



# Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Sarah Swainson

Policy/Procedure created/reviewed: 21/09/2022

Centre Name	Sibford School
Centre Number	62211
Date procedure/policy first created	05/10/2021
Current procedure/policy reviewed by	Sarah Swainson
Current procedure/policy approved by	Toby Spence
Date of next review	01/09/2023

## Key staff involved in the procedure/policy

Role	Name
Exams officer	Sarah Swainson
Senior leader(s)	Anna Jo Mathers
Head of centre	Toby Spence
Other staff (if applicable)	Sophie Arber - Contingency Exams Officer

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

Sibford 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 Sarah Swainson.

## Arrangements for the issue of certificates

- certificates are normally issued by recorded delivery post for candidates no longer at the school. Postal records will be kept to evidence proof of posting, as well as exams office records.
- certificates are normally collected in person for candidates who remain at the school. Candidates will be required to sign on collection.
- candidates must check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown, and inform Sarah Swainson of any errors as a matter of urgency.
- certificates will not be issued to overseas addresses. These will be retained within the centre.

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

- Candidates are informed of these arrangements in written communication accompanying 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 or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

## Record of issued certificates

- Records of issued certificates are kept in the exams office. These records date back to Summer 2019, and will be retained indefinitely.
- Records of certificates sent by recorded delivery are kept in the reception office. These records are retained for 7 years.

## Additional information:

Not applicable

## Retention of certificates

Sibford School will:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- any unclaimed certificates after retaining them for a minimum of 12 month (GR 5.14) will be filed in the student file, in the school archives.
- not destroy certificates until after the candidate turns 25 years old (or 30 where the candidate has Special Educational Needs)
- not keep records of destruction as certificates are retained until candidates turn at least 25 years old,
- (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 Sarah Swainson.

### Retention policy

- any unclaimed certificates after retaining them for a minimum of 12 month (GR 5.14) will be filed in the student file, in the school archives.
- school archive files are retained until candidates turn 25, or 30 where the candidate has Special Educational Needs.
- In the event that certificates remain unclaimed after this period the certificates will be shredded with the student file. Records of destroyed certificates will not be kept if they remain unclaimed when the candidate turns 25/30.

### 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.