

Certificate Issue Procedure and Retention 2023-24

Whickham School

Certificate Issue Procedure and Retention 2023-24

Centre Name	Whickham School
Centre Number	39145
Date policy first created	27/09/2023
Current policy approved by	P Wheatley
Current policy reviewed by	C Crabtree
Date of next review	01/09/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	F Turnbull
Senior leader(s)	P Whetley, S Maher, S Tumelty, L Wood, D Crosland, M Phillipson
Exams officer	C Crabtree
Other staff (if applicable)	Reception staff

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

Certificate

Whickham School will:

- obtain and maintain accurate candidate contact information to ensure the correct information regarding certificate collection is conveyed.
- 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 the exams officer..

Arrangements for the issue of certificates

Candidates are informed in writing on results day that they will need to collect their certificates in person or inform the exams officer in writing about any person they authorise to collect their certificates on their behalf.

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

- candidates are notified in writing, at the time of collecting their results, when certificates will be available to collect from school. Candidates are advised to check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown at the point of collection. Candidates are required to sign that certificates have been collected and that they are correct.

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

Candidates must sign a certificate collection form for their certificates . This certificate collection form is kept for a minimum of 5 years.

Additional information:

Not applicable.

Retention of certificates

Whickham 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 5 years (GR 5.14)
- destroy certificates in a confidential manner or may return them to the respective awarding body (GR 5.14)
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- (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 officer..

Retention policy

Certificates are retained for 5 years after which they are disposed of in confidential waste disposal. Electronic records of results are held on the school database for a maximum of 10 years (25 years for SEND pupils). Candidates are contacted after 12 months if they have not collected their certificates.

Additional information:

Not applicable.

Changes 2023/2024

(Added) Under **Issue of certificates**: (The centre will) obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14)

Centre-specific changes