

**Highfield  
Certificate Services  
Policy**



## **1. Introduction**

- 1.1 We understand that there may be circumstances where a replacement certificate may be needed, for example, if a certificate has been lost or damaged.
- 1.2 Further, there may be circumstances where learners need to request a change to their certificate(s), where there has been an error in the name spelling on registration, or a change of name.
- 1.3 This document outlines Highfield certificate services and is aimed at all Highfield learners and approved centres.

## **2. Replacement certificates and name changes.**

- 2.1 Only individuals who have successfully completed the appropriate assessment, or named centre contacts on their behalf, may apply for a replacement certificate/name change. Any replacement certificate will be marked as such and will have the same standing as an original.
- 2.2 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).
  - 2.3 For name changes, please provide copies of ID used when original certificate was issued, together with new photographic ID and any evidence to support the name change. Please note, deed poll documents must be enrolled. We cannot accept unenrolled deed poll documents.
- 2.4 Photographic ID examples include, but not limited to:
  - 2.4.1 Passport
  - 2.4.2 Driving License
  - 2.4.3 HM Forces Card
  - 2.4.4 EU Photo Identity
- 2.5 Documents provided to Highfield as part of certificate services will be processed in line with our privacy policy and deleted once a replacement has been issued.
- 2.6 Please note, you must return your original certificate to Highfield before we can process a replacement.

### **3. Fees**

- 3.1 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.
- 3.2 Outside of the above, name changes and replacements are charged at £18 each for a hard copy certificate and £9 each for an electronic certificate including VAT.

### **4. Application**

- 4.1 Please complete the form at appendix 1 and forward to a member of our customer service team at [info@highfield.co.uk](mailto:info@highfield.co.uk) or alternatively, write to us at:

Highfield ICON  
Firstpoint  
Balby Carr Bank  
Doncaster  
United Kingdom  
DN4 5JQ

#### Document control

Version	Date	Author	Notes
V1	August 2025	Terry Bloor/Grace Stansfield	

### Appendix 1

Personal details		
Full Name (as it appears on certificate)		
Date of Birth		
Address		
Telephone Number		
Email Address		
Qualification Title		
Date of examination		
Centre/Training provider name		
Reason for replacement and/or details of change.		
Certificate requested - Please mark 'X'	Physical	Electronic
ID provided to support application		

*I confirm the information provided within is accurate and not intended to mislead. I also confirm an application for a replacement certificate will not be processed until Highfield have received the original.*

Signature	
Print	
Date	