



Verifying certificates to prevent qualification fraud

Guide for employers

www.nebosh.org.uk/online-verifications

NEBOSH online verification service: Guide for employers

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Why is it important to check an individual's qualification?

NEBOSH is a regulated Awarding Organisation and our health, safety and environment qualifications are highly regarded and respected globally. Completing a NEBOSH qualification allows individuals to develop in their career and, as a result, they are considered valuable.

As with many qualifications, there are professional organisations that will try to make money by selling NEBOSH certificates to individuals who have not completed the required training or assessments.

We are constantly reviewing the security features built into NEBOSH certificates to make it as difficult as possible for fraudulent organisations to reproduce a NEBOSH certificate. However, technology is becoming more sophisticated than ever, and we need your help!

By verifying the qualifications of prospective employees, you can help identify and remove fraudulent certificates from circulation and deter candidates from using false information. You will also be confirming that employees hold the qualifications and skills you are asking for.

We cannot stop the production of fake certificates, but we can reduce their value by making it harder for counterfeit certificates to be accepted in the workplace.

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How are counterfeit certificates created?

In some cases, counterfeit organisations will copy the design of certificate and change information to match the individual who is buying it.

In more serious cases, organisations will phish for information from authentic learners who have completed their qualification. These are professional counterfeiters who will use the details to produce a replica, and then sell to individuals with the same name.

High-quality replicas can be difficult to spot, even when handling the certificate in person. We recommend using the NEBOSH online verification service to help identify genuine certificates: www.nebosh.org.uk/online-verifications.

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How do I spot a counterfeit NEBOSH certificate?

NEBOSH issues two types of certificate to learners:

- **NEBOSH unit certificates** - issued when a learner completes one unit of a qualification. If the document states "unit of" in the qualification title, the document does not confirm completion of the full qualification.
- **NEBOSH qualification parchments** - issued when the learner has completed all units of a qualification. These documents clearly state the qualification name.

All NEBOSH certificates have a number of security features on and within the document.

Where possible, you should check the original copy of a certificate. You can assess the printing and paper quality, and verify the information on the document using our online verification service:

www.nebosh.org.uk/online-verifications.

In the world of hybrid working, we know this is not always possible, but as a minimum we recommend that you obtain a photo or scanned copy of the certificate from the individual whose qualifications you would like to verify. Scanning these documents does reduce some security features, but you can review the information on the document and verify the details using our online verification service. You should also compare the personal details on the certificate with another form of identification.

After reviewing a photo or scanned copy of a certificate, the file should not be shared with anyone else and should be deleted once the relevant checks have been completed.

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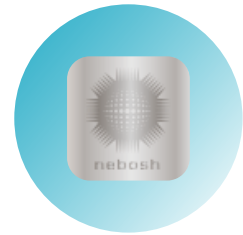
Security features that you can check on the document include:



Learner's full name – check this matches government issued identification



Full qualification name



NEBOSH hologram



Printed on a high-quality, watermarked security certificate paper



A UV-fluorescing security background design which is only visible under a UV light source (hard copy certificates only)



Certificates with a QR code also have the learner's name printed in background of the document.

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What is the NEBOSH verifications service?

To support the checking of the information shown on unit certificates or qualification parchments, NEBOSH has a free, online verification service.

Verifications can be completed in the following ways:

- 1 If the document has a QR code, scan the code using a smart device and follow the instructions*.
Or
- 2 Go to the verifications page on our website and follow the instructions; www.nebosh.org.uk/online-verifications. You will be asked to enter information that is printed on the certificate.

If the information on the document does not match, the verification cannot be completed.

When using a QR code to verify a certificate, the person who achieved the qualification will receive an email asking them to authorise the request. Authentication will not be confirmed without learner consent.

*** Please note:** You will be asked to supply your name, organisation and email address. Your name and organisation will be supplied to the learner so they can identify whether the request is authentic.

Your email address will be used to provide formal verification within two working days of your request. The outcome of your request will be recorded and held by NEBOSH for monitoring purposes. This includes your name, organisation and email address.

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Is there any other way to verify a learner's achievements?

You can submit requests directly to NEBOSH. If you have a copy of the certificate we can provide verification within five working days.

If you do not have a copy of the unit certificate or qualification parchment, we can still verify whether an individual holds one of our qualifications. Such requests will only be processed if made in writing and with authorisation from the learner.

In both cases you must provide evidence that you have advised the individual you will be seeking to verify that they hold the qualification they claim. If you are unable to provide this evidence, authorisation from the learner will be required.

To submit your request please complete the verification request form:

www.nebosh.org.uk/policies-and-procedures/verifications/

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What should I do if I identify a fraudulent certificate?

If you are struggling to verify a NEBOSH certificate, or believe you have identified a fraudulent document, please contact NEBOSH with a copy of the document and any other information you have been provided as part of your verification check:

www.nebosh.org.uk/contact-us

NEBOSH takes fraudulent activity extremely seriously and will investigate all reported incidents. This allows us to maintain and improve the security of these documents and to protect our authentic learners that have worked hard to achieve their qualification.

NEBOSH will be unable to provide updates on any of our investigations, but we will value any information that can be provided to help us stop this activity.

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NEBOSH, the National Examination Board in Occupational Safety and Health,
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