



Learner Registration and Certification Policy

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**The
Workforce
Development
Trust**



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Revisions and Amendment Register

Date of Issue	Page No	Revision	Version
Nov 2025		New policy	25/1
August 2026	4	Addition of CTPSAP requirements	26/1

1. Purpose

This policy sets out the requirements for the registration of learners with SFJ Awards. This document further outlines the responsibilities of Centres, registration deadlines, and procedures for the correction of learner details to maintain the accuracy and integrity of learner records and certification.

Registration of Learners

2. Learner Registration requirements

All registrations must be made in line with SFJ Awards published process. A login to the relevant system will be provided to all Centres. At the point of registration, Centres must provide the following mandatory learner details:

- Learner's first name
- Learner's middle name(s) if they are applying for an SIA licence
- Learner's family name (surname)
- Learner's date of birth

Centres are responsible for verifying the identity of each learner prior to registration to ensure that the learner is who they claim to be.

For some qualifications, Centres will need to ensure that specific identification documents are checked. Where this is the case, such requirements will be published in the relevant qualification guide.

Centres must ensure that learner details are submitted accurately at the time of registration. SFJ Awards reserves the right to charge an administration fee for the rectification of incorrect learner details, in line with the published Fees and Charges available at www.sfjawards.com.

3. Accuracy of Learner Details

All certificates issued by SFJ Awards are produced based on the learner details provided at the time of registration. Certificates are considered factually correct as of the date of issue. Centres are therefore reminded that it is essential to ensure that learner details are correct at the point of registration.

4. Name Changes and Amendments

SFJ Awards will update learner registration details in the following circumstances:

- If a learner changes their name whilst undertaking their qualification, SFJ Awards will amend the certificate free of charge, provided the Centre submits appropriate evidence of the name change.
- The Centre can provide evidence that the registered details of the learner are incorrect (administration fees apply, as published on our website).

5. Registration Deadlines

For SIA Licence-Linked Qualifications:

- Centres must notify SFJ Awards of course delivery at least 9 working days prior to the course start date.
- Learners must be registered on the first day of the course.

For the Level 3 Award in Counter-Terrorism and Protective Security and Preparedness Qualification:

- Registrations onto the Level 3 Award in Counter-Terrorism Protective Security and Preparedness qualification must be made at least **one week** in advance, so that learners can be given access to the pre-course material. SFJ Awards recommends that registration is made two weeks in advance to ensure sufficient time for learners to complete the pre-course material.
- Registrations on this qualification are chargeable regardless of whether the learners access the course material and registrations may not be transferred.

For All Other Qualifications:

- For qualifications lasting less than 12 weeks, learners must be registered within 25 working days of the course start date.
- For qualifications lasting 12 weeks or more, learners must be registered within 60 working days of the course start date.

For Apprenticeship Assessments (also known as End-Point Assessment)

- Apprentices should be registered 6 months prior to the gateway date.
- Where apprentices are registered, this should be communicated at the earliest opportunity. Late registrations could result in the assessment not taking place.

In all cases, learners must be registered **prior to any formal assessment**.

SFJ Awards will charge for late registrations in line with our published fees and charges.

6. Registration Fees

Learner registration fees are non-refundable. A full list of current registration fees is published on our website: www.sfjawards.com.

7. Data Protection and Privacy

SFJ Awards and its Centres are required to comply with all applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- Centres must ensure that all learner personal data submitted to SFJ Awards is accurate, necessary for the registration process, and collected and processed lawfully.
- Centres are responsible for informing learners how their personal data will be used and obtaining any necessary consents.
- Centres must promptly notify SFJ Awards of any changes to learner details that occur during the course, including name changes, to ensure learner records and certificates remain accurate.

SFJ Awards will process learner data solely for legitimate purposes, including registration, certification, quality assurance, and to meet regulatory requirements. SFJ Awards takes the security of personal data seriously and holds ISO 27001 certification, the international standard for information security management.

Learner data will be retained, processed, and shared strictly in line with SFJ Awards' Privacy Policy, which is available at www.sfjawards.com

8. Centre Responsibilities

It is the responsibility of the Centre to:

- Verify learner identity before registration.
- Ensure learner details are submitted accurately.
- Adhere to all registration deadlines relevant to the qualification.
- Provide appropriate evidence for any amendments to learner details.
- Comply with all applicable data protection legislation when collecting, processing, and submitting learner data.

Failure to comply with these requirements may result in additional administrative charges and may impact the timely certification of learners.

Certification

9. Regulated Qualification Certificates

SFJ Awards will certificate learners registered upon SFJ Awards qualifications following completion of Quality Assurance processes and a successful claim from a Centre.

Centres should claim for qualification certificates as early as reasonably possible to prevent learners being unnecessarily delayed.

SFJ Awards will issue a certificate to the Centre within 10 working days of a successful claim.

