following forms of certificates:

e certificates only - Ascentis, SEG and NOCN

Paper certificates only - City and Guilds and NCFE

City and Guilds will contact learners independently to offer digital credentials.

## 5. Management and Monitoring

This policy is reviewed and managed by the Accreditation Quality and Development Manager.

The Accreditation Team lead on administrative processes linked to accreditation, including certification, managed by the Accreditation Quality and Development Manager.

## 6. Links to other policies and documents

Assessment policies

IQA Handbook

Assessment Submission and Exams policy

Malpractice in Teaching, Learning and Assessment policy

Date of this Review	Date of next Review	Policy reviewed and updated by:	Policy approved by:
July 2025	July 2026	Accreditation Quality and Development Manager	Director of Curriculum, Quality & Safeguarding