

# Request for Replacement Certificate



A replacement certificate is an exact duplicate of the original certificate and is only applicable for a qualification or unit where a CACHE certificate has previously been issued. Please note the word 'Replacement' will be reflected on the certificate.

If requesting replacements for more than one qualification or unit, a separate application form should be completed.

PLEASE COMPLETE IN CAPITAL LETTERS

## Learner details (name as it appears on the certificate at the time of issue)

First name: \_\_\_\_\_

Last name: \_\_\_\_\_

Date of birth: 

|   |   |   |   |   |   |
|---|---|---|---|---|---|
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|---|---|---|---|---|---|

CACHE Learner Code (if known): 

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## Details of qualification

Qualification / unit title: \_\_\_\_\_

Qualification / unit code: \_\_\_\_\_

Certificate number (if known): \_\_\_\_\_ Year of certification: \_\_\_\_\_

Name of college / centre: \_\_\_\_\_

Centre number (if known): \_\_\_\_\_

## Contact details of the replacement certificate requester

Daytime telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email\* \_\_\_\_\_ \* This is the address CACHE will use to contact you if you are intending to pay for this service by credit/debit card or BACS

The learner is aware that an application has been requested (applicable if requesting on behalf of the learner)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Please complete both sides of this form and return to **CACHE Customer Service Team, Apex House, 81 Camp Road, St Albans, AL1 5GB** or scan the completed form and return by email to [info@cache.org.uk](mailto:info@cache.org.uk)

Please keep a copy of the completed form for your own reference.

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## Additional documents (required if you are a learner requesting a replacement certificate)

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A clear photocopy of one of the documents below should accompany this application form. Indicate which document has been included (please tick):

Birth certificate                       Passport                       Driving licence

\*\*Where a replacement certificate is being delivered to the learner's address, a photocopy of the following document should also be included;

Proof of current address

## Address to where the replacement certificate should be sent

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Learner address\*\* → \_\_\_\_\_

Centre address \_\_\_\_\_ Postcode: \_\_\_\_\_

## Payment details

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I have a payment account set up with CACHE.

Purchase Order number: \_\_\_\_\_

Payment by credit/debit card\*.

\* Following receipt of your form, CACHE will send you an email asking you to contact us to make payment. Please have your card details to hand when you call.

Payment by BACS.

## Please note the following terms and conditions before placing your request

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The replacement certificate will state the name of the learner at the time the qualification or unit was achieved. It remains the responsibility of the employer to check that the individual named on the certificate is the person to whom the certificate relates.

In the event of CACHE being unable to trace the learner's qualification and/or unit based on the details supplied on this form or incomplete documentation submitted, the full fee will be applied.

Following receipt of a fully completed form and payment, requests for Replacement Certificates will be completed within 10 working days.

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Please keep a copy of the completed form for your own reference.

For general enquiries please contact CACHE Customer Service Team  
Telephone: 0345 347 2123 email:[info@cache.org.uk](mailto:info@cache.org.uk)

  
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