10. Apprenticeship Assessment Certificates

SFJ Awards does not certificate Apprenticeship Assessments (also known as End-Point Assessments). Apprenticeship Assessments are certificated by the Department for Education (DfE). SFJ Awards will confirm to ESFA that an apprentice has successfully completed their assessment once the appeal period has elapsed.

11. Certificates for non-Regulated Products

SFJ Awards will issue a certificate for non-regulated products, in line with the terms of the associated product.

12. Fraudulent Certificate Claims

Fraudulent claims for certificates or claims that are found to be incorrect will be dealt with in line with SFJ Awards Malpractice and Maladministration policy. Serious cases may result in Sanctions being made against the Centre, the certificate being voided, and details passed to Regulators and to other Awarding Organisations.

13. Checking Certificates

It is the Centre's responsibility to ensure certificates are checked upon receipt. Where there are errors, or the certificates are damaged, the Centre must inform SFJ Awards at the earliest opportunity. Please see section 14 'Re-Issue of Certificates'.

14. Re-Issue of Certificates

SFJ Awards may re-issue an original certificate in the situations outlined below. Any such requests must be made by the Centre within 3 months of the certificate being issued.

SFJ Awards will re-issue a certificate without charge in the following situations:

- The certificates are lost in transit between SFJ Awards and the Centre.
- The certificates are damaged in transit between SFJ Awards and the Centre.
- The certificates are not received within 20 days of a successful claim.

In such cases, the Centre must contact SFJ Awards in writing (info@sfiawards.com) to request a re-issue. Any damaged certificates must be returned to SFJ Awards for destruction. If certificates that are lost in transit and later arrive, they must be returned to SFJ Awards for destruction.

SFJ Awards may re-issue certificates, but will charge for the re-issue in the following situations:

- The certificate is lost in transit between the Centre and the learner.
- The certificate is damaged in transit between the Centre and the learner.
- The certificate contains an incorrectly spelled learner name.

Where a certificate is damaged or incorrect, the original certificate must be returned to SFJ Awards for destruction. Where a certificate that is lost in transit later arrives, this must be returned to SFJ Awards for destruction.

15. Replacement SFJ Awards Certificates

SFJ Awards offers a replacement certificate service. Centres may contact SFJ Awards to order a replacement certification, or learners may make a request through the SFJ Awards website. SFJ Awards will charge a fee for a replacement certificate.

All replacement certificates will include text indicating that the document is a replacement.

Upon receipt of a request for a replacement certificate, SFJ Awards will undertake a check of our records to see whether the results can be located. Where results are found, a replacement certificate will be issued.

SFJ Awards has full records dating back to 2016. Any certificates issued in 2016 or prior to 2016 may not be included in SFJ Awards records. In such cases, we are unable to offer a replacement certificate.

SFJ Awards will charge a fee for a replacement certificate. This fee may be part-refunded, less a search fee, if we are unable to find records of the achievement.

16. Replacement Industry Qualifications ('IQ') Certificates

SFJ Awards acquired Industry Qualifications in 2020. Whilst Industry Qualifications is no longer regulated, SFJ Awards holds a significant number of achievement records from Industry Qualifications.

SFJ Awards will offer a statement of results confirming the qualification(s) achieved and the date of achievement, to any learner that can be found in the Industry Qualifications records held by SFJ Awards. SFJ Awards will not offer a replacement certificate to Industry Qualifications learner, as Industry Qualifications is no longer a regulated entity.

SFJ Awards will charge a fee for a statement of results. This fee may be part-refunded, less a search fee, if we are unable to find records of the learner.

17. Name changes following Certification

Certificates are factually correct at the time of issue. Therefore, aside from the instances listed below, SFJ Awards will not change details following the issue of a certificate.

Changes to learner details after a certificate has been issued will only be made under the following circumstances:

- The Centre (or learner) provides evidence that the certificate contained incorrect information at the time of issue (administration fees apply, as published on our website). SFJ Awards may turn down any such requests that are made significantly after publication of the certificate.¹
- The learner changes their name as part of a **gender identity change**.
- The learner changes their name under a **witness protection scheme**, with supporting evidence from the Police or a qualified legal professional.
- The learner changes their name to escape **domestic violence**, with supporting evidence from a qualified legal professional.

An updated certificate will only be issued once proof of a legal name change has been received. There is no time limit on changes made in line with the above bullet points.

18. Authentication of Certificates

SFJ Awards certificates can be validated on the [SFJ Awards website](#). Certificates may also be validated over email, by sending a scanned or pdf copy of the certificate to info@sfjawards.com.

¹ SFJ Awards will require a copy of learner ID to authenticate the learner's correct name at the time of issue. Any ID submitted to SFJ Awards for the purpose of a replacement/reissue of a certificate will be destroyed once the new certificate has been dispatched.



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