

CERTIFICATION POLICY

THIS PROCEDURE IS CONTROLLED BY RED DUNE TRAINING CENTRE AND MAY NOT BE AMENDED, REVISED OR ALTERED IN ANY OTHER WAY WITHOUT THE AUTHORIZATION OF THE COMPANY.

THE SIGNATURES BELOW AUTHORISE ALL PAGES OF THIS PROCEDURE FOR USE FROM THE DATE OF APPROVAL SHOWN

Note: This policy will apply on the RED DUNE own programs (tvtc approved) certification and training cards and in case of international qualification will follow and apply their own guidelines and protocols.

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RED DUNE

Certification Policy

REDDUNE TRAINING CETNER

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1. Scope and Purpose

Purpose

This policy sets out how Red Dune Training Centre (Saudi Arabia) manages the fair, secure, and timely certification of learners who complete approved programmes. It explains the principles, responsibilities, and controls that ensure certificates accurately reflect proven competence and are issued only when all assessment, quality assurance, and regulatory requirements have been met. The policy underpins our commitment to impartiality, learner confidence, employer trust, and continual improvement across our certification activities.

Scope

This policy applies to all qualifications and short courses we deliver or administer, including international qualifications and TVTC-approved programmes. It covers the end-to-end process from eligibility confirmation to certificate production, verification, distribution, replacement, and revocation. It applies to all staff involved in assessment decisions, internal quality assurance (IQA), data entry, records management, and communications with awarding bodies, TVTC, employers, and learners.

What this policy enables

- Consistent eligibility checks against approved assessment outcomes and any required practical elements.
- Accurate submission of results to awarding bodies/TVTC and controlled issue of centre-branded statements (where permitted).
- Secure handling of learner data, prevention of fraud, and reliable verification of certificate status for third parties.
- Traceable records, version control, and auditable evidence that support external reviews.
- Clear service levels and escalation routes for queries, corrections, replacements, and appeals that affect certification.

Interfaces

This policy links with Assessment, Malpractice/Maladministration, Data Protection, Document Control, Appeals, Reasonable Adjustments/Special Consideration, and Quality Assurance procedures.

Compliance and improvement

Processes are aligned with TVTC requirements and the management-system principles of ISO 9001 (quality), ISO 14001 (environmental controls relevant to operations), and ISO 45001 (safe working conditions). Performance is monitored via KPIs and periodic reviews to drive corrective, preventive, and continual improvement actions.

2. Prerequisites for certification

Purpose

To define what a learner must complete before Red Dune Training Centre can recommend certification for any programme under international HSE awarding bodies or TVTC oversight. Guidance is provided to learners.

Eligibility

1. **Identity and enrolment:** Valid ID verified; enrolment form, fees, and declarations completed.
2. **Entry requirements:** Programme-specific prerequisites met (e.g., language, prior learning, site experience, or medical fitness for practical tasks).
3. **Attendance:** Minimum taught hours achieved (normally $\geq 90\%$ or the awarding body/TVTC threshold).
4. **Assessment completion:** All required assessments sat under approved conditions; reasonable adjustments or special consideration recorded.
5. **Competence evidence:** Practical logs, workplace evidence, or portfolios submitted and authenticated as required.
6. **Conduct and integrity:** Compliance with exam security, academic honesty, and centre rules; no unresolved malpractice.
7. **Health, safety, environment:** Inductions completed; PPE and safe-system compliance during practicals; incidents closed out.
8. **Financial clearance:** All fees settled unless a confirmed sponsorship arrangement exists.

Internal verification and approvals

- Assessor decisions sampled by IQA; actions closed.
- Discrepancies resolved via second marking or standardisation.
- Results authorised by the Centre Manager or delegated Results Approver.
- Where external moderation is required, certification depends on external confirmation.

Records and timings

- Certification proceeds only when controlled records (attendance, results, IQA sampling, identity checks, integrity declarations) are complete and current.
- Target timeframes for recommending certification are published per programme; exceptions are communicated in writing.

Right to appeal

Learners may appeal a refusal to recommend certification through the centre's Appeals Policy.

3. Certificate formats & access

Red Dune Training Centre will issue their own certificates and training card of their own programs which are approved from TVTC, and in centre-branded digital copies where permitted. Physical certificates use secure paper with serial numbers, watermark, hologram (where supplied), and authorised signatures. Digital certificates (PDF) are protected, non-editable, and include a unique verification code and QR link to our verification page.

