

# Swim England Qualifications Learner Name Change Policy

## 1. Name changes before certification

1.1 If during quality checks, either by Swim England Qualifications (SEQ) or an Approved Training Centre (ATC) identify a learner's name is found to be incorrect, we (SEQ) are able to update this information on Parnassus. The ATC will need to supply supporting evidence, for example a valid passport, that matches the learner's correct name to SEQ along with the learners Parnassus code. Once updated, SEQ will inform the ATC the change has been made.

## 2. Name changes after certification

2.1 Once SEQ have issued a certificate, the certificate becomes the property of the Learner. However, we retain electronic records in order to enable us to perform our role, as is detailed in our Data Protection and Privacy Policies.

2.2 It is imperative that all Learners ensure that the certificate(s) they receive from us has the correct name spelling and any issues are notified to us and their ATC immediately.

2.3 The purpose of this policy is to ensure that SEQ are able to mitigate challenges and difficulties that can be experienced by Awarding Organisations in relation to certificate fraud, whilst also ensuring that we are able to respond to appropriate requests from previous Learners that have achieved our qualifications and / or Continuous (CPD) Improvement programs.

2.4 For the majority of Learners that change their name, they are able to demonstrate that a certificate is theirs with supporting evidence, for example a passport, that matches their current name, along with a deed poll that includes their previous name that matches their certificate.

2.5 We appreciate however that there are times when a previous Learner may not be able to use such evidence and doing so could put them in an unnecessary compromised position or potentially even at risk.

2.6 We do not change names on our electronic records or previously issued certificates simply as a result of for example marriage or any other legal change.

2.7 In addition, under the General Data Protection Regulation (UK) GDPR, we will also consider requests in relation to a right to rectification. For example, due to unforeseen circumstances, a Learner did not contact us or their ATC and as such there is a spelling error on our historical electronic records and as such the certificate. The error can be proven but means that the Learner is currently unable to legitimately prove that their certificate is theirs along with their supporting evidence that for example results in an employer being unable to validate their achievements.

2.8 All incidents regarding name errors on certificates will be dealt with under our Malpractice and Maladministration Policy.

### 3. Learner Name Change Examples

3.1 Examples of when we would consider a change of name on our electronic records and as such a subsequently previously issued certificate are as a result of:

- Gender reassignment
- A person who is under the protection of the courts
- Under GDPR in relation to the 'right to rectification' for an individual to have their inaccurate data rectified

### 4. Learner Name Change Requests

4.1 Each request we receive will be treated in confidence and will be considered on an individual case-by-case basis.

4.2 We would expect any request to be supported by evidence and legal identity evidence that legitimately proves the name change beyond reasonable doubt.

4.3 As a result of our electronic records being updated, we would issue replacement certificates. These would be issued at the relevant replacement certificate fee which can be found in the SEQ Fees document available on our website <https://swimenglandqualifications.com/our-policies/>

4.4 We would also request that the Learner returns any existing certificates to us or provides electronic evidence that they have been appropriately destroyed and / or deleted.

4.5 To request a change in name, please email [qualityassurance@swimenglandqualifications.com](mailto:qualityassurance@swimenglandqualifications.com) with the following details:

- Name (as per the certificate)
- Date of Birth
- Address
- Email Address
- Rationale for the request (as per section 2.1 above)
- Supporting evidence

## 5. Quality Assurance

5.1 This policy supports regulatory conditions;

Related Ofqual General Conditions of Recognition:	A4; D3; G9.
Related Qualifications in Wales Standard Conditions of Recognition:	A4; D3; G9.

5.2 This policy is reviewed biennially, or earlier in line with any changes to the SEQ Strategy or Regulatory requirements to ensure it continues to meet our needs and those of the Regulators (Ofqual / Qualification Wales).

For office Purposes

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