

### Criteria for Re-issue of Certificates

- 1) All requests for the re-issue of a certificate/s, whether by an individual learner or by the Centre offering the programme, should be submitted to LASER in writing.
- 2) A Request for Re-issue of a Certificate Pro-forma will then be forwarded to the learner/centre for completion and return.
- 3) The Request for Re-issue of a Certificate pro-forma should be authorised by the learner and the Centre where possible. The signature of the relevant programme manager will be required for Centre authorisation. If the learner cannot reasonably contact the Centre then s/he can apply directly to LASER for a replacement certificate following the remaining steps below.
- 4) Proof of identity will be required from the Learner. It is the responsibility of the Centre to verify the learner's identity. Proof of identity should be submitted in the form of documentation bearing a recent photograph of the learner and a signature (e.g. passport). A copy of an original Birth Certificate is also acceptable.
- 5) Where an individual applies directly to LASER for a replacement Certificate it is his/her responsibility to provide adequate proof of identity. Where a request is made due to a change of name a copy of the supporting legal documentation will be required, along with proof of previous and current name.
- 6) A charge of £25\* will be made for the cost of re-issuing a Certificate where the original has been mislaid; this must be paid by cheque OR Debit/Credit card to: **Laser Learning Awards. Payment cannot be made until the Request for Re-issue of a Certificate pro-forma and ID has been submitted to LASER.**
- 7) When the Request for Re-issue of a Certificate Pro-forma is received by LASER the details will be cross-referenced against the records held on the database of learners and will be counter-signed by a Senior Officer of LASER. **Certificates cannot be re-issued until full payment has been received.**
- 8) To make a card payment please call our finance department; a contact number will be provided upon submission of Pro-Forma and ID. Please quote your name and that the payment is for the re-issue of an Access Certificate. Following this the Certificate will be re-issued.
- 9) All re-issued Certificates will be stamped with the word "copy"
- 10) Once the Certificate has been re-issued it will be logged as a "re-issue" on the LASER database. Pro-forma records of all Certificates re-issued will be maintained in a central file.

*\*There is an additional £10 charge for overseas postage.*