Names, dates, grades, unit titles, and unique learner numbers are printed exactly as held in the approved learner record. Bilingual content (English/Arabic) is provided where permitted by TVTC. Replacement or reissue follows identity checks, evidence review, and payment of any applicable fees; the original status is recorded as “void/replaced”.

Learners can access digital copies and verify status through a secure portal after identity authentication. Physical certificates may be collected in person with valid ID or dispatched via tracked courier to the registered address; safe handling and secure storage procedures apply. Certificates for TVTC or international HSE awards are released only after all assessments are passed, internal quality assurance is complete, external quality confirmation (where applicable) is received, and all fees are settled.

To protect privacy, certificate data is released only to the learner or a legally authorised third party. Records of issue, replacement, and revocation are controlled documents, retained per our retention schedule. In line with environmental objectives, we default to digital issue where allowed, while maintaining accessibility arrangements for learners who require printed copies. For assistance, contact certifications via support channels.

4. Data accuracy & quality checks

To ensure all learner and certification data at Red Dune Training Centre (Saudi Arabia) is complete, correct, traceable, and securely controlled from registration to certificate issuance, in line with awarding-body rules, TVTC expectations, and our ISO 9001/14001/45001 management systems.

Scope

Covers registration, identity verification, assessment records, results entry, approvals, certificate creation/issue, amendments, reprints, suspensions, and revocations.

Principles

- One-truth data: the Student Information System (SIS) is the master record.
- Segregation of duties: no single person can register, grade, approve, and issue.
- Evidence-based decisions: every change is supported by auditable documentation.

Controls & Checks

1. **Data Capture:** Registration forms require legal name (per ID), date of birth, national ID/iqama or passport, contact details, course code, delivery dates, and accessibility needs. Incomplete forms are rejected.
2. **Identity Verification:** Front-desk checks original ID at induction; copies are stored in controlled files.
3. **Assessment Evidence Integrity:** Scripts, practical checklists, and logbooks are labelled with unique candidate and cohort IDs; chain of custody is recorded from room to secure store.
4. **Results Entry:** Two-person verification (maker–checker) compares marksheets, assessor feedback, and IQA sampling outcomes before any status changes in the SIS.
5. **Approvals:** The Quality Lead/IQA confirms sampling thresholds and resolves discrepancies; Centre Manager authorises final results and certificate release.
6. **Certificate Build:** Automated pull from SIS to certificate template with unique serial/QR; system flags mismatches (name, unit codes, dates). Test print is reviewed and signed off before batch issue.
7. **Amendments/Reprints:** Processed only on written request with supporting evidence; previous certificate numbers are retired and logged; learners are informed of timelines and any fees.
8. **Data Security & Retention:** Access is role-based; backups run daily; paper records are minimised, stored securely, and disposed of via confidential destruction.
9. **Environmental & OH&S Considerations:** Default e-certs where permitted; safe handling/storage of paper archives; reduced printing and energy use in certificate runs.

5. Claiming & timelines

To set clear, fair, and auditable timeframes for making certification claims and issuing results/certificates for Red Dune Training Centre programmes, including international qualifications and TVTC-approved courses.

Eligibility to Claim

A certification claim may be submitted only after: (a) assessment completion and verification, (b) identity and attendance checks, and (c) closure of any malpractice investigations. The Quality Lead confirms readiness to claim.

Issuing Targets

From the date a valid claim is lodged:

- **Electronic results/letters:** target within 24 after completion of training or course of our own TVTC approved programs.
- **Certificates:** target within 24 to 72 working hours after results, or per awarding body. We will notify candidates if external timescales change.

Urgent Claims

Where a justified business or visa need exists, the Centre Manager may prioritise a claim; justification and evidence must be filed.

Communication & Tracking

Learners receive a claim confirmation with a unique reference. Status updates are available via exam@reddune.org or the learner portal. Returned mail or undelivered emails trigger follow-up within 2 working days.

Accuracy & Data Integrity

Names must match official ID. Spelling, transliteration, and birthdates are verified before submission. Errors discovered after submission are corrected through the awarding body/TVTC amendment process; replacement fees may apply.

