

## Requesting replacement or duplicate certification

You can order the following replacement certification items directly from the [University Online Store](#)

- Certificates
- Academic Transcripts
- Diploma Supplements
- Council Tax Exemption Certificate
- Award Confirmation Letter

Unless specified, there is a charge for replacement or duplicate documentation and you must pay at the time of ordering. Please allow up to 20 working days (two working days for Council Tax Exemption Certificates) for your order to be processed and despatched.

### Frequently asked questions

#### **I have damaged my original certificate. How do I get a replacement?**

You can order a replacement certificate via the [University Online Store](#). For requests made within the first 12 months of issue, there is no charge for replacing a damaged certificate, providing you return it to us *before* applying for a replacement. If you do not return the damaged certificate, a fee applies for each document requested.

#### **I have lost my original certificate. How do I get a replacement?**

You can order a replacement certificate via the [University Online Store](#). A fee applies for each document requested. If your original certificate is lost, destroyed or stolen you must provide details of the circumstances in your application.

#### **I need another certificate – can I order a replacement?**

You can order a replacement certificate via the [University Online Store](#). A fee applies for each document requested.

#### **Do I need to provide identification?**

You need to provide identification before a duplicate certificate is issued. We will securely destroy these copies once your identification has been verified. Please **do not** send original documentation. Send your identification via email to [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk) or via post to the Assessment and Awards team, Academic Registry, Edge Hill University, St Helens Road, Ormskirk, L39 4QP.

#### **Can a third party order a duplicate certificate on my behalf?**

As part of the order process, we require confirmation that you are the person named on the certificate. Third parties are not able to order duplicate certificates and the Academic Registrar reserves the right to refuse an application for duplicate certification.

#### **Can you send my duplicate documentation directly to a third party?**

Yes, but you will need to confirm the details of the third party with us at the time of ordering. It is your responsibility to ensure you have given us the correct details.

**Can a third party collect my documentation on my behalf?**

Yes, but you must sign a consent form and confirm the details of the third party. The third party will need to show us their ID when collecting the documentation. You will still need to provide ID as part of the standard process.

**I completed a stand-alone module - can I order a replacement or duplicate certificate?**

Please contact your faculty directly to order your replacement certificate. Email them on:

Faculty of Arts and Sciences: [study@edgehill.ac.uk](mailto:study@edgehill.ac.uk)

Faculty of Education: [study@edgehill.ac.uk](mailto:study@edgehill.ac.uk)

Faculty of Health and Social Care: [askfohsc@edgehill.ac.uk](mailto:askfohsc@edgehill.ac.uk)

**I graduated before 2007. Can I still get a replacement or duplicate certificate?**

Yes, but you must place your order with Lancaster University. Go to

[www.lancaster.ac.uk/sbs/registry/certificates.htm](http://www.lancaster.ac.uk/sbs/registry/certificates.htm) or contact Donna Fisher at

[d.l.fisher@lancaster.ac.uk](mailto:d.l.fisher@lancaster.ac.uk) or call 01524 592587

**How do I order an academic transcript or diploma supplement?**

You can order your academic transcript or diploma supplement via the [University Online Store](#). An additional fee may apply if you request multiple copies.

**I have two different awards, how do I order academic transcripts for both?**

The online order form gives you the opportunity to detail the different awards you have completed and are ordering a transcript for.

**Can you provide course or syllabus information?**

The Diploma Supplement contains information on award statements, academic regulations and professional status (if applicable) and can be ordered via the [University Online Store](#). If this does not resolve your issue we may refer you to your faculty or department.

**I only need confirmation of my award – can you provide this?**

You can order a confirmation of award letter via the [University Online Store](#). A fee applies for each document requested.

**Is the cost of postage included in my order?**

All documents are sent using normal first-class post or standard airmail. We will give you the option of having your duplicate or replacement certificate sent by courier or recorded delivery, however there is a charge for these.

**Can you post my documents overseas?**

Yes. We send documents overseas using standard airmail. We will give you the option of having your duplicate documents sent by recorded delivery or courier (eg by DHL). There is a charge for these.

**Do you certify documents?**

On request, we will stamp documents with an EHU stamp. There is no charge for this. Please note we do not normally sign documents.

**Can you provide a personal reference?**

Your department can supply for this information. Please contact them directly or via [study@edgehill.ac.uk](mailto:study@edgehill.ac.uk)

**I have changed my name since graduating. Can I get an updated certificate?**

Once your award has been confirmed it is awarded using the name you were registered with at that time. We cannot change names retrospectively. The only exception is if the request is made in accordance with the Gender Recognition Act.

Sometimes a third party will request an updated certificate, eg the Chinese visa authorities require passports and certificates to be in the same name. In such cases, we will issue a letter to the third party verifying your identity and confirming you are the same person named on the certificate

**How long will my order take?**

After ordering your document, please allow up to 20 working days for us to process it. If your document has not arrived after 20 working days, please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk).

For council tax exemption certificates these will normally be processed within two working days. Please contact the Enrolment team on [enrolment@edgehill.ac.uk](mailto:enrolment@edgehill.ac.uk)

**I need my document as soon as possible. Can I fast-track my order?**

We process all orders as quickly as possible and often they are delivered in less than 20 working days. However, if your original documentation has been archived it may take some time to retrieve it. For this reason we do not offer a fast-track service.

**Can you send me scanned copies of my documentation?**

We can email you a scanned confirmation of award letter. All other documentation is only provided in hard copy.

**My question isn't covered here**

If we have not covered your question here, please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk)

**Troubleshooting****My degree was validated by Lancaster University. How do I order replacement documents?**

You need to order replacement or duplicate certificates directly from Lancaster University. Go to [www.lancaster.ac.uk/sbs/registry/certificates.htm](http://www.lancaster.ac.uk/sbs/registry/certificates.htm), contact Donna Fisher at [d.l.fisher@lancaster.ac.uk](mailto:d.l.fisher@lancaster.ac.uk) or call 01524 592587

For replacement academic transcripts, please order from Edge Hill's [University Online Store](#)

**I didn't receive my original certificate - what can I do?**

First of all, check that it has not been sent to an incorrect address. You are responsible for to keeping your contact details up to date. If you have moved without updating your contact details your certification may have been sent to a previous address. You need to purchase a replacement document via the [University Online Store](#)

Secondly, check whether you have any outstanding debt at the University. We do not issue certification where there is outstanding debt.

If neither of these situations apply to you, please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk)

**I didn't receive my initial transcript – what can I do?**

Please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk)

We will supply your initial transcript free of charge providing

- you have made the request within 12 months of the initial transcript being issued
- you have not changed address without informing us

**I think there's an error on my transcript – what can I do?**

Please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk)

**What happens if my ordered document does not arrive?**

Please check you have sent us the necessary identification. We cannot fulfil orders until we have received confirmation of your identity. Please also check you have sent us the correct address to send your document to.

You need to allow up to 20 working days for your request to be processed. If you have still not received your document after this time, please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk)

**My issue isn't covered here. Who do I contact for more information?**

Please contact the Assessment and Awards team on [assessmentteam@edgehill.ac.uk](mailto:assessmentteam@edgehill.ac.uk)