

Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Claire Jones

Policy/Procedure created/reviewed: 27/01/2023

Centre Name	Holy Trinity Academy
Centre Number	29330
Date procedure/policy first created	27/01/2023
Current procedure/policy reviewed by	Claire Jones
Current procedure/policy approved by	Governors
Date of next review	5/01/2024

Key staff involved in the procedure/policy

Role	Name
Exams officer	Claire Jones
Senior leader(s)	Amanda Welsh
Head of centre	Angus Neal
Other staff (if applicable)	Not Applicable

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

Issue of certificates

Holy Trinity Academy 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 Claire Jones (Examinations Manager).

Arrangements for the issue of certificates

Certificates will be collected in person from Reception.

The candidate will sign/date to confirm collection.

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

Candidates are informed by notification on the school web-site.

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing written/email permission.

Authorised persons must provide photo ID evidence upon collection.

Record of issued certificates

A record of the collection of certificates will be retained in the exams office in line with the school's retention policy.

Additional information:

Not applicable

Retention of certificates

Holy Trinity Academy 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 Claire Jones.

Retention policy

Certificates will be retained by the school for 12 months, after which they will be sent to confidential waste.

Additional information:

Not applicable.

CHANGES 2022/2023

No changes applicable

CENTRE-SPECIFIC CHANGES

Not applicable.