

Certificates Policy

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Certificates Policy

Section 1 Introduction

This policy relates to the issuing of certificates for CISI examinations and qualifications, how to access them, when replacement certificates can be issued and how a hard copy certificate can be obtained.

Section 2 Certificate format

E-certificates have been issued as standard for CISI examinations, assessments and full qualifications since 1 May 2018, and are available for candidates to download via the MyCISI portal.

Candidates must complete their data sharing preferences in MyCISI before they can view or download any e-certificates that they have been awarded.

Hard copy certificates were issued for all examinations, assessments and full qualifications awarded before 1 May 2018.

Separate certificates are issued for each examination or assessment and for each full qualification awarded to any candidate. The CISI arranges for certificates to be issued for any full qualifications that a candidate has achieved as part of its processing of candidates' results. Full qualification certificates are issued automatically when a candidate has achieved the correct number and combination of examinations or assessments, and has met any other requirements (such as entry requirements).

Section 3 Certification timescales

3.1 Certificates for computer-based multiple-choice question (MCQ) examinations and regulatory assessments

The provisional results for computer-based multiple-choice question (MCQ) examinations and regulatory assessments are displayed on screen at the end of the test and made available through MyCISI. The results remain provisional for five working days after the examination date.

When the final results are confirmed, the certificates for MCQ examinations and regulatory assessments are made available to view and print in MyCISI.

3.2 Certificates for narrative examinations

Certificates for narrative examinations are available to view and print on a published date, approximately nine weeks after the examination date, which can be found on the [CISI website](#).

3.3 Certificates for financial plan case study assessments

Certificates for the Level 6 financial plan case study assessment are available to view and print when a candidate has been notified that they have passed the assessment.

Certificates for the Level 7 financial plan case study assessment are available to view and print on the published results date, which can be found on the [CISI website](#).

3.4 Certificates for schools qualifications

Certificates for all CISI schools qualifications are issued in hard copy to the school for distribution to candidates, following the issue of results. Separate certificates are issued for units and full qualifications.

Section 4 Procedure for obtaining certificates (if not received)

If a candidate is expecting to receive a certificate that is not available within the timescales outlined in Section 3, they should contact the Customer Support team (Email: customersupport@cisi.org; Telephone: +44 20 7645 0777) for further assistance.

Section 5 Replacement certificates and hard copies

5.1 Replacement e-certificates

Candidates may print their own certificates, downloaded from the CISI website, at no cost. A hard copy certificate may be obtained from the CISI, and an administration fee will apply to all hard copy certificates. Hard copies can be obtained by emailing customersupport@cisi.org. The current administration fee is published in the [CISI price list](#).

The qualifications regulators (Ofqual, Qualifications Wales and CCEA in Northern Ireland) stipulate that the CISI is permitted to produce only one original certificate. The first copy of an e-certificate downloaded from MyCISI is the original certificate, and all subsequent copies downloaded from MyCISI will be marked 'REPLACEMENT'.

Candidates who have changed their name, and whose original certificates were issued as e-certificates, can be issued only with updated certificates that are marked as 'REPLACEMENT'.

If a certificate is issued by the CISI with incorrect information, the first copy issued of the updated certificate that is produced will not be marked as 'REPLACEMENT'. Any subsequent copies that are generated will be marked as 'REPLACEMENT'.

5.2 Replacement hard copy certificates

The qualifications regulators (Ofqual, Qualifications Wales and CCEA in Northern Ireland) stipulate that the CISI is permitted to produce only one original certificate. All subsequent copies produced must be marked 'REPLACEMENT'.

If the original certificate was issued in hard copy and the candidate returns it to the CISI for replacement, due to a name change request, for incorrect information to be amended or due to damage, the new hard copy certificate does not need to be marked as 'REPLACEMENT'.

5.3 Non-receipt of hard copy certificate

Candidates who have requested a hard copy certificate but do not receive it may request that another certificate is issued free of charge within two months of the original hard copy certificate order date. The replacement certificate will be marked as 'REPLACEMENT'. Requests for replacement hard copy certificates that are made more than two months after the order date are subject to a further administration fee. The current administration fee is published on the [price list](#).