



# Keeping your certificates safe

Guide for learners

[www.nebosh.org.uk/online-verifications](http://www.nebosh.org.uk/online-verifications)

# NEBOSH online verification service: Guide for learners

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# NEBOSH online verification service:

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### Why is it important to keep my NEBOSH Certificate safe?

As with many qualifications, NEBOSH certificates are considered valuable and there are professional organisations that will take advantage of this 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 and more accessible than ever and we need your help! Although our security features can make it difficult to create a copy, we also rely on learners being aware of the value of these documents and knowing how to keep them safe.

Keeping your details secure, and only sharing them with trusted individuals or organisations will make it harder for counterfeiters to get the information they need to create replica certificates. This is true for any qualification you hold, not just NEBOSH certificates.

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### What are these organisations/individuals doing to create counterfeit certificates?

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

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. In most cases, the original certificate holder will not know their information has been taken.

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## What can I do to keep my documents secure?

### Dos

- ✓ Only provide a copy or share your original document with trusted sources. Remember, these documents have a value. Keep them safe like you would other sensitive personal information.
- ✓ Let your prospective employer know about the NEBOSH verifications service. This not only confirms your achievement and provides more assurance, it raises awareness of this service to help identify fraudulent certificates.
- ✓ If you are an employer yourself, always verify qualifications with the awarding organisation.
- ✓ If you have lost or have had your certificate stolen please use our replacement certificate service to obtain a new copy. Your old certificate will become invalid so if anyone attempts to use the lost or stolen copy, it cannot be verified. Notifying NEBOSH allows us to update your record and prevent verification of the certificate should it get into the wrong hands.
- ✓ Contact NEBOSH if you need to update the email address on your learner record – you will be contacted by email if somebody verifies your certificate using the QR code.

### Don't's

- ✗ Do not post your documents online without removing your name and master log number.  
  
We know you are proud of your achievement, and so you should be, but there are organisations that love to collect your personal information and use it for illegal purposes.
- ✗ Do not send certificates or other qualification documents to organisations that have contacted you out of the blue without checking them out first. They could be phishing for your personal information.
- ✗ Do not accept a verification authorisation request from someone that you do not recognise. If you accept a request by mistake, please contact NEBOSH immediately so that we can contact the person verifying the document.
- ✗ NEBOSH and NEBOSH Learning Partners do not provide scanned copies of certificates as this weakens the security features. Learners do so at their own risk.

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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 verifications service.

Verifications can be completed in the following ways:

- 1 If the document has a QR code, you must 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](http://www.nebosh.org.uk/online-verifications). You will be asked to enter information that is printed on the document.

When verifying a document using the QR code, the person who completed the qualification will receive an email asking them to authorise the request. The verification will not be confirmed without learner consent.

Scanning the QR code on a genuine NEBOSH certificate will take you to <https://nebosh-validation.verisecure.org>. Approval request emails will be sent from Veri-Secure, [noreply@nebosh.org.uk](mailto:noreply@nebosh.org.uk). Other domains or emails should not be trusted and should be reported to NEBOSH.

Please contact NEBOSH if you need to update the email address on your learner record.

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### What happens if I receive a request from someone I do not recognise?

NEBOSH takes fraudulent activity extremely seriously and will investigate reported incidents to maintain the security of these documents and to protect our authentic learners. If you receive a verification authentication request from someone you do not recognise, reject the request and contact NEBOSH. We will investigate the request and take the necessary action.

We cannot prevent organisations copying certificates, but we can reduce the value in the market by making it harder for counterfeit copies to be accepted in the workplace. If you suspect your certificate has been copied please contact NEBOSH with supporting information.

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.

#### Struggling to verify a certificate?

Verification requests can also be sent directly to NEBOSH where a manual check can be completed  
[www.nebosh.org.uk/contact-us](http://www.nebosh.org.uk/contact-us)

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