

CISI Candidate Policy 8: CBT Exam Certificates

This policy relates to the issuing of certificates for CBT examinations, how to access them, when replacement certificates are issued and how a hard copy certificate can be obtained.

8.1 Exam certificates

- 8.1.1 The CISI arranges for award certification as part of its processing of candidates' results. The certificates are visible in the secure area of our website, [MyCISI](#).
- 8.1.2 Exam certificates are available to view and print five working days after the examination date. Candidates **must** complete their data sharing preferences before they can view or download their exam certificates.

8.2 Procedure for obtaining certificates (if not received)

- 8.2.1 Candidates are requested to wait for five working days after the exam sitting to view their certificate. If the certificate is not available after that time, candidates should contact the Customer Support team (Email: customersupport@cisi.org; Telephone: +44 20 7645 0777).

8.3 Certificates marked 'REPLACEMENT'

- 8.3.1 The qualifications regulators, Ofqual (The Office of the Qualifications & Examinations Regulator), Qualifications Wales and CCEA (Council for the Curriculum, Examinations and Assessment) in Northern Ireland, stipulate that the CISI is permitted to produce only one original certificate. All subsequent copies produced, including copies downloaded from MyCISI, must be marked 'REPLACEMENT'.
- 8.3.2 If the original certificate has been returned to the CISI due to a name change request, or due to damage, the replacement certificate does not need to be marked 'REPLACEMENT'.

8.4 Related costs

- 8.4.1 Candidates may print their own certificates, downloaded from the CISI website. A hard copy certificate may be obtained from the CISI, and an administration fee of £26.00 per certificate will apply to all hard copy certificate requests. Certificates can be obtained by emailing customersupport@cisi.org.
- 8.4.2 Candidates who have requested a hard copy certificate but do not receive this may request for another certificate to be issued free of charge within six months of the original hard copy certificate order date. Requests for replacement hard copy certificates that are made after six months of the order date will be subject to a further administration fee of £26.00.