

RECAO

Policy Document

**Withholding Results
and Certificates from
Learners**

RECAO Withholding Results and Certificates from Learners Policy

Regulatory Requirements -General Conditions of Recognition: Condition A8

Scope of policy

This policy applies to all centres accredited to offer RECAO qualifications

Withholding Results or Certificates from Learners

In addition to its obligations as an Awarding Organisation offering qualifications which are regulated in the UK, RECAO works to adhere at all times to principles of good practice to ensure that our qualifications, irrespective of regulatory status, are fit for purpose and that they are delivered with integrity in a manner which best promotes and protects the interests of their users.

As such, we are committed to ensuring that all learners who have demonstrated the appropriate level of attainment, by means of the necessary assessment, receive results and certificates in a timely manner. The only instances where it is acceptable to withhold results or certificates from learners are those where there are cases of suspected malpractice on the part of either the centre or the learner, or where there is reasonable evidence to suggest that there is a risk to the integrity of the results being issued. In such circumstances, RECAO may either withhold results or certificates prior to sending them to centres for distribution to learners, or instruct centres to hold back those results or certificates until such a time as any investigation is completed and issues are rectified.

RECAO will not withhold results or certificates, and does not permit centres to do so, on financial grounds.

Results

RECAO

- RECAO will not withhold results on financial grounds.
- RECAO may withhold results where there is suspected malpractice on the part of the learner or the centre
- RECAO may withhold results where there is reasonable evidence that there is a risk to the integrity of the results being issued.

Centres

- Centres are **not** permitted to withhold results from learners under any circumstances, EXCEPT where RECAO has issued a specific instruction to do so owing to suspected malpractice or where a result has been issued in error.

Certificates

RECAO

- RECAO will not withhold certificates on financial grounds.
- RECAO may withhold certificates where there is suspected malpractice on the part of the learner or the centre
- RECAO may withhold certificates where there is reasonable evidence that there is a risk to the integrity of the certificate being issued.

Centres

Centres are not permitted to withhold certificates from learners under any circumstances, EXCEPT where RECAO has issued a specific instruction to do so owing to suspected malpractice or where a result has been issued in error.

Centres are advised to adopt effective debt management with regard to learners' fees, as it is not permitted for a centre to withhold certificates from learners on the basis of non-payment. Centres should aim to have secured payment of course fees by the time of registration of a learner for an examination, with the expectation that, upon entering a learner for an examination, that learner will be awarded a certificate upon successful completion of the relevant assessment. For those considering reporting suspected malpractice around the issuing of certificates, further guidance can be found in the Whistleblowing Policy, or Malpractice/Maladministration Policy

Monitoring and Review

Use of this procedure will be monitored annually to ensure the policy and its approach remains fit for purpose