



Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Yvonne Wilcox

Policy/Procedure created/reviewed: 08/03/2023

Centre Name	St Michael's Church of England High School
Centre Number	20651
Date procedure/policy first created	24/11/2020
Current procedure/policy reviewed by	Jane Mitchell-Barnes, Compliance & Quality Manager
Current procedure/policy approved by	Colin Nicholls, Co-Chair of Governing Board Kerry Thornton, Co-Chair of Governing Board
Date of next review	08/03/2024

Key staff involved in the procedure/policy

Role	Name
Exams officer	Yvonne Wilcox
Senior leader(s)	Damien Mackinney, Assistant Headteacher, Alan Brooks, Deputy Headteacher
Head of centre	Christina Handy-Rivett, Headteacher
Other staff (if applicable)	Wayne Hill, Assistant Headteacher

This procedure/policy is reviewed and updated annually to ensure that certificates at St Michael's Church of England High 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 St Michael's Church of England High 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

St Michael's Church of England High 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 Yvonne Wilcox, Exams Manager..

Arrangements for the issue of certificates

- certificates are collected and signed for
- certificates may be collected on behalf of a candidate by a third party over the age of 18, provided they have been authorised to do so
- certificates are not withheld from candidates who owe fees
- the centre retains certificates for 10 years
- lost certificates can be requested from the relevant exam boards

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

- candidates are informed of the arrangements for the collection of certificates on results day. Candidates are given this information on a form, which also provides details of how to authorise the collection by a third party.

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 Manager with written or email permission/authorisation; authorised persons must provide ID evidence on the collection of certificates

Record of issued certificates

- a record of certificates that have been issued confirms the name and form of the student. These records are kept for 10 years in a locked filing cabinet within the exam manager's office.

Additional information:

- not applicable

Retention of certificates

St Michael's Church of England High 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 Yvonne Wilcox, Exam Manager..

Retention policy

Unclaimed or uncollected certificates are stored securely in the exam manager's office for ten years. They are confidentially destroyed after this period. A record of certificates that are destroyed is kept for 5 years after the date of destruction.

Additional information:

- not applicable

CHANGES 2022/2023

No changes applicable

CENTRE-SPECIFIC CHANGES

Upon review in September 2022, no centre-specific updates or changes were applicable to this document.