

2005 Business & Administration Apprenticeship Frameworks

FAQ's November 2008

Introduction

We are confident that the 2005 Business & Administration (BA) Apprenticeship frameworks provide apprentices and employers with an excellent foundation in Business & Administration skills. There are two levels of BA Apprenticeship frameworks available to meet the differing needs of learners and employers from both large and small organisations: Apprenticeship (Level 2) and Advanced Apprenticeship (Level 3) and both of them include common components such as the Business & Administration Technical Certificate (TC), NVQ and Key Skills, to ensure quality and consistency.

The BA Apprenticeship frameworks are therefore based upon a combination of qualification outcomes, which together provide the breadth and depth of skills and knowledge needed to equip an apprentice for employment in Business & Administration, while fulfilling the national criteria for Apprenticeships.

The CfA is committed to the success of the BA Apprenticeship frameworks and continues to monitor and improve the systems and services required to support the effective implementation of the BA Apprenticeship frameworks. The purpose of this document is to respond to frequently asked questions in relation to the 2005 BA Apprenticeship frameworks.

On behalf of the CfA, we wish you the very best with the 2005 BA Apprenticeship frameworks. We hope you will enjoy continued success with the framework and greater learner achievement.

Implementation

1. What are the requirements for the 2005 BA Apprenticeship frameworks?

Framework sector code 102	Technical Certificate Mandatory Outcome	NVQ Mandatory Outcome	Key Skills Mandatory Outcome
Business & Administration Apprenticeship	Business & Administration Technical Certificate at Level 2	Business & Administration NVQ at Level 2	Application of Number Level 1 Communication Level 2
Business & Administration Advanced Apprenticeship	Business & Administration Technical Certificate at Level 3	Business & Administration NVQ at Level 3	Application of Number Level 2 Communication Level 2

2. What was the implementation date for the 2005 BA Apprenticeship frameworks?

The effective implementation date of the 2005 frameworks is 1 August 2005.

3. When can I start registering learners on the 2005 BA Apprenticeship frameworks?

From 1 August 2005 all learners must register on the 2005 BA Apprenticeship frameworks.

4. How long will learners on the 2002 Business Administration Apprenticeships have to complete their frameworks?

Learners on the 2002 Business Administration Apprenticeships have until the following dates to complete their full frameworks:

- Business Administration Apprenticeship (Level 2) – 31 July 2007
- Business Administration Advanced Apprenticeship (Level 3) - 31 July 2008

No claims for certification against the 2002 framework requirements will be accepted for apprentices who complete any component of the apprenticeship after **31st July 2007** or advanced apprenticeship after **31st July 2008**.

5. Where can I get a copy of the 2005 BA Apprenticeship frameworks?

The 2005 BA Apprenticeship framework is available to download from the CfA website, free of charge.

Technical Certificates

1. What are Technical Certificates?

Technical Certificates focus on the knowledge and understanding which underpins the NVO competencies and additional knowledge to facilitate progression to Higher Education or higher levels of working. Technical Certificates may also cover wider aspects of the occupation/sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered in a variety of ways, which include:

- At work
- At work with e-learning
- At work with some off-the-job provision
- At college supported by work experience
- Full-time at college.

2. Can other qualifications exempt a learner from completing a Technical Certificate?

There may be instances where an apprentice will be exempt from achievement of a Technical Certificate as part of their apprenticeship, for example, if they have already achieved an award that is one of the recognised qualifications that meet the requirements for a Technical Certificate and has been agreed by the CfA, or if the apprentice has achieved an award that is a level higher than that required by the framework. To avoid any difficulties at the point of claiming the Business & Administration Apprenticeship completion certificate, providers must gain written agreement to any exemptions during the initial development of the apprentice's individual apprenticeship/learning plan from the CfA. Where an apprentice is exempt from the Technical Certificate, they may be encouraged to achieve an alternative acceptable qualification or one at a higher level that meets the requirement for a Technical Certificate.

Current Technical Certificate Proxies

OCR Technical Certificate

- ECDL as a proxy for CLAIT Plus
- ECDL and ECDL Advanced (need to complete BOTH) as a proxy for CLAIT Advanced

The current OCR Level 2 Technical Certificate is comprised of the Level 2 Award in Administration and the Level 2 CLAIT Plus qualification.

The current OCR Level 3 Technical Certificate is comprised of the Level 3 Award in Administration and the Level 3 CLAIT Advanced qualification.

