

# Re-Issue of Certificate Policy





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*to offer excellent face to face and online academic courses with the aim of providing students with a learning experience comprising of quality of teaching, learning facilities and a positive education experience.*

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# Policy Statement

The Re-Issue of Certificate Policy at 21 Academy outlines the guidelines and procedures for course participants to request a re-issuance of their certificates, including the associated administrative fee and verification process. This policy ensures efficient and reliable re-issuance of certificates while maintaining the integrity and accuracy of the certification records.

# 1. Re-Issue Request and Administrative Fee

1.1. Course participants who require a re-issuance of their certificate must submit a formal request to the academy's administrative office.

1.2. A non-refundable administrative fee of €10 will be charged for each certificate re-issuance request.

1.3. The administrative fee must be paid in full before the collection of the re-issued certificate. Payment methods and deadlines will be communicated by the staff member handling the request.

# 2. Verification Procedure

2.1. To ensure the authenticity and validity of the re-issued certificate, 21 Academy will conduct a verification procedure.

2.2. Participants requesting a re-issuance must provide a copy of their identity document, the study programme in question as well as the reason behind the request.

2.3. The administrative office will verify the participant's identity and compare the information provided with the academy's records before initiating the re-issuance process.

# 3. Certificate Re-Issuance Process

3.1. Once the administrative fee is paid and the verification procedure is successfully completed, the re-issuance process will commence.

3.2. The academy will generate a new certificate reflecting the original details and issue it to the participant.

3.3. The re-issued certificate will bear a notation indicating that it is a copy to differentiate it from the original certificate.

## 4. Records and Documentation

4.1. The administrative office will maintain accurate records of all re-issued certificates, including the date, participant's information, reason for re-issuance, and any additional remarks.

4.2. A record of the administrative fee payment will also be documented in the participant's file.

## 5. Collection of Re-Issued Certificate

5.1. Participants will be notified by the administrative office once the re-issued certificate is ready for collection.

5.2. The participant must present a valid identification document matching the information provided during the verification process.

5.3. The administrative fee payment receipt should be presented as proof of payment before the collection of the re-issued certificate.

## 6. Expiration of Re-Issue Request

6.1. Participants who fail to collect their re-issued certificate within six months from the notification date may be required to submit a new re-issuance request and pay the administrative fee again.

## 7. Amendments to Certificate Information

57.1. In the event of necessary amendments or corrections to the participant's certificate information (e.g., name change, misspelling), a separate procedure and fee may apply. Participants should contact the administrative office for specific instructions in such cases.

## 8. Confidentiality and Data Protection

8.1. 21 Academy is committed to maintaining the confidentiality and security of participants' personal information provided during the certificate re-issuance process. All data will be handled in accordance with applicable data protection laws and regulations and 21 Academy's Privacy Standard.

## 9. Policy Review

9.1. This policy will be periodically reviewed to ensure its effectiveness and compliance with relevant regulations. Any necessary updates or amendments will be communicated to the course participants in a timely manner.

Note : This policy and the associated administrative fee are subject to change. Participants should refer to the most recent version of the policy and consult the administrative office for any updates or clarifications.



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