Appeals and Holds

Claims linked to an open appeal, special consideration, or malpractice case may be placed “on hold” until resolution.

Recordkeeping

All claims, approvals, and issue dates are controlled records, retained per our Document Control and Data Protection procedures and available for audit.

6. Name changes, corrections & replacement certificates

To ensure accurate learner identity and secure certification while complying with awarding-body rules, TVTC expectations, and ISO 9001 (control of records), with appropriate environmental (ISO 14001) and OH&S (ISO 45001) considerations.

Scope

Applies to all certificates, statements of results, and digital credentials issued via Red Dune Training Centre (Saudi Arabia) for international qualifications and TVTC-approved programmes.

A. Name Changes (post-registration or post-issue)

1. **Eligibility:** Legal name change after registration (e.g., marriage, court order, passport renewal). Or as per international awarding bodies.
2. **Evidence required:** Government ID showing new name and at least one supporting document linking old and new names.
3. **Process:** Email exam@reddune.org with a completed Name Change Form, copies of evidence (certified true), and the certificate number (for the reddune own programs). For international bodies certification their rules will apply.
4. **Outcome:** A reissued certificate shows the new legal name and original achievement date. Previous certificate must be returned or digitally revoked.

B. Name Corrections (typographical/transliteration errors) (for the reddune own programs)

1. **Eligibility:** Spelling, order, diacritics, or transliteration errors traceable to source documents provided at enrolment.
2. **Evidence required:** Clear copy of passport/National ID used at registration.
3. **Process:** Notify support@reddune.org within 30 calendar days of results notification. We correct centre records and request awarding-body amendments where applicable.
4. **Fees:** Waived when the centre is at fault; otherwise, awarding-body/TVTC fees may apply.

C. Replacement Certificates (lost, damaged, stolen)

1. **Eligibility:** Original lost, stolen, or damaged.
2. **Evidence required:** Lost/stolen: a signed declaration (and police report where available). Damaged: return fragments or provide photos.
3. **Process:** Submit the Replacement Certificate Form to admin@reddune.org with evidence and ID. We authenticate, record the reason, and request a replacement per awarding-body rules.
4. **Marking:** Replacements may be annotated "Replacement" and carry the original award date and number.

General Controls

- **Identity Verification:** All requests require photo ID; in-person collection requires safe access controls. (for the reddune own programs)
- **Data Protection:** Documents are handled under our Data Protection Policy; only minimum necessary data is retained.
- **Records & Traceability:** Requests, evidence, decisions, and dispatch logs are controlled records with retention per our schedule.
- **Sustainability:** We prioritise secure e-certificates where permitted; paper reprints use certified stock.

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- **Turnaround & Communication:** We acknowledge within two working days and advise expected timelines and any fees before proceeding.
- **Fraud Prevention:** Falsification triggers investigation; we may notify awarding body/TVTC per Malpractice Policy.
- **Audit:** Requests may be sampled during audits.

7. Withholding, suspension, or revocation

To explain when Red Dune Training Centre (Saudi Arabia) may withhold, suspend, or revoke certificates or results, ensuring fairness, due process, and compliance with awarding body rules, TVTC expectations, and ISO-based quality controls.

When certificates may be withheld

We may place results “pending” or hold certificates where: identity cannot be verified; fees or required documents are outstanding; suspected malpractice or maladministration is under investigation; assessment evidence is incomplete; reasonable adjustment or special consideration decisions are unresolved; or external verification is required. Learners will be informed in writing with the reason and next steps.

Grounds for suspension or revocation

Certification already issued may be suspended or revoked if: proven malpractice (e.g., plagiarism, impersonation, collusion); falsified records, attendance, or work; breach of exam security; assessor or centre conflicts that materially affect outcomes; misrepresentation of competence; or directed corrective action by an awarding body, external verifier, or regulator. Where health, safety, or environmental risk is identified, immediate suspension may apply until competence is revalidated.

Process and safeguards

1. Notify the learner in writing and record the case.
2. Secure evidence, appoint an impartial reviewer, and provide the learner the opportunity to respond.
3. Decide and document outcomes: uphold, modify, or dismiss; specify corrective actions (reassessment, training, new evidence).
4. Communicate the decision, appeal routes, and timelines.
5. Update records, inform awarding bodies/TVTC where required, and retrieve or mark invalid any affected certificates.

