

Timescales for Issuing Results and Certification – Qualifications

The Quartz system used by Innovate Awarding (IAO) cross-references against learner registrations and checks that the learner achievements which the centre has submitted meet the rules of combination. If the centre has Direct Claim Status (DCS) they will be able to sign off their own certificate claim forms for that qualification without having to wait for our External Quality Advisor (EQA) to visit. If the centre doesn't have Direct Claim Status (DCS) then these results will not be signed off until an EQA has conducted a review.

IAO process results within two working days if the Centre has Direct Claim Status. Once the results have been processed, you will be able to download an eCertificate free of charge from QuartzWeb within 30 minutes. Paper copies of certificates can be requested for a fee (please refer to our fees list on our website) and these will be received in the post within 10 working days of the request being processed. If a centre does not have Direct Claim Status but has had results signed off by an EQA following a review. These will be processed pending the EQA within 10 working days.

For replacement certificates, refer to policy and procedure for issuing of replacement certificates for qualifications.