



Higher Education Certification Policy

This policy relates to all higher education programmes. Students are advised to also read [The London Institute of Banking & Finance's General and Academic Regulations for Students](#), in particular, section 10.3 'Conferment of Awards'.

Definitions

Certificate: *An official document confirming that a student has met the learning outcomes of a programme of study and has completed all the requirements for the award within the regulations. A Certificate will state the name of the award, the classification of the award (where appropriate) and the student's legal name as recorded with The London Institute of Banking & Finance.*

Transcript: *A certified account of the student's complete academic record; showing programmes under taken, examinations passed, total credits achieved and grades awarded. The transcript shall record each module for which the student has registered and at what level and details of all awards obtained.*

Record of Achievement: *An academic summary that provides a unitised breakdown of all assessments undertaken and completed, listing all grades achieved to date.*

1. Issue of Original Record of Achievement, Transcript and Certificate

- 1.1 Each student who passes a module within a named award will be eligible to request a Record of Achievement of all passes to date within that award. The Record of Achievement issued to the student upon module completion will provide evidence of attainment that can be presented to public or professional bodies, service authorities, educational institutions and employers.
- 1.2 Each student who passes all of the required modules and therefore completes an award will be eligible for a Transcript and a Certificate for that award.
- 1.3 Students who have passed a module, which has been approved by the Module Assessment Board, may request a Certificate for that module. Module Certificates will normally be issued by The London Institute of Banking & Finance to qualifying students within 30 days of receipt of their request and the appropriate fee.
- 1.4 The Record of Achievement can only be issued by The London Institute of Banking & Finance to qualifying students once all components of a module have been passed and the overall result has been approved by the Module Assessment Board.
- 1.5 Award Certificates and Transcripts for Levels 4, 5 and 6 will normally be issued by The London Institute of Banking & Finance to qualifying students within 30 days, once the award has been approved by the Programme Assessment Board.
- 1.6 The name that will appear on certificates will be the name by which the student is registered with The London Institute of Banking & Finance. If a student is known professionally by another name and wishes this to appear on certificates, they must provide The London Institute of Banking & Finance with independent verification (eg letter from GP, employer) that this is the same person as that registered by The London Institute of Banking & Finance. It is the student's responsibility to ensure

that he/she correctly and accurately advises The London Institute of Banking & Finance of his/her correct name for any module or award for which he/she registers.

- 1.7 Only one 'original' Certificate will be issued to the student for any award. Any additional copies produced will be at the discretion of The London Institute of Banking & Finance and will be identified as a 'replacement' certificate. Additional certificates will not be issued to individuals who request duplicate Certificates (ie additional Certificates for work, family etc). Replacement certificates have the exact same standing as an original certificate but will be identified and recorded as a replacement.
- 1.8 Each original Certificate issued by The London Institute of Banking & Finance is labelled with its own unique identifier code and a unique serial number.
- 1.9 The London Institute of Banking & Finance does not apply academic sanctions, for example withholding certificates or delaying graduation, in respect of non-academic related debts.

2. Issue of Replacement Record of Achievement, Transcript or Certificate

- 2.1 The London Institute of Banking & Finance recognises 3 instances where it may be necessary to issue a replacement certificate:
 - i. Where a certificate has been lost in transit or following receipt by the student.
 - ii. Where a certificate has been damaged in transit or following receipt by the student.
 - iii. Where the students name has been spelt incorrectly or the student changes their name at a later date.
- 2.2 Where a certificate has been lost or damaged prior to receipt by the student or the student's name has been incorrectly spelt as an error on the part of The London Institute of Banking & Finance, a replacement will be provided without charge. In all other cases a fee will be applicable as published at the time of the request received.
- 2.3 Each replacement Certificate issued by The London Institute of Banking & Finance is labelled with its own unique identifier code and unique serial number and is marked 'Replacement' at the bottom of the Certificate.
- 2.4 Students requesting a replacement Certificate or Transcript you will be required to complete and return the relevant form with the appropriate fee if applicable. Requests will not be accepted verbally. For students who hold a current membership the fee is waived for a replacement Transcript. Please [Contact Us](#) for a copy of the application form.
- 2.5 Where a student has not received an original certificate and it is assumed to have been lost in transit, the student should;
 - a. contact The London Institute of Banking & Finance within 60 working days of receiving confirmation of completion of the award, and;
 - b. if the student subsequently receives the original Certificate, one of the two Certificates received must be returned to The London Institute of Banking & Finance; or the student must return the damaged Certificate to The London Institute of Banking & Finance.
- 2.6 A student wishing to receive a replacement for a lost Record of Achievement, Transcript or Certificate subsequent to receipt, must sign and submit a request on the application form, confirming that to the best of his/her knowledge, the original issued is lost, describing in as much detail as possible the circumstances of such loss.
- 2.7 Where a replacement is requested as a result of damage to the certificate, the damaged certificate must be returned along with the application form.

- 2.8 Students requesting a replacement for a Record of Achievement, Transcript or Certificate with an incorrectly spelt name must request a replacement in writing using the appropriate The London Institute of Banking & Finance form, clearly indicating the correct spelling and return the original Record of Achievement, Transcript or Certificate with the incorrect spelling to The London Institute of Banking & Finance.
- 2.9 A student wishing to receive a replacement Record of Achievement, Transcript or Certificate containing his/her new name must request a replacement in writing using the appropriate The London Institute of Banking & Finance form, clearly indicating the 'new' name to be used, return the original Record of Achievement, Transcript or Certificate with the 'old' name to The London Institute of Banking & Finance and provide written independent evidence of his/her new name.
- 2.10 A replacement Record of Achievement, Transcript or Certificate will be issued by The London Institute of Banking & Finance to qualifying students within 30 working days of receipt of the request for a replacement, provided that all the appropriate conditions have been met.
- 2.11 For all queries or if you require assistance, please [Contact Us](#)