

CertiTrack user guide

February 2025

Version 4.0

Information Classification: Internal
If printed this document becomes uncontrolled

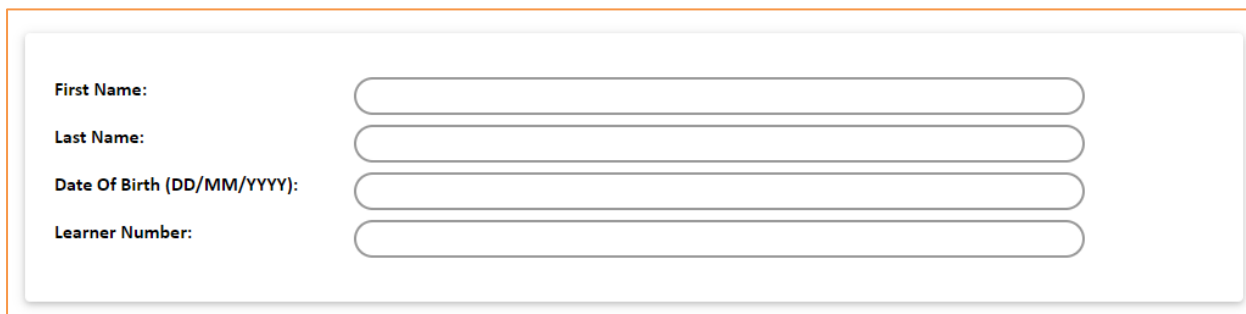
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1. Logging in and viewing certificates

If you need to change your name and order a replacement certificate jump to [this section](#).

- a. Open [CertiTrack](#) (to keep this guide open, right click the link and open in new tab) and enter the required details, which must match those held by VTCT. We recommend that a PC or laptop is used for accessing CertiTrack.



A screenshot of a login form with four input fields. The labels are: 'First Name:', 'Last Name:', 'Date Of Birth (DD/MM/YYYY):', and 'Learner Number:'. Each label is followed by a rounded rectangular input box.

Learner number

When your training provider (where you are studying/studied your qualification) registered your details with VTCT Skills, an enrolment/learner number was generated for you. This number can also be found on any issued certificates.

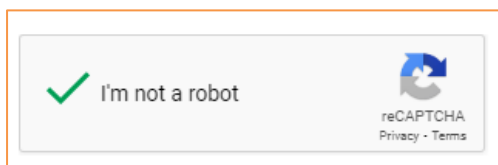
If you do not know your enrolment/learner number please first contact your training provider who should be able provide you with this information.

If your training provider is unable to assist please [contact us](#).

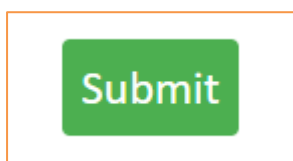
Ensure that you have to hand the following information when you call:

- Your full name (at the time you achieved your qualification)
- Your date of birth
- The qualification title and/or the year you completed your qualification
- The name of the training provider where you studied your qualification

- b. Complete the reCAPTCHA and then select 'Submit'.



A screenshot of a reCAPTCHA verification box. On the left, there is a green checkmark and the text 'I'm not a robot'. On the right, there is a blue circular arrow icon and the text 'reCAPTCHA Privacy - Terms'.



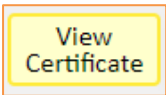
A green rectangular button with the word 'Submit' written in white text.

- c. After successfully logging in you are presented with your certification history - all certificates issued post-2009 will be displayed.

To order replacement certificates issued between 1995 and 2008 either [contact us](#) or see the [confirmation letter](#) section of this guide. To order replacement certificates issued pre-1995 please [contact us](#).

Please ensure you have a payment method, Debit/Credit card and the following information to hand when you call:

- your full name (at the time you achieved your qualification)
 - your date of birth
 - the qualification title and/or the year you completed your qualification
 - the name of the training provider where you studied your qualification
- d. From the Certification History page select ‘View Certificate’ to the right of the qualification you wish to view.



