

Certification

Frequently Asked Questions

Skills for Health issues certificates for England. All certification claims must now be made via [Apprenticeship Certificates England \(ACE\)](#)

What are the Functional and Key Skills Qualifications and Exemptions?

If you are enquiring whether or not a particular GCSE/Key Skills qualification is allowable, please visit the [AFO website](#) and refer to the framework in question. Go to the frameworks library, search for your framework title, and then open the PDF. You will find all the information on transferable skills within these documents. You can also view a full list of allowable exemptions in the [Knowledge base](#) section of the ACE website.

Please note that SASE was modified in February 2015 effecting Functional and Key Skills exemptions for learners starting on or after 6th April 2015, please refer to the [new guidance](#) on the ACE website. For learners who started before 6th April 2015, the [original guidance](#) must be followed.

If you enquiring about a proxy exemption for key skills in a Blueprint framework please refer to this [document](#).

I have a question about framework requirements eg ERR and GLH

Please go to the [AFO website](#) to download a copy the framework you require. Go to the frameworks library, search for your framework title, and then open the PDF. You will find all the information you require within these documents..

One of my learners has been rejected on ACE, what do I do?

When we reject a claim for certification we include a comment on the ACE system detailing the reason for the rejection. If you are writing to enquire why a certification claim has been rejected please go to the learner 'STATUS' tab on the ACE system to read the comment. If you are emailing us to appeal we will contact you within 5 working days, however we must follow the requirements of the SASE regulations, the requirements of the framework and the guidelines set by the [Federation for Industry Sector Skills and Standards \(FISSS\)](#), therefore we strongly advise that you make the changes we require as soon as possible.

Where are my certificates - England?

All applications are approved or rejected within 10 days and Skills for Health will post the certificates within 10 days of the application being approved. Please note that you cannot apply for a certificate until payment has been made directly to FISSS via the Central Payment System, information on this system can be found below. If you are concerned about the whereabouts of a certificate that has recently been printed and posted, please contact ACEadmin@skillsforhealth.org.uk.

How do I pay Skills for Health for my certificates - England?

Certificates are charged at £22 each. As of 1/9/2013 all certificates must be paid for via the Central Payment System (CPS). This system is operated by the [Federation for Industry Sector Skills and Standards \(FISSS\)](#), therefore any queries you have regarding the payment system must be sent directly to FISSS.

General FAQ's on the CPS can be found here. <https://acecerts.co.uk/web/central-payment-system-frequently-asked-questions>.

No payments should be made directly to Skills for Health unless you are paying for a certificate reprint. Skills for Health will not issue invoices for payments made via the CPS.