



# Head On #02

Welcome to the second issue of Head On, EmergeSecure's newsletter for professionals in the Awarding Bodies & Education sector.

## Inside...

**Combating fraud**  
**Worried about your existing paper certificate security?**  
**Secure online certificate generation**  
**Ecertsecure markets**  
**... and more**

## The Changing

With Ofqual finding their teeth, are you confident in your technology?

# Landscape

**It's no secret that maintaining a credible, reputable and up-to-date Awarding Organisation is no easy feat.**

From technology shifting with every new software update, the internet facilitating the unethical efforts of groups intent on testing the integrity of the sector, to the regulator changing the rules, seemingly on a whim; it has never been more difficult to complete the straightforward task of delivering a wholesome qualification to an earnest learner. Of course, the changes brought in by Ofqual are backed by considered thought, with themes such as unification, transparency and simplicity in mind – but it's easier said than digested.

The massively powerful education body seem to be on a roll, in the last year alone they announced reforms to the 28-year long-standing General Certificate of Secondary Education, also rolling out news about the replacement of the complicated Qualification Credit Framework in favour of the slightly-less-complicated Regulatory Qualification Framework, and for the first time ever, earlier this year, they have used their power to issue fines to two awarding organisations for shortcomings in their delivery of qualifications.

Continued on page 3...



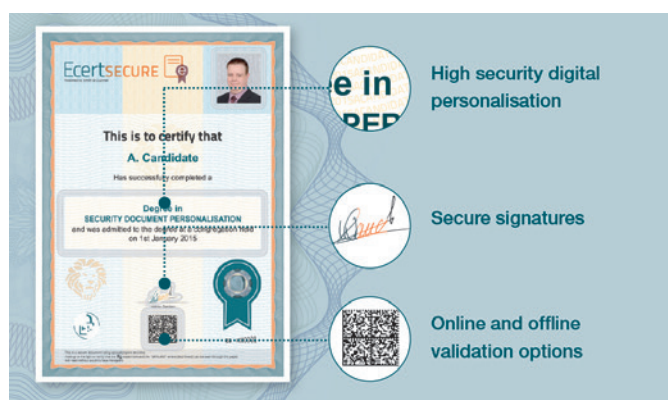
## COMBATING FRAUD

According to Cifas, the UK's leading fraud prevention service, certificate fraud directly contributed to a 57% increase in UK identity theft in 2015.

Certificates are proof of a qualification; a form of ID that carries your logo and your brand. With certificate fraud at an all-time high, fuelled by an increasingly mobile workforce, the growth of international and online student programmes and the emergence of 'diploma mills', it's increasingly important to apply best practice to all aspects of certificate management. Otherwise, the reputation of your organisation and the deserving individuals that earn your qualifications is at risk.

We are working to prevent fake education certificates being used for ID fraud. We are a proud member of Project Genesis, a partner membership between the Met Police and the Specialist Printing Industry, designed to reduce the access of criminals to the equipment and supplies they require to produce false identity documents.

Ecertsecure produces SECURE electronic certificates that are protected with passport level security technology



Add these features quickly and easily using Ecertsecure

- 1 Biometrics
- 2 High security digital personalisation
- 3 Secure signatures
- 4 Online and offline validation options

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# Worried about your existing paper certificate security?

With the rise of diploma mills it has never been easier to order fake qualifications online. Fake qualifications can be obtained for almost any qualification or professional award.

Education website Sdaxue.com has been monitoring diploma mills in China since 2013. Currently, it has more than 400 fake colleges on its list. This is just the tip of the iceberg.

It finds that these fake colleges choose names that sound almost identical to well-known institutions and imitate their documentation.

Your certificate stationary needs to be secure to prevent imitation.

Our secure certificate stationary can be ordered directly from Ecertsecure. Easy.

### Advanced technology

Easily order secure certificate stationary that is protected by advanced security technology.

### Easy to order

All certificate stationary can be ordered with a few clicks, it is secure and compatible for use with the Ecertsecure portal.

### Secure transport

We can also provide secure transportation bags for certificates, exam papers or transcripts.



# Secure online certificate generation and protection



Generate, personalise and proof secure digital certificates that can be distributed electronically or produced in traditional print formats.



The online portal adds advanced security features to protect the certificate from fraudulent alteration and enables the certificate to be validated online.