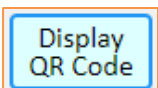
- e. The certificate and related details, and where applicable the unit transcript, for the chosen qualification will be displayed.

NB: Certificates viewed via CertiTrack are digital copies and are not valid as a printed document. See section 2 for details on how to share certificate information with 3rd parties.

2. Sharing certificate information with a 3rd party

Please ensure you have validated any requests for access to your certificate information before sharing any details.

- a. From your Certification History page select ‘Display QR Code’ to the right of the qualification you wish to share.



- b.** A QR code will be displayed.

If you are accessing CertiTrack on a PC/Laptop you can now select ‘Copy QR Code to Clipboard’ or you can take a photo of the QR code. Now send the QR code to the 3rd party via the applicable communication method, email for example:

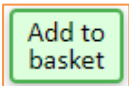
If you are accessing CertiTrack on a mobile device you can take a screenshot of the QR Code and send it to the 3rd party.

Once received the 3rd party simply needs to scan the QR code to access the related certificate information. The information the 3rd party will see is identical to the information displayed via [Viewing certificates](#).

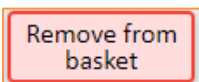
3. Ordering a replacement certificate

Please Note: Our certificate templates have been redesigned several times to incorporate additional security features and brand updates, and therefore a replacement certificate may not look and feel the same as the original.

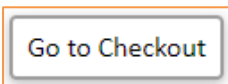
- a.** From your Certification History page select ‘Add to basket’ to the right of the qualification you wish to order a replacement for.



Upon successful selection the ‘Add to basket’ button to change to ‘Remove from basket’.



- b.** Select ‘Add to basket’ to the right of any other qualifications you wish to order a replacement certificate for.
- c.** Upon selecting all applicable items select ‘Go to Checkout’.



NB: You cannot order replacement certificates and a [confirmation letter](#) within the same order.

- d. The replacement certificate(s) added to your order and applicable fees will be displayed.

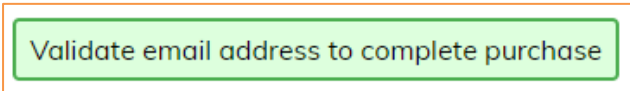
NB: At this stage the Postage costs field will display ‘To be confirmed’. This field will update with any associated postage costs upon completion of your address details.

- e. Enter your email address. This is required as you will be sent a validation code which you will need to complete your order. An order confirmation email will also be sent to this address once your order is complete.
- f. Enter the postal address that you want your replacement certificate(s) sent to. VTCT use recorded delivery where possible.

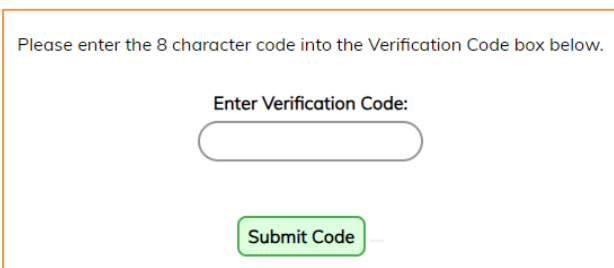
For UK addresses you can enter your postcode and select ‘Find Address’ or enter the address manually.

If the country selected is outside of the European Union the Postage cost field will now display the applicable fee.

- g. Upon entering your email and postal address, select ‘Validate email address to complete purchase’.

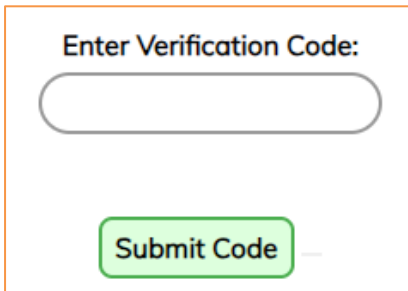


You will now receive the following onscreen message.



