

## REPLACEMENT CERTIFICATE & STATEMENT OF ACHIEVEMENT REQUEST FORM

### **Please read the information below before completing this form**

If the original certificate has been misplaced, stolen, or lost, this form is to request a Replacement Certificate. The individual/recognised centre **must** ensure that all possible measures have been taken to locate the original certificate before applying for a replacement.

If the name of the individual has legally changed since the time of certification, then this form can be used to request a Replacement Certificate in the new name. Please ensure that a scanned colour copies of the below documentation is added to your application:

- Copies of your original certificate(s)
- One of either an in-date Passport or an in-date Driving Licence
- Deed Poll
- Birth Certificate
- Marriage Certificate and or Divorce Papers
- And an official letter such as a bank statement, pay slip, doctors' letter etc."

This form can also be used to request a Statement of Achievement. This is a document on headed paper, which formally confirms an achievement of a qualification.

Qualifications achieved prior to 01<sup>st</sup> January 2012 are not eligible for replacement certificates due to regulatory changes, however we can provide a Statement of Achievement.

Propertymark Qualifications issue all certificates via Royal Mail Recorded Signed For™ Delivery to UK addresses only. We cannot email copies of certificates. Statements of Achievement are issued electronically via email.

Please note that:

- The form must be completed and signed by the candidate.
- The information provided must be as accurate as possible.
- Please allow 20 working days for an application to be processed. We are unable to prioritise or fast track any forms we receive.
- Replacement certificates will not be released until we have received confirmation of payment.
- Only one replacement copy of each certificate is permitted.
- Whilst we endeavor to locate all candidate results, we are unable to guarantee success. We are unable to offer a refund if your information is not located.

Candidate Information – At time of undertaking the qualification			
Title		Date of Birth	
Forename		Surname	

Complete this section if you are requesting a replacement certificate due to change of name					
Title		Forename		Surname	

Current Postal Address	
Address Line 1	
Address Line 2	
Town/City	
Postcode	

Qualification Information			
Qualification Title			
Qualification Level (Level 2/5, 3/6 or 4)		Candidate Number (e.g., Q0176723)	
Month/Year of achievement			

**Proof of Identity**

a) To confirm your identity,  
you must include a copy of  
one of the following:

Birth Certificate

Driving License

Passport

b) If your name has changed since undertaking  
the qualification, or you are requesting  
a change of name, you must also  
include a copy of one of  
the following:

Marriage Certificate

Decree Absolute

Deed Poll

**Please explain why you are requesting a replacement certificate or statement of achievement:**

**Fee**

A fee is charged to cover the search, administration, printing, and postage costs incurred with dispatching these documents. Please see the current fees list located in the:

- Learner portal under “Useful Documents”
- Propertymark Qualifications [Examinations](#) webpage - Related policies and form section.

*(tick as appropriate)*

Replacement Certificate

Statement of Achievement

**Declaration**

I confirm that the information provided in this application is true and accurate to the best of my knowledge:

Signature:

Date:

**Payment Information**

When your form is being processed, we will invoice you for the payment of your replacement certificate and/or statement of achievement.

Payment is accepted in Pounds Sterling (£) and by BACS only.

We are not permitted to take cash payment or payment by debit/credit card.

<b>Checklist</b>	
<b>Applications will not be processed until we have received all the relevant information. Please ensure that you have:</b>	<b>TICK √</b>
Completed all sections of the form	
Agreed to payment by BACS only	
Enclosed/attached a copy of the relevant identification and any other relevant documentation	
Signed the declaration	

**Please return the completed form by post or email to:**

**Propertymark Qualifications  
Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
Warwickshire  
CV34 6LG**

**qualifications@propertymark.co.uk**