



Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Alison Cromack

Policy/Procedure created/reviewed: 06/11/2022

Centre Name	Thorpe St Andrew School and Sixth Form
Centre Number	18343
Date procedure/policy first created	October 2022
Current procedure/policy reviewed by	Alison Cromack - Exam Officer
Current procedure/policy approved by	Mr P Hookway
Date of next review	October 2023

Key staff involved in the procedure/policy

Role	Name
Exams officer	Alison Cromack
Senior leader(s)	Mr P Hookway
Head of centre	Mrs P Bignell
Other staff (if applicable)	Mrs C Bailey - Exams Assistant

This procedure/policy is reviewed and updated annually to ensure that certificates at Thorpe St Andrew School and Sixth Form 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 Thorpe St Andrew School and Sixth Form issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Thorpe St Andrew School and Sixth Form 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 Alison Cromack - Exams Officer
Mrs C Bailey - Exams Assistant and
Miss B Crosby - Exams Assistant

Arrangements for the issue of certificates

The Exam Officer will advise candidates still attending Thorpe St Andrew School and Sixth Form to collect their certificate from the Examination office. Candidates who have left may provide the Exam Officer or Exam Assistants, will firstly identify the candidate by checking their personal details (name, address, date of births etc), then they will either send the certificate with written/authorisation to post the certificates, stating they accept responsibility for the posting the certificates. Or the candidate may collect the certificates in person or alternatively they may provide the Exam Officer or Exam Assistants with authorisation of the person collecting their certificates. ID must be provided on the collection of the certificate to identify the correct person is collecting the certificates.

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

Candidates are informed in advance of the timescales following results day to the planned arrival of the certificates ready for distribution of the certificates.

Where unable to claim/collect certificates under the normal arrangements

If the Candidates are not able to collect their own certificate, but would like them collect by another person, they will need to provide the Exam Officer or Exam Assistants with authorisation of the Name person collecting their certificates. ID must be provided on the collection of the certificate to identify the correct person is collecting the certificates.

Record of issued certificates

We have a list of all outstanding certificates.

Retention of certificates - The Exam Officer will retain certificates for a period of 12 months after which time they will be disposed of.

Additional information:

Not Applicable

Retention of certificates

Thorpe St Andrew School and Sixth Form 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 Alison Cromack - Exam Officer.

Retention policy

The Exams team actively tries to encourage the collection of all certificates within the 12 months for all candidates.

Candidates are provided with the information that after 12 months the certificates will be destroyed and if they require a re-issue of certificates this will cost the candidate and they will need to liaise with the relevant exam boards(s).

Additional information:

Not applicable

CHANGES 2022/2023

No changes applicable

CENTRE-SPECIFIC CHANGES

Not applicable