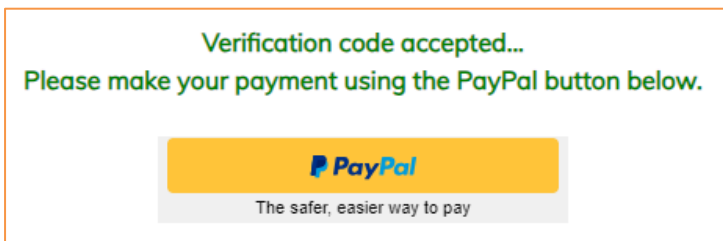
An email containing an 8 character verification code will now be sent to the address you entered. These emails can sometimes take a few moments to arrive so please be patient; you may need to check your junk/spam folders for the email. The subject header of the email is ‘Your replacement certificate purchase email validation’.

- h. Enter the verification code from the email in to the onscreen message and then select 'Submit Code'.

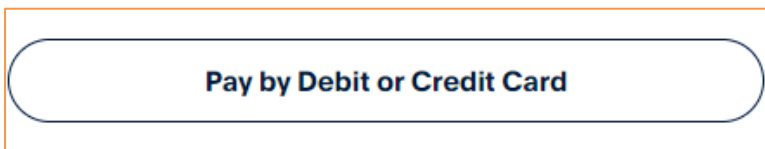


- i. A verification accepted message will be displayed if the verification is successful. To continue to payment select the link to PayPal.

You do not need to hold a PayPal account; an option to pay by debit or credit card will be available after selecting the PayPal link.

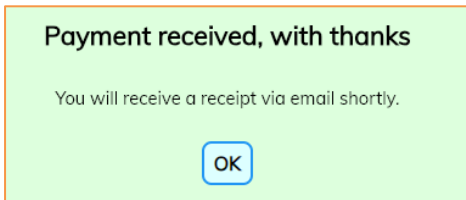


- j. Now log in to your PayPal account or select 'Pay by Debit or Credit Card'.



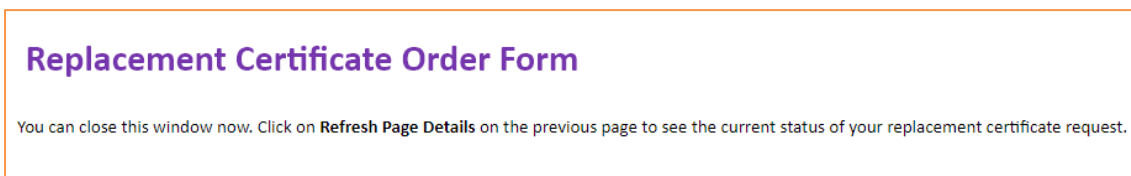
NB: The replacement certificate(s) you've requested will be sent to the postal address you provided earlier. This address will be used regardless of any details entered during the PayPal payment process.

- k.** Once payment is complete you will be taken back to CertiTrack and the following message will be displayed; select 'OK'.



You should receive a payment receipt email from PayPal to the address associated with your payment.

- l.** Read the onscreen message.



- m.** You will now receive an order confirmation email. The subject header of the email is 'Your replacement certificate receipt'. You may need to check your junk/spam folders for the email.

You can check the status of order anytime by logging in to [CertiTrack history portal](#). Within the order status portal:

- The 'Reprint Status' will change from 'To be generated' to 'To be printed' once VTCT Skills received and begun to process the order
- The 'Reprint Status' will change from 'To be printed' to 'Printed' once the certificate has been printed

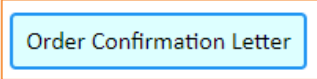
4. Ordering a confirmation letter

- a.** Confirmation letters can be requested in place of certificates, for example by employers or government agencies.

A confirmation letter, also known as an Academic Transcript, is an official letter confirming all achievement held on record for you from 1995.

