

Certificate Issue Procedure and Retention Policy

Shenley Brook End School

Certificate Issue Procedure and Retention Policy

Centre name	Shenley Brook End School
Centre number	52304
Date policy first created	13/09/2023
Current policy approved by	Jemma Malins
Current policy reviewed by	Gareth McCluskey
Date of review	03/10/2024
Date of next review	03/10/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Gareth McCluskey
Senior leader(s)	Zara Peskett, Jackie Hearty, Sam Southwell, Andrew Nash, Claire Wright, Steve Livesey
Exams officer	Jemma Malins
Other staff (if applicable)	Not applicable

This procedure/policy is reviewed and updated annually to ensure that certificates at Shenley Brook End School are managed in accordance with current requirements and regulations.

Reference in the procedure/policy to **GR** relates to relevant sections of the current JCQ document **General Regulations for Approved Centres**.

Introduction

Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

Purpose of the procedure/policy

The purpose of this procedure/policy is to confirm how Shenley Brook End School issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Shenley Brook End School will:

- obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14)
- distribute certificates to all candidates without delay and regardless of any disputes (GR 5.14)
- not withhold any certificate without prior permission from the relevant awarding body which will only be given in very exceptional circumstances (GR 5.14)
- keep a record of the certificates that are issued (GR 5.14)
- return any certificates requested by the awarding bodies as certificates always remain the property of the awarding bodies (GR 5.14)

The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by

Jemma Malins (Exams Officer)

Gareth McCluskey (Head Teacher/Head of Centre)

Arrangements for the issue of certificates

Candidates who are still enrolled when certificates are issued are handed certificates during form time. Candidates who have left and have not requested third party collection or certificates to be posted will be contacted by the Exams Officer to request collection in person. All candidates are reminded to check their personal details and final grades are shown correctly, All certificates handed in person require a signature upon collection and certificates sent by post are sent via recorded mail.

Candidates are informed of the arrangements for the issue of certificates as follows:

- Candidates are informed of how certificates will be issued on results day with the approximate date of when to expect the centre to have received all certificates. Candidates can request to collect in person, have certificates posted or have a third party collect on their behalf.

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing the exams officer with written or email permission/authorisation. Authorised persons must provide ID evidence on the collection of certificates.

Record of issued certificates

Details of who and when certificates have been issued are kept in the exams office for a minimum of 5 years.

Additional information:

Not applicable

Retention of certificates

Shenley Brook End School will:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- destroy any unclaimed certificates after retaining them for a minimum of 12 months (GR 5.14)
- destroy certificates in a confidential manner or may return them to the respective awarding body (GR 5.14)
- retain a record of certificates that have been destroyed for four years from their date of destruction (GR 5.14)
- (where applicable) inform candidates that some awarding bodies do not offer a replacement certificate service and in such circumstances the awarding body will issue a Certifying Statement of Results which will provide an accurate and complete record of results for all qualifications covered by the original certificate (GR 5.14)

The retention of unclaimed or uncollected certificates is managed by Jemma Malins (Exams Officer).

Retention policy

Certificates are retained for a minimum of 12 months from the date they are issued after which they may be confidentially destroyed. Record of how certificates are destroyed are retained for a minimum of 4 years. Unclaimed/uncollected certificates that are still retained by the centre can be arranged to be posted or collected by emailing the exams officer. For certificates that have been destroyed the centre will direct the candidate to the relevant awarding bodies certification replacement service. Candidates will be informed that not all awarding bodies offer this service and they will have to pay the cost of replacing certificates.

Additional information:

Not applicable

Changes 2024/2025

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

Centre-specific changes

Not applicable