OCR Certificates as Proxies for OCR Technical Certificate

The OCR Level 2 Certificate in Administration may be used as a technical certificate proxy instead of the Level 2 Award in Administration and CLAIT Plus.

The OCR Level 3 Certificate in Administration may be used as a technical certificate proxy instead of the Level 3 Award in Administration and CLAIT Advanced.

OCR Diplomas as Proxies for OCR Technical Certificate

The OCR Level 2 Diploma in Administration may be used as a technical certificate proxy instead of the Level 2 Award in Administration and CLAIT Plus.

The OCR Level 3 Diploma in Administration may be used as a technical certificate proxy instead of the Level 3 Award in Administration and CLAIT Advanced.

City and Guilds Diplomas as Proxies for City and Guilds Technical Certificate

The City and Guilds Level 2 Diploma in Business and Administration may be used as a technical certificate proxy instead of the Level 2 Certificate in Business Administration.

The City and Guilds Level 3 Diploma in Business and Administration may be used as a technical certificate proxy instead of the Level 3 Certificate in Administration.

What Business & Administration Technical Certificates are available?

To date Business & Administration Technical Certificates for the 2005 Business & Administration Apprenticeship frameworks have been developed by:

- City & Guilds/ILEX
- EDI (Goal)
- OCR
- EdExcel
- IAM and
- IMIAL

4. If someone has completed the 2002 Technical Certificate and would like to use it as part of the 2005 framework, will this be accepted?

No. Both the NVO and technical certificate standards have changed for the 2005 framework. The technical certificate is now the focus of the 2005 framework. The 2005 technical certificate guided learning hours (GLH) have increased due to the framework focus shift. Therefore all apprentices registered on the 2005 Business and Administration framework will need to complete a 2005 Business and Administration technical certificate.

5. What if my Awarding Body has not developed a Technical Certificate?

You are required to register with an Awarding Body who has developed a Technical Certificate. The following awarding bodies have developed Business & Administration Technical Certificates:

City & Guilds/ILEX

1 Giltspur Street, London, EC1A 9DD

Tel: 020 7294 2800

www.city-and-guilds.co.uk

Edexcel

190 High Holborn, London, WC1V 7BH

Tel: 0870 240 9800

www.edexcel.org.uk

EDI

International Hse, Siskin Parkway East, Middlemarch Park, Coventry, CV3 4PE

Tel: 02476 516500

www.ediplc.com

OCR

Progress House, Westwood Way, Coventry, CV4 8HS

Tel: 01203 421944

www.ocr.org.uk

Institute of Administrative Management

6 Graphite Square, Vauxhall Walk, London, SE11 5EE

Tel: 020 7091 2600

www.instam.org.uk

Institute of Motor Industry

Fanshaws, Brickendon, Hertford, SG13 8PQ

Tel: 01992 511521

www.motor.org.uk

6. Is it possible to register with one Awarding Body to deliver the Business & Administration NVQ and to separately register with a different Awarding Body to deliver the Technical Certificate?

Yes, you are not restricted to deliver the mandatory requirements of the framework with one Awarding Body. Please see the table below for acceptable combinations:

Mandatory Outcomes	Awarding Body
Business & Administration NVQ	Awarding Body (x)
Key Skills	Awarding Body (y)
Business & Administration Technical Certificate	Awarding Body (z)

Business & Administration Apprenticeship – Business & Administration Technical Certificates

Technical Certificate	Structure	Qualification Number	Guided Learning Hours (GLH)	Assessment Method
EDI (GOAL) Level 2 Certificate in Business & Administration (Organisations and People)	Unit 1: Work Skills Unit 2: Personal Skills	100/5214/8	200 GLH	Unit 1: Multiple Choice Test of 1hr and 30 mins – paper based and online Unit 2: Multiple Choice Test of 1hr – paper based and online
OCR Level 2 Award in Administration + Level 2 Certificate for IT Users (CLAiT Plus) Must complete both of the above	Unit 1: Identifying Administrative Functions Unit 2: Performing the Role of Administrator Unit 1: Integrated e-document production Plus any two of the following units Unit 2: Manipulating spreadsheets and graphs Unit 3: Creating and using a database Unit 5: Design an e-presentation Unit 8: Electronic Communication	100/4257/X 100/4947/2	100 GLH 150 GLH (250 GLH in total)	Unit 1: Multiple Choice Test – on screen Unit 2: On-demand assignment
City and Guilds Level 2 Certificate in Business Administration	Unit 1: Supporting the Business Environment Unit 2: Working Effectively Within the Business Environment	500/1789/5	210 GLH	Unit 1: Practical Assignment Unit 2: Multiple Choice Test online
ILEX Level 2 Certificate for Legal Secretaries	Unit 1: Legal Word Processing Unit 2: Working in the Legal Environment Unit 3: Information Processing in the Legal Environment	500/1744/5	200 GLH	Unit 1: 2 Assignments (one audio typing and one copy typing) Unit 2: Assignment Unit 3: Assignment

