

# Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Matt Rogers

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Centre Name	James Brindley School
Centre Number	20137
Date procedure/policy first created	01/11/2021
Current procedure/policy reviewed by	Matt Rogers
Current procedure/policy approved by	Kevin Biggs
Date of next review	01/12/2022

## Key staff involved in the procedure/policy

Role	Name
Exams officer	Matt Rogers
Senior leader(s)	Kevin Biggs
Head of centre	Hardip Bissell
Other staff (if applicable)	Not Applicable

This procedure/policy is reviewed and updated annually to ensure that certificates at James Brindley 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 publication **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 James Brindley 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

James Brindley School will:

- 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 Matt Rogers - Communications & Systems Manager (Responsible for Exams).

### Arrangements for the issue of certificates

The Exams Officer/Systems Team receives certificates.

Certificates are checked recorded and securely stored.

Certificates are organised and posted to candidates via recorded delivery (Royal Mail) with a cover note to request they check all personal details/grades are appropriate, correct, and valid. They also communicate any discrepancies via email directly to The Systems Team.

If certificates are being collected in person, candidates must sign to confirm collection.

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

on results day and via digital communications (via Arbor).

### 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 collection of certificates.

### Record of issued certificates

Certificate dispatch and/or collections are recorded and stored via email/hardcopy signatures. All info is stored securely.

Information recorded:

What has been dispatched/collected

Who it was sent to/collected by

Tracking Information

These records are kept for one academic year.

### Additional information:

N/A

## Retention of certificates

James Brindley 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 (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 Matt Rogers - Communications & Systems Manager (Responsible for Exams).

### Retention policy

We will destroy any unclaimed certificates after retaining them for a minimum of 12 months. They must be destroyed in a confidential manner. A record of certificates that have been destroyed will be retained for four years from their date of destruction. Candidates will be informed 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

### Additional information:

N/A