



E-certificate Process

Most recent update: 01 October 2026

From 1 October 2026 certificates for the following awarding bodies will move to E-Certificates: NOCN, AIM, NUCRO, Gateway and Highfield.

Please follow the process below:

- 1 All learners to be informed at course registration day of the change to E-certificates and that the certificate will be emailed to them 4 to 6 weeks after course achievement
- 2 Course registration forms to be completed by the tutor and CPO **must** now include the learner's email – to be emailed to Bethan Lambourne or Liv Arnold. Learners will be registered as usual and the email will be recorded on the awarding body tracker
- 3 Following IQA, CP will download and save all learners E-certificates on the O Drive and will email learners their certificates from the dedicated Certificates@ email address. This will allow tracking, evidence of certificate dispatch and allow learners to communicate with any enquiries
- 4 CP to update the awarding body tracker entering certificates emailed and any notes

Monitoring

E-certificates will be monitored using the awarding body tracker.

All correspondence will be via the certificates@cheshirewestandchester.gov.uk mailbox.

Lewis Belfield, CP and Jo Talbot will monitor this mailbox and will refer any queries and requests to the relevant hubs.

Please note: BCS EDSQ certificates will remain as paper based exams and follow the old process