Technical Certificate	Structure	Qualification Number	Guided Learning Hours (GLH)	Assessment Method
Edexcel Level 2 BTEC Diploma in Business Administration	Unit 1: Administration, Team Working and Personal Development Unit 2: Communication Techniques and Information Management Unit 3: Legal Procedures and Administration Unit 4: Customer Service in an Administrative Environment Unit 5: Administrative Functions Unit 6: Organising and Supporting Meetings Unit 7: IT for Administration All seven units are mandatory and must be completed.	100/6094/7	210 GLH	Assessment will be externally verified through the National Standards Sampling process.
Edexcel Level 2 BTEC Certificate in Business Administration	Unit 1: Understand the Business Environment Unit 2: Working in a Business Environment	500/4000/5	200 GLH	The units will be assessed by one multiple choice test which will holistically assess the knowledge and understanding.
IMIAL Level 2 Certificate in Business Administration	16 units with topics from manage diary systems to IT	500/2949/6	200 GLH	A centre devised assessment methodology and an external online exam

Business & Administration Advanced Apprenticeship – Business & Administration Technical Certificates

Technical Certificate	Structure	Qualification Number	Guided Learning Hours (GLH)	Assessment Method
EDI (Goal) Level 3 Certificate in Business & Administration (Organisations & People)	Unit 1: Work Skills Unit 2: Personal Skills	100/5215/X	320 GLH	Unit 1: Multiple Choice Test of 1hr and 30 mins – paper based and online Unit 2: Multiple Choice Test of 1hr – paper based and online
OCR Level 3 Award in Administration + Level 3 Certificate for IT Users (CLAiT Advanced) Must complete both of the above	Unit 1: Reviewing Administrative Functions Unit 2: Improving the Quality of Administrative Services Unit 1: Creating an IT Solution Unit 2: Analysing spreadsheets and graphs Unit 4: E-publication production	100/4258/1 100/4949/6	120 GLH 180 GLH (300 GLH in total)	Unit 1: Multiple Choice Test – on screen Unit 2: On-demand assignment
City and Guilds Level 3 Certificate in Business Administration	Unit 1: Manage the Business Environment Unit 2: Ensuring Effective Work within the Business Environment	500/1788/3	320 GLH	Unit 1: Practical Assignment Unit 2: Multiple Choice Test online
ILEX Level 3 Diploma for Legal Secretaries	Unit 1 : Advanced Legal Word Processing Unit 2: Business Skills in the Legal Environment Unit 3: Advanced Information Processing in the Legal Environment	500/1738/X	295 GLH	Unit 1: 2 Assignments (one audio typing and one copy typing) Unit 2: Assignment Unit 3: Assignment All: External exam
IAM Level 3 Certificate in Educational Administration	18 Units with topics from School Efficiency to Human Resource Management	500/1759/7	306 GLH	Combination of assignments and external exams
IMIAL Level 3 Diploma in Business Administration	17 units with topics from Project Management to Presentations	500/2528/4	321 GLH	A centre devised assessment methodology and an external online exam

Technical Certificate	Structure	Qualification Number	Guided Learning Hours (GLH)	Assessment Method
Edexcel Level 3 BTEC Diploma in Business Administration	Unit 1: Working in Administration Unit 2: Preparing and Delivering Presentations Unit 3: Communication and Working Relationships Unit 4: Giving and Receiving Feedback Unit 5: Administration and the Law Unit 6: Customer Relations for Administrative Roles Unit 7: Organising Projects Unit 8: Organising and Co-ordinating Events Unit 9: Leadership and Innovation Unit 10: IT in an Administrative Environment. All ten units are mandatory and must be completed.	100/6096/0	320 GLH	Assessment will be externally verified through the National Standards Sampling process.
Edexcel Level 3 BTEC Certificate in Business Administration	Unit 1: Supporting the Business Environment Unit 2: Managing Work in a Business Environment	500/3983/0	320 GLH	The units will be assessed by one multiple choice test which will holistically assess the knowledge and understanding.