For pre-1995 achievement records please [contact us](#).

- b. From your Certification History page select 'Order Confirmation Letter'.



NB: You cannot order a confirmation letter and replacement certificates within the same order.

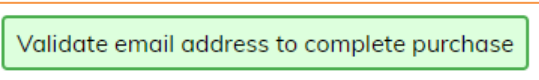
- c. Your basket will open in a new window, and the confirmation letter details and fee will be displayed.

NB: At this stage the Postage costs field will display 'To be confirmed'. This field will update with any associated postage costs upon completion of the address details.

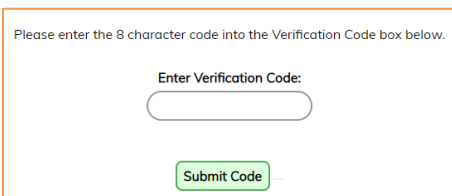
- d. Enter your email address. This is required as you will be sent a validation code which you will need to complete your order. An order confirmation email will also be sent to this address once your order is complete.
- e. Enter the details of the postal address that you would like the confirmation letter sent to. For UK addresses you can enter your postcode and select 'Find Address' or enter the address manually.

If the country selected is outside of the European Union the Postage costs field will now display a fee.

- f. Upon entering your email and postal address, select 'Validate email address to complete purchase'.

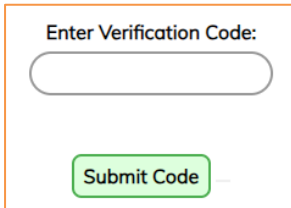


You will now receive the following onscreen message.



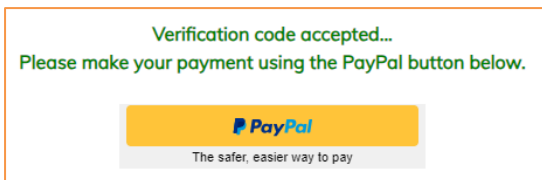
An email containing an 8 character verification code will now be sent to the address you entered. These emails can sometimes take a few moments to arrive so please be patient; you may need to check your junk/spam folders for the email. The subject header of the email is 'Your replacement certificate purchase email validation'.

- g. Enter the verification code from the email in to the onscreen message and then select 'Submit Code'.



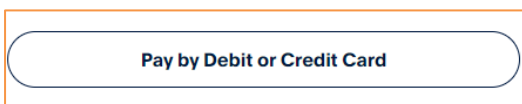
- h. A verification accepted message will be displayed if the verification is successful. To continue to payment select the link to PayPal.

You do not need to hold a PayPal account; an option to pay by debit or credit card will be available after selecting the PayPal link.

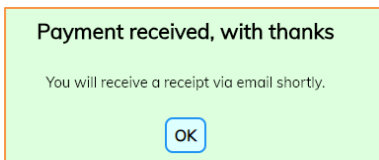


NB: The confirmation letter will be sent to the postal address you provided earlier. This address will be used regardless of any details entered during the PayPal payment process.

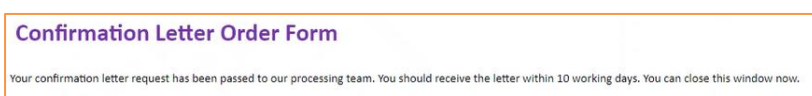
- i. Now log in to your PayPal account or select 'Pay by Debit or Credit Card'.



- j. Once payment is complete you will be taken back to CertiTrack and the following message will be displayed; select 'OK'.



- k. Read the onscreen message.




You will now receive an order confirmation email. The subject header of the email is 'Your Confirmation Letter receipt'. You may need to check your junk/spam folders for the email.

5. Changing name and ordering a replacement certificate or confirmation letter

A replacement certificate or confirmation letter must be ordered as part of a name change, and the original certificate must have been issued post-2009. If you wish to change your name **without** placing an order for a replacement certificate or confirmation letter, or your original certificate was issued pre-2009 then please [contact us](#).

