



Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Kathy Ollis-Brown

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Centre Name	Sackville School
Centre Number	65219
Date procedure/policy first created	18/11/2022
Current procedure/policy reviewed by	Peter Cowlin
Current procedure/policy approved by	Peter Cowlin
Date of next review	November 2023

Key staff involved in the procedure/policy

Role	Name
Exams officer	Kathy Ollis-Brown
Senior leader(s)	Peter Cowlin - Deputy Head, Neil Feist - Deputy Head, James Keeble - Assistant Head
Head of centre	Jo Meloni
Other staff (if applicable)	Julie Beswick - Exams Assistant

This procedure/policy is reviewed and updated annually to ensure that certificates at Sackville 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 Sackville 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

Sackville 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 Exams Office.

Arrangements for the issue of certificates

- Certificates should be collected in person by the candidates or their requested representative.
- The certificate will be signed for on collection.
- If the student continues at the school they certificates will be distributed and signed for via the Form

Teacher.

- Any unclaimed certificates will be returned to the Exams Office.
- Students are advised to check the certificate and report any errors as soon as possible.
- Only by prior request are the certificates posted out. This will be by 2nd class post and only under the

agreement that the candidate accepts all responsibility if they fail to arrive at their destination.

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

- Information on School Website
- Further information about certificate distribution given when collecting exam results

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/ emailed permission
- Authorised persons must be able to provide ID evidence on collection of certificates

Record of issued certificates

- Certificate Issue log details :-

Candidate name, number of certificates, when dispatched, signature, relationship

- Records are kept in archive as long as space allows

Additional information:

Not applicable

Retention of certificates

Sackville School will:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- Kept in archive as long as space allows
- 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 The Exams Office.

Retention policy

Every effort is made to contact the candidates. If unclaimed the certificates are kept in archive as long as space allows

Additional information:

Not applicable

CHANGES 2022/2023

No changes applicable

CENTRE-SPECIFIC CHANGES

Not applicable