

Replacement Certificate Request.

Certificates for training are issued in the name of the delegate to the person or organisation that placed the original booking. In the event that you have not received your certificate please contact them first.

All certificates contain a unique serial number; replacement certificates are produced to supersede any previously printed certificate. The FIA is not able to produce additional copies.

Certificates are produced according to the information supplied at the time of booking, The FIA will not be held responsible for errors made during booking and reserve the right to charge for corrections. In the event that the FIA make an error please return the certificate with a note clearly detailing the correction requested. **If you require a BAFE certificate that has been issued after April 2009 please contact BAFE on 0844 335 0897**

Please allow 28 days to process your replacement certificate; the FIA is not able to prioritise a request for a replacement.

Please ensure that you complete all relevant fields on the form below, and submit the correct payment, failure to complete all of the required fields may delay processing of your request.

Mandatory fields are marked with an ()*

Personal Details	
*Title (Dr, Mr, Miss, Ms)	
*Full Name	
Name on certificate (If different)	
*Current Address	
*Postcode	
*Contact Telephone	

Email

Course / Exam Details (Correct at the time of the course)	
*Course / Exam Title	
*Course / Exam Date	
*Venue / Area	
Employer	

Original Certificate No. (if known)

Pricing (Please tick as required)		
Replacement Certificate	£30.00 (+VAT)	
2 st Class Postage	No Charge	

1 Class Postage Recorded £3.00

I have read and understand the terms and conditions of replacement certificates and agree to be bound by them.

*Signed _____

*Date _____

*Name (Please print) _____

Instructions for use

To request a replacement certificate please complete and print the form above, submit along with a cheque made payable to the 'Fire Industry Association' to:

FIA Training Coordinator
The Fire Industry Association
Tudor House
Kingsway Business Park
Oldfield Road
Hampton
Middlesex
TW12 2HD

Terms and conditions

- Replacement certificates will only be issued following confirmation of entitlement through our database and receipt of cleared funds for payment in full.
- Certificate requests that are not accompanied by payment in full will not be handled beyond written notice of missing payment.
- Payments received for replacement certificates are non-refundable.
- In the event certificate details cannot be located the applicant will be informed in writing, applicants will be allowed 28 days to respond before the request is cancelled.
- The FIA will not change or replace the information included on the certificate at the time of original issue except where this is to correct an error.
- The FIA will, at the request of the applicant, remove the company name from a certificate; no other name will be entered in its place.
- The FIA reserves the right to charge for a certificate to correct an error in the information supplied.
- Certificates remain the property of the company or individual that placed, and made payment for, the booking. Any request for a replacement certificate must be with the appropriate authority.

In signing the request form the applicant states that they have the appropriate authority for a replacement certificate. In the event that authority is in question the applicant will be sent a written request for further clarification as is considered necessary. Applicants will be allowed 28 days to respond before the request is cancelled.

The FIA reserves the right to refuse a request for a replacement certificate and will not be held responsible for issuing a replacement certificate to an unauthorised person.

- Certificates form part of an individual's personal data and are covered by the provisions of the Data Protection Act 1998. Under the terms of this Act, it is an offence to provide or obtain the personal data of another individual without their knowledge and express consent. Both the FIA and the applicant are required to observe the terms of this Act.

In signing the request form the applicant confirms they are requesting a replacement of a certificate relating to their own awards and not those of any other person. Where a company representative is requesting a certificate on behalf of the delegate detailed, they state that they are acting on behalf of the delegate and have the appropriate authority.

The FIA reserves the right to refuse to process any application for a replacement certificate if the identity of the applicant is in question. In this event, the FIA will send a written request for such further clarification as is considered necessary. Applicants will be allowed 28 days to respond before the request is cancelled.