



Distribution of Certificates Policy

Tree of Life Educational and Therapeutic Ltd
(SEMH Alternative Provision with Therapy-Led Practice)

Review date 17/9/2025

1. Policy Statement

Tree of Life Educational and Therapeutic Ltd is committed to ensuring that the distribution of learner certificates is carried out efficiently, securely, and supportively. As a therapy-led SEMH alternative provision, we recognise that the issuing of certificates is not just an administrative task but an important opportunity to celebrate learners' achievements, build self-esteem, and reinforce therapeutic progress.

2. Certificate Production (Awarding Organisation)

- Open Awards will issue certificates for learners who have successfully completed unit(s) within 20 working days of receipt of verified results.
- Certificates are sent to Tree of Life via recorded delivery, addressed to the Business Manager (currently Sarah Cryer).

3. Checking and Recording

- Tree of Life will check all certificates upon receipt.
- Any problems or discrepancies will be reported to Open Awards within 5 working days.
- Once certificates are confirmed as correct, Tree of Life will formally acknowledge receipt within 10 working days via the Secure Portal.
- Records of results and copies of certificates will be securely maintained by the Business Manager in both the group database and/or in the learner's personal file.

4. Distribution to Learners

- Tree of Life will issue learner certificates within 7 working days of receipt from Open Awards.
- Unless otherwise agreed (e.g., by Local Authorities or parents/carers), certificates will be issued directly to learners.
- Learners will be asked to acknowledge receipt of each certificate gained.

5. Therapies at the Forefront

- Certificate presentation will be treated as a therapeutic milestone, recognising not only academic achievement but also personal growth, resilience, and emotional progress.
- Therapists and staff may be involved in certificate handovers to ensure achievements are celebrated in a supportive and confidence-building manner.
- Where learners may experience anxiety around formal recognition, alternative approaches (e.g., small group celebration, one-to-one recognition, or parent/carer involvement) will be used to ensure the process is positive and affirming.

6. Lost or Damaged Certificates

- Learners or parents/carers must notify Tree of Life immediately if a certificate is lost or damaged.
- Replacement certificates will be applied for in line with Open Awards procedures, and learners will be informed of any associated costs.

7. Monitoring and Review

- The Leadership Team will oversee the effectiveness of this process to ensure compliance, security, and therapeutic alignment.
- This policy will be reviewed annually, or sooner if awarding organisation requirements change.