Built to support your auditing processes and meet requirements of ISO9001 and ISO27001.

## Making certificates more secure and easier to manage doesn't have to involve complex solutions

This advanced technology is available as a simple, off the shelf plug-in, providing instant capability that works alongside your existing systems. No expensive infrastructure changes are required. We can also design and produce a fully customised version.

To find out more call us on **0333 121 3200** or visit [www.ecertsecure.co.uk](http://www.ecertsecure.co.uk)

## The Changing Landscape



Continued...

It's a landmark in the AO sector, and a sign of the times, where for all intents and purposes, things are supposed to be being done properly. Surely that's good news, right? Perhaps for the learners. But for the AO's it means digging out the process maps again and making sure that from assessment to delivery of qualifications, everything adds up and is done by the book.

In September, Ofqual announced intention to impose an £85,000 fine to an awarding organisation for discrepancies present in their learner results attributed to the 'transfer of data' via an online delivery platform. This resulted in incorrect names on certificates as well as that most dreaded of non-conformances; incorrect results. At the same time the AO was held to account for late delivery of results - obviously they were fighting fires at this point. Lateness seems to be a theme; with another, rather well-known AO being fined £35,000 earlier in the year for late delivery of qualifications - a failing that could be the result of any number of things, from under-staffing, interdepartmental communication or perhaps system inefficiencies.

With external pressures forcing AO's to look inward, one aspect that can be reviewed is certificate generation. The days of manually inputting data, trying to tie together multiple programs and depending upon external providers delivering tight deadlines whilst trying to meet your own are fading. We believe in a single-system mentality that is automated at every possible stage and removing the ever-present element of 'human error' - that factor that is never accounted for yet can probably be blamed for 99% of occurring issues - through automation.

Now, don't worry, the world isn't about to be taken over by robots just yet. But the idea is that an automated process that is programmed with care, can improve efficiency, deliver quality, free up personnel and all the while meet strict quality assurance checks. We all know that paper is not about to go away, but the fact is that digitalisation of the generation process is here - and we think it's glorious.



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## A little bird told me...

Topical tweets from our sector

### In response to the Sainsbury review...

One awarding body per qualification not a good idea  
*@bobharrisonset*

### Liked it the old way (regarding RQF)...

*@ofqual* Would be useful to have a list of quals in excel with qual type, GLH, perf points for England on website – much easier on old website  
*@CindyHaymes*

### Could a digital certificate have helped here?...

OF COURSE I've misplaced one of qualification certificates I need for new job & of course awarding body are going to charge me to replace 😞  
*@thatshelleyb*

### Really wants a qualification...

*@verified* please verify me. I tweet. That's a qualification, right?! right?  
*@MrHunts*

### So happy about reform she could sing it...

Hey ho, hey ho, it's off to Ofqual we go.... #ClassicalCivilisation #Reform  
*@MsCBristow*

### Somewhat of an existential crisis? #deep...

It's funny we live in a day and age where knowledge is boundless but attire and appearance is still seen as a qualification.  
*@ZIPP3R*

# Ecertsecure markets

We work with a range of organisations to protect reputations, enhance security and improve efficiencies.

1

## AWARDING BODIES

### Expectations are changing rapidly



There has been a huge increase in online courses and now courses can be accessed from anywhere in the world... Certificate printing needs to support this change by enabling awarding bodies, greater flexibility, better control and security. We built Ecertsecure with this in mind, providing online certificate creation, remote printing and secure validation facilities from anywhere in the world.

2

## UNIVERSITIES & EXAM BOARDS

### Students are on a journey – travel with them



Qualifications are highly valued by employers and enable young people to progress to the next stage of their lives. As the world becomes increasingly globalised, it's important that your certificates are able to meet the demands of graduates on the move.

3

## PROFESSIONAL DEVELOPMENT

### Protect the integrity of hard-earned qualifications



Training and qualifications for professional development continues to grow. Continuous professional development has become an important ongoing career requirement. We understand that professional qualifications serve a vital role for business and society. Therefore it is important that qualifications and training certificates can be validated quickly and easily to ensure authenticity. This is not only important for employer/employee relationships, but it is important for the awarder of the qualification as it ensures that credibility and confidence in the award is not undermined.

POWERED BY



[www.ecertsecure.co.uk](http://www.ecertsecure.co.uk)