





Daytime telephone number or mobile number

Email address (optional)

**b. Address where replacement certificate/ID is to be sent (if different to a.)**

House number

Building name/number

Street No. and Street name

Barangay

City/Municipality

Province

Country

Postal /zip code

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Daytime telephone number or mobile number

Email address (optional)

**3. Request for Certificate/ID details**

Please specify the Course name and date of training completion.

**Course name**

(eg. Basic Food Safety for Food Handlers)


**Date of Training Completion**

DD	MM	YY

**Please tick Certificate /ID**


**4. Reason for requesting replacement certificate or ID (please tick one as appropriate)**

	Original must be returned?	Evidence required?	Tick
Damaged by student	YES	No	
Damaged by Authorized Course Provider (ACP)	YES	No	
Damaged during delivery from FoodSHAP/ACP	YES	No	
Lost by student	No	No	
Not received by student	No	No	
Legal name change	YES	YES	
Error identified – spelling/printing/duplicate student	YES	YES	
Other reason (please specify below)			
<input type="text"/>			

Please refer the application notes to check which types of replacement **incur a fee.**





students that are lost in transit.

6. Please allow up to **30 working days** for the processing of the application from the receipt and verification of student identification and /or full payment.
7. The current fee for this service is **PHP 500 per replacement certificate and PHP 300 per replacement ID.**
8. **There is also a charge to cover track-able delivery (for security reasons), postage and packing per order/delivery (not per certificate): PHP400 for Special Delivery in the Philippines and PHP3,000 for courier delivery overseas. Pick-up is also acceptable (no charge).**
9. **Therefore replacing one certificate and one ID for delivery in the Philippines would cost a total of PHP1,200 or PHP3,800 for delivery overseas.**
10. **Please refer to the replacement type which will incur a fee:**

Type of Replacement	Charged To
Damaged by student	Student
Damaged by Authorized Course Provider	ACP
Damaged during delivery from	FoodSHAP or ACP
Lost by student	Student
Not received by student	Final decision will come from FoodSHAP after investigation
Legal name change	Student
Error identified – spelling/printing/duplicate	Final decision will come from FoodSHAP after investigation
Other reason/s	Final decision will come from FoodSHAP after investigation

## How to make payment

**On receipt of FoodSHAP's Acknowledgement email, your payment can be made by:**

- Bank Deposit/Transfer– for the FoodSHAP Bank details please refer to the acknowledgement email. When making payments via bank transfer please use your NAME as reference.

### **FoodSHAP Policy on Replacement of Certificates and IDs**

FoodSHAP is using the name *as stated on the Student Registration Form*. It is the responsibility of student and Authorized Course Providers to ensure the student's legal name as stated on their *Photographic Identification* (e.g. current passport, driving license or other valid identity card) is stated clearly, accurately and in the correct order on the registration form.

Please note that if a student's name as registered is correct, but they wish to change the form their name appears on their certificate/ID with their "preferred" name is **not** allowed. Use of legal names is to assist in ensuring the certificate/ID (and any replacement certificate/ID required) is issued to the correct student and enable the student's achievement to be verified in future if requested by the student, their employer, etc.

If a student identifies an error in the spelling or order of their names they should inform their ACP immediately, who is responsible for passing this information on to FoodSHAP. FoodSHAP will not accept responsibility where the ACP have failed to pass on a name change request from a student. Therefore students are advised to also contact FoodSHAP directly by using the replacement certificate form and enclosing the appropriate evidence.

FoodSHAP will not accept responsibility where the student or ACP believes the other is responsible for the error and therefore any payment required. The student must resolve this with the ACP directly or vice versa.



### Copies of original certificates/IDs

- Only one certificate and ID is issued per student per course. Where available, the originals must be returned before replacements are issued. *Multiple copies of the same certificate will not be issued.*
- Replacement is marked 'reissue' and printed with the reissue date. However, the certificate reference number will remain the same as the original.
- FoodSHAP recommends that students and ACP return original certificates/IDs via a track-able delivery service. **Note:** FoodSHAP will not accept any liability for original certificates/IDs sent to FoodSHAP by ACPs or students that are lost in transit.

### Suspected malpractice

- Repeated requests for reissues from the same candidate and/or Authorized Course Provider will be investigated before they are accepted. If evidence of fraudulent and/or negligent activity is found, the incident will be treated by FoodSHAP as malpractice and where appropriate, reported to the appropriate authorities.
- Once a certificate or ID has been reissued the original will no longer be valid. If a lost or stolen original is later presented to FoodSHAP for authentication it will be identified as invalid.