

Results Service

Unless Centres are notified otherwise, results will be available to them no longer than 28 working days of any assessment, including Moderator visit assessments. Certificates will always be sent direct to the centres unless there are any exceptional circumstances.

While IBSL will not usually provide examination results directly to learners, we reserve the right to inform learners of their results in extreme circumstances upon satisfactory proof of identity.

Learners must check personal details (e.g. legal name and date of birth) on their statement of results carefully as this information will be printed on their certificates. Any amendments should be made immediately.

Certificates

Personal detail amendments

Before certificates are issued, centres should check that learners' details are correct as, once they are issued, there will be a charge for personal detail amendments (e.g. to correct name misspellings). Amended certificates can be issued for thirteen months, after which centres must apply for a certifying statement of results. Charges for replacement certificates as a result of personal detail amendments can be found in our Fees List.

Amendment requests should be sent on letter-headed paper, along with the original certificate, to:

Institute of British Sign Language
2nd Floor Empire Court
30 Museum Street
Warrington
WA1 1HU

Replacements for lost certificates

If certificates are lost by the centre, IBSL can issue replacements for the first month only, after which there will be a charge for replacement certificates for a further 12 months. After this (13 months after the assessment date), centres can only apply for a certifying statement of results.

The fees for the replacement certificates and certifying statement of results are to be found in our Fees List.

Conditions of issue of certificates

It is the centre's responsibility to forward certificates to its learners in all cases. Certificates may be handed to the learners; centres should obtain proof of identity and signatures.

Office use only:

IBSL – Results service policy created and revised on:

Created in January 2012

Reviewed in January 2015