

How to correct an error - certification

December 2025

Version 5.0

Information Classification: Internal
If printed this document becomes uncontrolled



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1. Correcting an error

- 1) Select the error icon. This will display which error(s) exist.

	Learner Code	First Name	Last Name
  	1849680	Os	Test

- 2) In this instance, the grade is missing.

Error List		
Field Name	Error Message	Severity
Grade	Grade must not be empty	Error
		Close

- 3) Close the Error List message and select the orange/black arrow icon to the left of the error icon.

	Learner Code	First Name	Last Name
  	1849680	Os	Test

- 4) Correct or enter the required information. In this instance the grade needs to be added.

Edit Item

Learner Code	1849680
Learner Identifier Value	
First Name	Os
Last Name	Test
Site Code	577/002
Qualification Code	AB30493
Qualification Group Code	M
Pathway Code	Default
Unit Code	UV30468
Unit Mark	
Grade	
Assessment Date	05/12/2024
Request Full Certificate	☒
Request Partial Certificate	☐
Request Unit Certificate	☐
Include On Award	☒

- 5) Once corrected, select 'Save & Close'.

Save & Close Save Clear Close

- 6) A common error is “Invalid certificate request: This learner has not completed the correct combination of units to complete this qualification”. This means that the Rules of Combination (RoC) for the qualification have not been met.

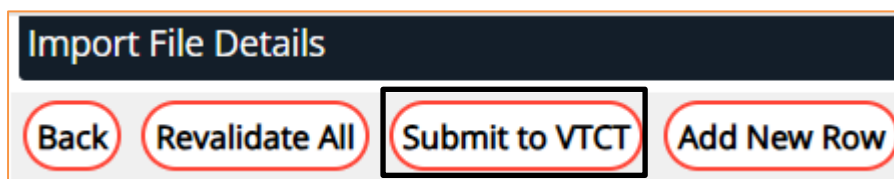
You can check a qualification’s RoC as follows:

- Go to <https://www.vtctskills.org.uk/qualifications/>
- Locate and select the qualification title link
- Select the DOCUMENTS tab
- Open the Record of Assessment book or Qualification Specification

Once the RoC has been checked and it is clear which unit(s) have been omitted/included, it is often easier to delete the claim file and start again, ensuring the correct combination of units are selected.

There are multiple reasons why errors occur. If you require assistance with correcting an error please contact us: customersupport@vtctskills.org.uk / +44 (0) 2380 684500.

- 7) Once any invalid lines have been resolved, select ‘Submit to VTCT’.



- 8) The file status will now display ‘Awaiting Validation’.

After 30 seconds, refresh your screen to change the status. **NB:** On occasion it may take longer than 30 seconds for the status to change so you may need to refresh multiple times.

Current File List						
	File Name	Records	Created	Modified	Created By	Status
	 Os test file2 (AB30493:577/002)	8	05/12/2024 14:25:35	05/12/2024 14:31:33	0577/004-jsnowtest2	Awaiting Validation

- 9) After refreshing, if the file fails validation it will remain in the Current File list and the status will change to Editing.

Status
Editing

Go back to [step 1](#).

- 10) Once the file passes validation it will move in to the 'Files in Processing' section.

Files in Processing		
File Name		
		Os test file2 (AB30493:577/002)

- 11) The File Status will now be either:

“Assigned to EV [EV’s name]” or “Needs EV Approval”

The EQA will receive an email informing them about the claim, and will approve/decline the claim as soon as possible.

Status
Assigned to EV

or

“Processing” (this status will in most cases be applied where direct claims for the qualification exists).

VTCT Skills need to conduct some final checks.

Status
Processing

- 12)** The file will move in to the 'Files Processed' section once the EQA has approved the file and/or the final checks are complete, and the status will change to "Processed". At this stage the claim is processed. Providing no other restrictions are in place, the certificates will be printed and dispatched within 20 working days.

Files Processed	
File Name	
	Rb test file_v3 (AG20440:577/002)

Status
Processed

2. Help and support

- E: linx2logins@vtctskills.org.uk
- T: +44 (0) 2380 684500
 - Mon-Thurs: 08:45 – 17:00
 - Friday: 08:45 – 16:30