Business & Administration NVQ

1. What are the qualification numbers for the Business & Administration NVQs at Levels 2?

Business & Administration NVQ at Level 2	Qualification Number
City and Guilds	100/5217/3
EAL	100/5667/1
Edexcel	100/5193/4
Goal/EDI	100/5309/8
IMI	100/5618/X
OCR	100/5198/3
ASET	500/1954/5
OU	500/1518/7

2. What are the qualification numbers for the Business & Administration NVQs at Levels 3?

Business & Administration NVQ at Level 3	Qualification Number
City and Guilds	100/5218/5
EAL	100/5852/7
Edexcel	100/5194/6
Goal/EDI	100/5311/6
IMI	100/5619/1
OCR	100/5199/5
ASET	500/1905/3
OU	500/1517/5

3. Do apprentices on the 2005 BA Apprenticeship frameworks need to complete a mandatory IT unit within the NVQ structure?

No, however the CfA does recommend that Business & Administration apprentices complete at least one IT related unit from the optional units within the NVQ structure.

4. Can the ERR workbook be used to support evidence requirements for the core units of the NVQ?

Components of the ERR workbook can be used to cover some of the evidence requirements for the core units within the NVQ. However performance evidence needs to be assessed in the work place using real work evidence and should be assessed alongside the optional 'doing' units.

5. If someone has passed the technical certificate, do they still need to complete the knowledge as part of the NVQ?

Yes. The technical certificate does not cover all of the knowledge required for the NVQ. Also as some technical certificates have pass rates at 60%, 40% of the knowledge tested in the technical certificate can be inaccurate. Therefore the

knowledge required as part of the NVQ needs to be assessed during the delivery of the NVQ as well as the technical certificate.

6. Now that scope and range have been removed from the NVQ standards, how many times do performance indicators need to be assessed?

Assessors must be confident that apprentices can demonstrate continuous competence over time. It is not possible for the CfA to say how many times activities need to be observed. Where one assessor may want to observe several times to be sure of competence, another assessor will triangulate evidence by examining work products, interviewing the line manager, having a professional discussion with the apprentice and observing the activity once.

7. Can the 2001 Administration NVQ be used as part of the 2005 Business & Administration Apprenticeship framework?

Yes, an NVQ is a qualification for life. Therefore if the 2001 Administration NVQ has been achieved, it can be used as part of the 2005 framework, subject to LSC approval.

8. What is a NVQ proxy qualification?

A proxy qualification is a qualification that can be used 'instead of' another qualification simply because it covers the same learning objectives.

Proxy qualifications are used to promote flexibility within learning and to take into account accredited prior learning (APL). The CfA use proxy qualifications within NVQs instead of the traditional NVQ assessment methods.

The benefits of proxy qualifications are that they provide added value to the candidate in having more flexibility within their learning. The employer appreciates that the candidate will not have to re-learn certain topics and the provider can reduce their training accordingly.

9. Are there any proxy qualifications for the Business & Administration NVQs?

Yes the following awarding bodies have identified proxy qualifications for the following Business & Administration NVQ units:

City & Guilds NVQ

CfA NVQ Unit	Topic	City & Guilds Qualification	Required Units as proxies
Unit 203	Manage customer relations	Level 2 Certificate in Customer Service	Unit 1
Unit 221	Prepare text from notes	Typewriting (Advanced)	All
Unit 222	Prepare text from shorthand	Shorthand Speed	All
Unit 223	Prepare text from recorded audio instructions	Audio Transcription (Intermediate)	All
Unit 305	Manage and evaluate customer relations	Level 3 Certificate in Customer Service	Unit 2
Unit 323	Prepare text from shorthand	Shorthand Speed	All
Unit 324	Prepare text from recorded audio instructions	Audio Transcription (Intermediate)	All

OCR NVQ

Level 2/Level 3 Text Processing (Business Professional) OCF Units (500/4089/3 & 500/3991/X from 01/10/2008)

CfA NVQ Unit	Topic	Test Processing Unit
Unit 221	Prepare text from notes	Text Production Level 2 (06975) (R/501/6318)
Unit 222	Prepare text from shorthand 2	Shorthand Speed Skills Level 2 (06997) (M/501/4222)
Unit 224	Produce documents	Document Presentation Level 2 (06978) (Y/501/4232)
Unit 323	Prepare text from shorthand 3	Shorthand Speed Skills Level 3 (03936) (L/501/4213)

