



# Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Teresa Wainwright

Policy/Procedure created/reviewed: 13/12/2021

Centre Name	Pedmore High School
Centre Number	20566
Date procedure/policy first created	December 2021
Current procedure/policy reviewed by	Rachel Tyson
Current procedure/policy approved by	Gareth Lloyd
Date of next review	December 2022

## Key staff involved in the procedure/policy

Role	Name
Exams officer	Teresa Wainwright
Senior leader(s)	Christiana Papadopoulos, Rachel Tyson, Helen Brooks and Andy Fisher
Head of centre	Gareth Lloyd
Other staff (if applicable)	Not Applicable

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

Pedmore 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 Teresa Wainwright, Exams Officer.

## Arrangements for the issue of certificates

- Upon arrival certificates are checked by the exam officer.
- Letters are sent to students/candidates with collection date if date is not suitable the exams officer email address is given to arrange a mutually agreed date for collection.
- incorporated in the letter are instructions for students/candidates to check all personal details.
- all students/candidates sign to say they have collected their certificates.
- If a nominated person has been approved this person then signs to say they have collected.

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

- By letter once certificates are received by the exam board. Usually mid November

## Where unable to claim/collect certificates under the normal arrangements

- Students/candidates are given instructions to email the exam officer with a nominated person to collect on their behalf.
- Email correspondence confirms any instruction/notes are left on signing sheet who is collecting and nominated person also signs sheet.

## Record of issued certificates

- Records from exam boards are retained.
- Signing sheet is retained for records
- Certificates are kept for minimum of three years from date of collection letter.

## Additional information:

Not applicable

## Retention of certificates

Pedmore 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 Teresa Wainwright, exams officer..

### Retention policy

- Unclaimed certificates are retained in secure storage for five years from date of the letter informing students we have their certificates.
- Any certificates not claimed in the time period are destroyed in confidential waste.

### Additional information:

Not applicable