- a. Open [CertiTrack](#) (to keep this guide open, right click the link and open in new tab) and enter the required details, which must match those held by VTCT Skills.



The form contains four input fields:

- First Name:
- Last Name:
- Date Of Birth (DD/MM/YYYY):
- Learner Number:

Learner number

When your training provider (where you are studying/studied your qualification) registered your details with VTCT/Skillsfirst, an enrolment/learner number was generated for you. This number can also be found on any issued certificates.

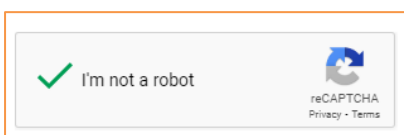
If you do not know your enrolment/learner number please first contact your training provider who should be able provide you with this information.

If your training provider is unable to assist please contact VTCT: +44 (0) 2380684500

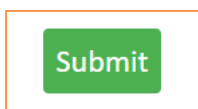
Ensure that you have to hand the following information when you call:

- Your full name (at the time you achieved your qualification)
- Your date of birth
- The qualification title and/or the year you completed your qualification
- The name of the training provider where you studied your qualification

- b. Complete the reCAPTCHA and then select 'Submit'.



The image shows a reCAPTCHA checkbox with a green checkmark and the text "I'm not a robot". To the right is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms".



A green rectangular button with the word "Submit" in white text.

c. Enter your **new** name details.

First Name:	Middle Name (optional):	Last Name:
<input type="text"/>	<input type="text"/>	<input type="text"/>

d. Select the name change reason.

Please select the reason for the request:

Marriage

Please select a reason...

Marriage

Divorce

Deed Poll name change

Gender Reassignment

e. The evidence required to support the name change will now be displayed on-screen, for example:

Please provide

- A copy of your marriage certificate
- A copy of your current VTCT certificate(s) if available

NB: VTCT Skills will be unable to process a name change without the required supporting evidence.

f. To upload the evidence, select 'Choose files'. For security, only PDF and JPEG image files can be uploaded. Please save any other file types as PDF or JPEG before uploading.

Choose files No file chosen

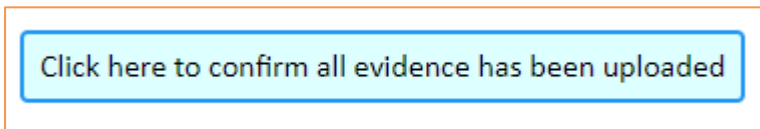
g. Select 'Upload' once the relevant file has been selected.

Upload

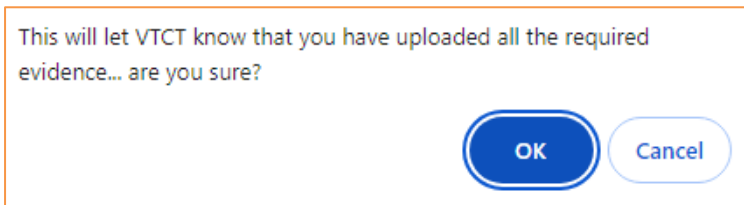
- h. Prior to submission, files uploaded can be deleted in the ‘Uploaded Evidence’ section.

Uploaded Evidence					
File Name	File Type	File Size	Date Uploaded	Date Submitted	
CertiTrack user guide_v2.0 April 2024.pdf	PDF	0.69MB	19/08/2024		Delete File

- i. Once all required files have been uploaded select ‘Click here to confirm all evidence has been uploaded’.



- j. Select ‘OK’ to continue or ‘Cancel’ to go back.



- k. Now follow the [replacement certificate](#) or [confirmation letter](#) guidance.

6. Help and support

- E: customersupport@vtctskills.org.uk
- T: +44 (0) 2380 684500
 - Mon-Thurs: 08:45 – 17:00
 - Friday: 08:45 – 16:30