Level 2/Level 3 Certificates in Customer Service (100/6164/2 & 100/6165/4) to 31/07/2009

CfA NVQ Unit	Topic	OCR Qualification	Required Units as proxies
Unit 203	Manage customer relations	Level 2 Certificate in Customer Service	Unit 1 (05941) (A/500/2364)
Unit 305	Manage and evaluate customer relations	Level 3 Certificate in Customer Service	Unit 1 (05942) (R/500/2242)

Level 2/Level 3 Certificates in Accounting (100/1306/4 & 100/3612/X) to 31/12/2010

CfA NVQ Unit	Topic	OCR Qualification	Required Units as proxies
Unit 207	Process customers financial transactions	Level 2 Certificate in Accounting	Unit 1 (01871) (KJ/100/9351)
Unit 307	Complete year end procedures	Level 3 Certificate in Accounting	Unit 4 (03791) (J/102/3984)

Level 2/Level 3 Certificate in Text Processing (100/1693/4 & 100/1701/X) both to 30/09/2008

CfA NVQ Unit	Topic	OCR Qualification	Required Units as proxies
Unit 222	Prepare text from shorthand	Level 2 Certificate in Text Processing	Unit 8 (06371) (H/103/7312)
Unit 224	Produce documents	Level 2 Certificate in Text Processing	Unit 1 (04421) (J/101/0880)
Unit 323	Prepare text from shorthand	Level 3 Certificate in Text Processing	Unit 5 (06373) (M/103/7314)

10. How many NVQ proxy qualifications can be used within the Business & Administration Apprenticeship and Advanced Apprenticeship frameworks?

You may submit TWO proxy NVQ units within a Level 2 qualification and THREE proxy NVQ units within a Level 3 qualification. This is to ensure that there is an optional unit available with which to assess the NVQ core units.

11. Are proxies interchangeable between Awarding Bodies?

We are working with all Business & Administration Awarding Bodies to ensure that in the future, all proxy qualifications are accepted regardless of the Awarding Body. However, at this current time, a candidate would not be able to use a City & Guilds qualification (for example) as a proxy towards an OCR NVQ unit.

12. What are the IT proxy qualifications?

The Business & Administration NVQ units include several IT units that have been imported from E-Skills. Because they are imported units, proxy qualifications for these units cannot be accepted. The E-Skills Assessment Strategy states that when ITQ units are imported by other sectors, the mandatory unit is not assessed and hence proxy qualifications cannot be used.

The CfA are working with E-Skills to determine how proxy qualifications could be accepted for future IT NVQ units within the Business & Administration NVQ.

13. Are there any proxy qualifications for the imported Health and Safety unit within the Business & Administration NVQs?

This unit has been imported from the ENTO Health and Safety standards. Therefore information about proxy qualifications for this unit can be obtained from ENTO direct www.ento.co.uk

14. If have identified a proxy qualification for the NVQ, what is the next step?

If you have identified a proxy qualification, you must notify your external verifier (EV) with your relevant NVQ Awarding Body during the initial assessment or induction process.

Key Skills

Key Skills are the skills that are commonly needed for success in a range of activities in education and training, work and life in general.

1. What are the key skill requirements for the 2005 BA Apprenticeship frameworks?

Framework sector code 102	Key Skills Mandatory Outcome
Business & Administration Apprenticeship	Application of Number 1 Communication 2
Business & Administration Advanced Apprenticeship	Application of Number 2 Communication 2

2. What are the differences between Key Skill proxies and relaxations?

Proxy qualifications

Proxy qualifications are those qualifications that have been agreed to assess the same knowledge and skills as aspects of the key skills qualifications. Because of this overlap, candidates can claim exemption from all or part of particular Key Skills qualifications for up to three years from the date of the award of the specific accredited proxy qualification.

There is a strict three-year time limit from the date of award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the Key Skill qualification (as appropriate).

Relaxation

The relaxation ruling allows apprentices who started on or after 1 September 2001, and who have achieved a grade A*-C GCSE in English and/or Mathematics, to complete their frameworks without being required to take the Level 2 Communication and/or Application of Number Key Skill qualifications. This relaxation is designed to enable apprentices to concentrate on developing other Key Skills or improving their Communication or Application of Number by progressing to Level 3.

