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Introduction

The Institute of Risk Management (hereinafter called the IRM) is committed to:

- Ensuring that qualifications offered are fit for purpose and delivered in a way to ensure that they promote and protect the interest of all students.
- Ensuring that all students that have demonstrated the required level of achievement will receive their results and certificates in a timely manner.

This policy includes how the IRM issues results and certificates and covers the circumstances under which the IRM can withhold results and certificates.

All regulated qualifications (including the International Certificate in Risk Management; International Certificate in Financial Services Risk Management and International Certificate in Operational Risk Management) registered on the Regulated Qualification Framework (RQF) will have the 'Ofqual' logo printed on the certificate. Non-regulated qualifications (all other IRM qualifications) will not have the Ofqual logo printed on the certificate.

Issuing Results

- The IRM aims to issue results within 8 weeks of the final assignment submission for the International Diploma Risk Management
- The IRM aims to issue results within 8 weeks of the last examination sitting in the session of Digital Risk Management Certificate.
- The IRM aims to issue results within 15 weeks of the final assignment submission for the International Certificate in ERM and International Certificate in FSRM.
- The results are published on the IRM website (via MyIRM) and assignment results can also be found in Moodle. .

Issuing Certificates

All certificates are sent by second class post to students in a timely manner. This is usually within 3 weeks of notification of results.

The IRM is an awarding organisation regulated by Ofqual and is therefore bound by Ofqual's Conditions of Recognition. In accordance with these conditions, the design and production of each certificate issued in relation to a regulated qualification or credit award must clearly and distinctly display the following information on the front of the certificate: the learner's full name as registered, as stipulated in Condition I3.1.

Please note:

- If your name has changed since registration (e.g. due to marriage or any other reason), you must provide official legal documentation confirming the change **before** sitting your examination or submitting your assignment.
- If your name changes **after** you have taken your examination, we will not be able to make any amendments to your certificate.

Withholding results or certificates

There are several cases in which results, and certificates can be withheld:

- Allegations of learner or centre malpractice (pending investigation and resolutions found)
- Risk of integrity of results
- The IRM reserves the right to revoke certificates if a certificate is awarded in error or achieved through malpractice.

The IRM will not withhold results or certificates for students' financial reasons.

Any student who is entered for an examination/assessment should expect to be awarded a certificate on successful completion of their qualification, except in the situations cited above.

Issuing Replacement Certificates

The IRM issues replacement certificates under special circumstances. However, the original certificate must be returned by the candidate before a replacement can be produced, except in cases where the original was lost in the post.

Replacement certificates will be replaced under the following circumstances and conditions:

- The original was damaged during the printing process – original (no charge)
- The original contains an error e.g., spelling of student's name, level, or grading (marked as Replacement) (no charge)
- The original was damaged during the delivery process – original (no charge)
- The original was lost during the delivery process – original (no charge)
- The original was mislaid by the student, after the time of delivery (marked as Replacement) – (charge £25).

Replacement certificates can be requested by students by filling in the attached replacement certificate request form. All requests for replacement certificates, result forms will be recorded and logged by the examinations section of the IRM.

The following information must be provided:

- Student personal details, full names, date of birth, membership number
- Qualification details
- Date of issue of original certificate if known
- Original certificate number if known.

- Reason for request of replacement certificate

Replacement certificates will be despatched within 14 days from receipt of request.

Replacement certificates will not be issued, where a candidate's forename or surname has changed, following enrolment onto the qualification.

Data Retention

Certificate data are processed under a lawful basis (public task/legitimate interests/contract). We will ensure that this information is kept secure, used solely for the purposes of the relevant request, and always managed in accordance with prevailing data protection legislation. We do not disclose confidential information to third parties unless we are required to do so, for example by our regulators, approved print supplier, law enforcement or statutory bodies.

Complaints and Appeals

Learners and may raise complaints via the Complaints Policy and may appeal decisions related to certification (e.g., revocation, refusal to replace) under the Appeals Policy.