

2009/2010 PRICING AND PROCEDURES FOR CERTIFICATES AND CERTIFYING STATEMENTS

NAME AMENDMENTS

- All certificates requiring amendments to the name of the candidate will be replaced free of charge for up to 6 months following the examination session. If a request is made more than 6 months after the examination a charge of £23.00 will be made, for which the centre will be invoiced.

All *Skills for Life* certificate amendments are charged a fee of £15.50 per candidate/*per session requested*.

- In all cases, providing the original certificate is returned, a duplicate certificate will be printed. Please note that amended certificates will be issued only within two years of the examination, after which any amendment approved by Cambridge ESOL Examinations will be issued as a certifying statement in accordance with the fees then applying.
- It is Cambridge Assessment / Cambridge ESOL Examinations' policy not to change the name on a certificate if it is the result of a change of name by Deed Poll, marriage or divorce. A certificate must reflect the status of the candidate at the time of entry for the examination. In these cases, candidates should be able to provide legal documentation to explain the difference when required to present their certificate.
- Candidates who have changed gender since the examination took place should make a written application to Cambridge ESOL Examinations for their certificate to be altered.

DAMAGED CERTIFICATES

- Certificates damaged while in transit to the candidate will be replaced free of charge (if returned within 6 months following despatch of the original certificate). Damaged certificates **must** be returned to Cambridge ESOL Examinations by the **centre of entry**.
- Certificates damaged while in transit to the candidate will be charged a fee of £23.00 should the request for replacement be made once more than 6 months has elapsed following despatch of the original certificate. **The original certificate must be returned.**
- A charge of £23.00 is made for the replacement of a certificate damaged **after** delivery to the candidate. **The original certificate must be returned.** In this instance, damaged certificates will be replaced within five years only.
- **If the original cannot be returned, candidates must apply for a Certifying Statement [please see below].**
- Certificates that have been stolen or damaged by fire/flood will be replaced for a fee of £23.00 providing an incident report/proof of the event/copy of insurance document can be produced (if necessary, in translation). Should the required documentation not be available, candidates must apply for a Certifying Statement.

CERTIFICATES LOST IN THE POST

Cambridge ESOL Examinations requests that centres despatch all certificates to candidates by some form of recorded/registered mail.

- Cambridge ESOL will not replace any certificate believed to be lost in the post until at least **6 months** has passed following despatch of the original. This is to allow for a full search to be made by the post office and is a precaution in case the original certificate is found.
- Certificates lost in the post will be replaced free of charge if a written request is received **from the centre** within 12 months following despatch of the original (and once the initial waiting period of 6 months has elapsed). A form should be obtained from the Post Office for lost, damaged or delayed mail in order to try and locate the

item in the first instance. A replacement will be printed providing that either a copy of the proof of postage is provided or, alternatively, if a copy of a letter or admission of loss is provided by the Post Office or courier.

- If the above cannot be provided, a duplicate will be printed and a charge made of £23.00, for which the centre will be invoiced.
- Certificates not received by the candidate will only be replaced for up to 12 months after the despatch of the original and at the request of the centre of entry. In the event of the non-arrival of a certificate candidates are advised to contact their centre of entry. After 12 months has elapsed, candidates may only apply for a Certifying Statement.

CERTIFICATES LOST BY THE CANDIDATE

- Any certificate subsequently lost by a candidate will not be replaced. In these circumstances candidates must apply for a Certifying Statement *[see below]*.

CERTIFYING STATEMENTS

The current [as from 1 October 2009] fees are as follows:

Service Provided	Current Fee
Certifying Statement - issued within six weeks of receipt of application <i>(where full year/session and centre/candidate details are provided)</i>	£26.00
Skills for Life [UK only] – each individual module	£10.50
Level Certificate <i>(Candidates requesting a Level certificate will receive this together with copies of all three statements showing a Pass at the same level for a fee of £26.00)</i>	£15.50
Additional copies of a Certifying Statement	£4.00
Fast Track Service [Optional] <i>(A certifying statement will be issued within 7 working days from confirmation of payment of the fee if full details of the examination have been supplied by the candidate and payment is made by credit card/ Western Union).</i>	£15.50 <i>[plus £26.00 fee]</i>
Notarized Certifying Statement [Optional] <i>(A specially worded certifying statement produced in accordance with the conditions specified by the Hague Convention of 5 October 1961)</i>	£103.00
DHL courier service [Optional] <i>(Guarantees delivery world-wide within four working days)</i>	£20.60
Special Delivery [Optional – U.K. only] <i>(Guarantees delivery within the U.K. by 1 p.m. the day following despatch)</i>	£5.15