This also applies to those who have achieved GCE A/AS Level at grade A-E in English Language, English Literature or English Language and Literature and also GCE A/AS Level at grade A-E in Mathematics, Pure Mathematics, or Further Mathematics (for the Communication and Application of Number Key Skills qualifications respectively).

From 1st August 2004, achievement of the GCSE or A/AS Level must be no longer than five years before the date of registration on the apprenticeship framework (this replaces the previous three year limit). For framework completion purposes, those achieving an A*-C GCSE or A/AS Level in English or Mathematics in the summer are deemed to have been certified on the 31 August, while the date for those achieving during the winter months is deemed to be 31 March.

This information has been taken from the '2005 Key Skill Policy and Practice Your Questions Answered' issued jointly by the Department for Education and Skills (DfES), the Learning and Skills Council (LSC) and the Qualification and Curriculum Authority (QCA).

3. If my apprentice has achieved a Key Skill over three years ago, is it still valid as part of the 2005 BA Apprenticeship frameworks?

Apprentices who have already achieved a Key Skill qualification (prior to registration onto the 2005 BA Apprenticeship framework) irrespective of which version, **do not** have to complete the Key Skill qualification again, this includes the completion of the Key Skill tests.

4. What exemptions or relaxations for Key Skill Qualifications exist as part of the 2005 BA Apprenticeship frameworks?

Qualification and Grade	Exempt from Level 1 Key Skills Test in AON and Comm's	Relaxed from Level 1 Key Skills Portfolio in AON and Comm's	Exempt from Level 2 Key Skills Test in AON and Comm's	Relaxed from Level 2 Key Skills Portfolio in AON and Comm's
GCSE A*-C English & Maths	Yes	Yes	Yes	Yes
GCSE D-G English & Maths	Yes	No	No	No
GCE A/AS Level A-E English & Maths	Yes	Yes	Yes	Yes

5. Where can I find out more about Key Skill proxies and relaxations?

More information about Key Skill proxies and relaxations can be found at:

www.dfes.gov.uk/keyskills
<http://www.qca.org.uk/603.html>
www.accac.org.uk

Certification

1. How do I claim for a 2005 BA Apprenticeship certificate?

Please either contact the CfA on 020 7091 9620 or visit www.cfa.uk.com to download a copy of the 2005 BA Apprenticeship or Advanced Apprenticeship certificate request form. Please return each completed form to the CfA with a cheque or postal order made payable to the CfA to the value of £35 and an official letter, clearly specifying where the certificate should be sent.

2. How long will it take for a certificate to be issued?

Certificates will be issued within 4 working weeks from the date application forms are received by the CfA, subject to the information supplied being satisfactory and payment being attached.

The CfA offers an express certification service. Express certificates will be processed, printed and dispatched with a guaranteed next day delivery within 5 working days from CfA receipt of request form (excluding office closures, Christmas and New Year). The CfA charges an additional £10 for this service, making the total certification cost £45.

Where the information is not satisfactory (i.e. questions are raised about the achievement of the mandatory outcomes) the certificate request will be referred for quality assurance. If this is the case the request form will be returned along with a letter from the CfA requesting further information or clarification regarding the mandatory outcomes achieved. In some cases this will mean that the certificate will not be issued within 4 working weeks.

3. How do I enquire about the status of my certificate application?

To follow up a certificate application, please contact the certification and registration team on 020 7091 9620. We will then confirm the status of your enquiry and where possible confirm the expected issue date of your certificate.

4. What do I do if there is a mistake on my certificate?

Incorrect certificates will be re-issued at no extra cost if the mistake is a result of a CfA error. If this is not the case the CfA will charge £10 for the re-issuing of each certificate. If a mistake has been made on your certificate, please return it to the CfA highlighting the error and we will re-issue it for you immediately.

To avoid errors on the certificate we would recommend that the certificate request form is downloaded from our website and completed using a computer, in type. Alternatively we suggest you use our Online Certificate system.

5. Why should I use the Online Certificate system?

Certificates requested online will be charged at £30 per certificate. All certificate requests received by the CfA via the Online system will be processed within 2 working weeks. You will be able to submit evidence via the Online portal or through the post. Applications where evidence is submitted by post will still be charged £30 but will be processed within 4 working weeks.

For more information on requesting certificates online please contact the CfA on 020 7091 9620 or send an email to onlinecerts@cfa.uk.com.