Consequences

Suspension limits use of a certificate until resolved. Revocation invalidates the award; continued use is prohibited. Employers, clients, or regulators may be notified where legally or contractually required.

Reinstatement

Learners may regain certification by meeting specified conditions (e.g., successful reassessment, payment of fees, or completion of remedial training). Decisions are evidence-based and reviewed at the Quality Review Meeting to support continual improvement.

8. Fraud prevention & verification

To deter, detect, and respond to certification fraud and to provide secure verification of Red Dune Training Centre awards in line with TVTC expectations, ISO 9001 controls, and risk-based approaches under ISO 14001/45001 and international awarding rules.

Controls across the certification lifecycle

1. **Identity assurance:** photo ID at enrolment and assessment entry; secure image capture for remote exams; attendance and invigilation logs retained.
2. **Secure assessment evidence:** watermarking of scripts, chain-of-custody for practical records, tamper-evident storage.
3. **Results integrity:** dual verification (assessor + IQA), segregation of duties, and an audit trail in the learner system.
4. **Certificate security:** unique ID, QR code/URL, issue date, qualification details, and holographic or embossed seal for prints.
5. **Document control:** only current templates; versioning and print control with a register of voided/destroyed stock.
6. **Third-party claims:** written consent required to use the Red Dune name or logo in marketing.

Verification routes

- **Online:** verification portal on our website using the certificate ID/QR code.
- **Email:** send a clear scan to exam@reddune.org or support@reddune.org; we aim to confirm within five working days.
- **Phone/visit:** details published on our website; staff will request consent from the certificate holder where required.

Sanctions & remediation

Where fraud is proven, actions may include certificate withdrawal, learner exclusion, staff discipline, supplier de-registration, and legal action. Root causes feed into CAPA, standardisation, staff CPD, and security upgrades.

Records & data protection

All verification requests, decisions, and evidence are retained per our Records Retention schedule and processed lawfully and fairly, protecting personal data.

9. Records & retention

To define how Red Dune Training Centre (Saudi Arabia) creates, protects, stores, and disposes of certification records so that evidence of learner achievement and Centre compliance is complete, accurate, retrievable, and secure, in alignment with TVTC expectations and relevant ISO standards.

Scope

Covers all paper and digital records generated through registration, assessment, results approval, certification, appeals, complaints, and external quality assurance, including communications with awarding bodies and TVTC.

Ownership and control

The Head of Centre is the record owner. The Quality Lead controls formats, versioning, access levels, and retention schedules. Admin maintains the registers and archive, and IT safeguards system backups and cybersecurity.

Record types (examples)

- Learner identity and registration data
- Assessment and invigilation records, marking and moderation evidence
- Results approval sheets, certificates issued, and certificate tracking logs
- Reasonable adjustments, special consideration, malpractice and appeal outcomes
- External verifier/TVTC visit reports and actions
- Staff competence, CPD, and conflict-of-interest declarations
- Document change logs and audit reports

Minimum retention periods

- Learner registration and achievement: 7 years after certification
 - Assessment evidence and IQA sampling: 3 years after last use or audit closure
 - Malpractice, appeal, or complaint cases: 7 years after closure
 - Certificates issued/voided logs and serials: 10 years
 - Staff competence/CPD and COI registers: length of employment + 3 years
- Where an awarding body or TVTC stipulates a longer period, the longer period applies.

Storage and security

Records are stored in controlled locations with restricted access, using unique identifiers. Paper files are held in locked cabinets in access-controlled rooms. Digital records reside in encrypted repositories with role-based permissions and daily backups to a separate environment. Examination-related evidence is tagged “confidential—exam security”.

Data integrity and retrieval

All entries must be legible, traceable to a person and date, and protected from alteration. Retrieval time targets are set for audits, external reviews, or learner requests. Obsolete documents are clearly marked and withdrawn from use.

Disposal and environmental considerations

At end of retention, records are securely destroyed: cross-cut shredding for paper and certified wiping for media, with disposal logs retained. Recycling is prioritised where security permits, reflecting our environmental commitments.

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Monitoring and improvement

Retention schedules, access controls, and recovery tests are reviewed at least annually and after incidents. Findings feed into corrective actions and staff briefings to continually improve certification records control. Changes are approved and communicated to all staff.