

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Procedure for Claiming Certificates and Digital Badges

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Approved by	Scott Ward (CEO)
Policy owner	CEO

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CITY & GUILDS ASSURED ALIGNMENT

Clear, verifiable recognition of completion through certificates and digital badges evidences learner outcomes under City & Guilds Assured provision, supported by a secure, auditable record of achievement that can be reviewed by City & Guilds.

1. Purpose

This procedure sets out how learners are issued with, and can claim, their Humanise Solutions / City & Guilds Assured certificate and digital badge on successful completion of a programme. It ensures that recognition is issued accurately, promptly and verifiably, and that a secure record is maintained.

2. Scope

This procedure applies to all learners on certificated Humanise Solutions programmes and to the staff responsible for confirming completion, issuing recognition and maintaining records.

3. Definitions

Certificate	A formal record confirming a learner has completed a Humanise Solutions / City & Guilds Assured programme.
Digital badge	A verifiable digital credential representing the learner's achievement, shareable online.
Completion	Meeting the programme's defined requirements and learning outcomes, confirmed through internal quality assurance.

4. Eligibility and completion criteria

To be issued with a certificate and digital badge, a learner must complete all required programme days and modules and meet the engagement expectations of the programme. Completion is confirmed against the programme's defined learning outcomes through our internal quality assurance process. As City & Guilds Assured recognises successful completion of endorsed learning rather than a regulated graded qualification, there is no graded pass mark; recognition reflects successful completion and the demonstration of the learning outcomes.

5. How recognition is issued

- On confirmation of completion by the Programme Lead, the learner is issued with a Humanise Solutions / City & Guilds Assured certificate and a digital badge.
- Recognition is issued via the Humanise Solutions Digital Academy (LMS) and/or by email to the learner's registered address.
- The digital badge links to a national job board, offering access to opportunities based on the skills the learner has developed.

6. How learners claim or access their recognition

- Certificates and digital badges are normally issued within 10 working days of completion being confirmed.
- Learners access their digital badge through the platform link provided and can download or share it.
- If a learner has not received their certificate or badge within the expected timescale, they should contact contact@humanisesolutions.com; we will verify completion and reissue as needed.

7. Verification, authenticity and record keeping

We maintain a secure record of issued certificates and digital badges, including the learner, programme, date of issue and the basis for completion, as part of our quality-assurance evidence base. Digital badges are verifiable through the issuing platform, and our records support the City & Guilds Assured audit trail. Records are retained in line with our retention schedule.

8. Replacements, corrections and integrity

Replacement certificates or corrections (for example a name amendment) can be requested by email; we verify the request and reissue, updating our records. Where the integrity of an award is called into question (for example evidence that completion was not genuinely achieved), we will investigate and may withhold or revoke recognition, recording the decision and rationale and informing the learner.

9. Data protection

Learner achievement data is processed in line with our Data Protection Policy and the UK GDPR, with access restricted to authorised personnel and data retained only as long as necessary.

10. Roles, responsibilities and review

- Programme Lead: confirms completion against the defined learning outcomes.
- Data & Impact Officer (Emily Ward, from 1 March 2026): issues certificates and badges and maintains accurate records.
- Quality Assurance Lead: verifies the integrity of issuance and the audit trail.

This procedure is reviewed annually, or sooner if contractual or operational requirements change.