



[www.highfieldabc.com](http://www.highfieldabc.com)

Highfield Application for a  
Replacement Certificate

## HIGHFIELD APPLICATION FOR A REPLACEMENT CERTIFICATE

### 1. Introduction

- 1.1 Only individuals who have successfully completed the appropriate assessment, or named Centre Contacts on their behalf, may apply for a replacement certificate. Any Replacement certificate will be marked as such and will have the same standing as an original.
- 1.2 Highfield will verify the applicant's details against the original qualification this includes the date and grade of the award, Due to the fact that the loss or destruction of a certificate is a serious matter, Highfield can only issue a replacement certificate if we can establish that the applicant has successfully obtained the relevant qualification.
- 1.3 Applications submitted by a learner **must** be accompanied with proof of photographic identification. Highfield will accept photocopies/scans of the following documents (please refrain from submitting originals)
  - 1.3.1 signed passport;
  - 1.3.2 signed UK driving licence
  - 1.3.3 HM Forces ID card;
  - 1.3.4 EU photo identity card.
    - 1.3.4.1 Please note the above list is not exhaustive.
    - 1.3.4.2 Failure to include a copy of identification may lead to a delay in processing your application.
- 1.4 Applications submitted by an Approved Highfield Centre on behalf of a learner **must** be signed by the Centre Contact confirming that the identity of the learner has been checked against Centre records, please refer to section 3.
- 1.5 The fee for a replacement certificate will vary depending on the circumstances of the application.
  - 1.5.1 Replacement certificates will be issued without charge if a Highfield error has been identified or in cases where Highfield populate learner details on the Highfield web database and:

- 1.5.1.1 the application is made within three months of the date of examination; or
    - 1.5.1.2 The individual requesting the replacement certificate provides the original certificate or results sheet. This is limited to five certificates per Centre per year, at Highfield's discretion.
  - 1.5.2 Outside of this, replacements will be issued at a charge of £15 + VAT for a physical certificate or £7.50 + VAT for an electronic copy (E-Certificate) in a PDF format.
- 1.6 The application form **must** be completed in as much detail as possible and submitted to Highfield with **all** requests for replacement certificates.
- 1.7 Please note that the replacement certificate fee will not be returned in the event that Highfield are unable to verify that an individual completed an assessment and is therefore unable to issue a certificate.
- 1.8 Replacement certificates can only be issued with the name of the learner as it was at the time the examination was taken. This is in line with our regulatory requirements, should the candidates/your name have changed since they/you achieved the qualification then supporting ID may not reflect this, under these circumstances Highfield may request additional documentation to assist us with confirming your/their identity.
- 1.9 Highfield recommend that Learners contact the training provider where they undertook the initial course/training with in the first instance for assistance in obtaining a replacement certificate
- 1.10 Highfield monitor the issuing of replacement certificates through our auditing procedures and reserves the right to alter the arrangement without notice.
- 1.11 In order to request a replacement certificate, please complete the application form below and return this to Highfield at:

Highfield Replacement Certificates  
Highfield Qualifications  
Highfield House  
Heavens Walk  
Lakeside  
Doncaster  
DN4 5HZ  
United Kingdom

2. **Applicant & Qualification Details (To be completed for all applications)**

2.1 Name of learner: .....

2.2 Date of birth: .....

2.3 Address: .....

.....

2.4 Postcode: .....

2.5 Tel: .....

2.6 Email address: .....

2.7 Name as it appears on certificate: .....

2.8 The full title of the qualification: .....

.....

2.9 What was the date or approximate date of the examination? .....

2.10 Centre Name/Name of training provider:

.....

2.11 Centre number: .....  N/A

2.12 Centre contact: .....  N/A

2.13 Centre telephone number: .....  N/A

2.14 Centre address: .....

2.15 Please provide the reason for the application for a replacement certificate:

.....

2.16 Please Tick the appropriate Box below to confirm how you wish to receive your replacement certificate:

Physical Certificate  Electronic (E-Certificate)  (please ensure you provide a Valid Email address should you require an E-Certificate)

2.17 ID Provided in support of application .....

**3. Centre Application (To be completed by the Centre Contact applying on behalf of the learner)**

- 3.1 I confirm that the Centre has checked its records and is satisfied that the learner requesting the replacement certificate is indeed the person who they claim to be.
- 3.2 I confirm that our centre records indicate the learner passed the Highfield examination for which they are applying for a replacement certificate.
- 3.3 Please acknowledge agreement with points 3.1 and 3.2 by ticking (✓) the following box . (Failure to tick the box may lead to a delay in processing the application.)

**4. Payment Details**

- 4.1 If you are required to pay for the replacement certificate, please ensure you provide a valid contact number for Highfield to be able to contact you to obtain payment; please note Highfield will be unable to issue the replacement until payment has been taken. Centres paying via purchase order number or invoice must state this below:

Purchase order number..... Invoice

**5. Declaration**

- 5.1 I confirm the information contained within this application form is to the best of my knowledge accurate and not intended to mislead.
- 5.2 I agree to return damaged certificates to Highfield with the completed application for a replacement form (including those with incorrect spellings of learners’ names); additionally, any lost certificates subsequently found should also be returned to Highfield.
- 5.3 Please sign and date your application:

Signature: .....

Print name: .....

Date: .....