

Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Miss Kirsty Phillips

Policy/Procedure created/reviewed: 25/09/2023

Centre Name	Ormiston Sudbury Academy
Centre Number	19347
Date procedure/policy first created	30/09/2021
Current procedure/policy reviewed by	Mr Dominic Howkins
Current procedure/policy approved by	Mr Dominic Howkins
Date of next review	20/09/2024

Key staff involved in the procedure/policy

Role	Name
Exams officer	Miss Kirsty Phillips
Senior leader(s)	Mr Dominic Howkins - Vice Principal, Mrs Emma Price - Vice Principal, Miss Lesley Turner - Assistant Principal, Mr Paul Stokes - Assistant Principal
Head of centre	Mrs Sally Morris
Other staff (if applicable)	Mrs Lynsey Benson - Receptionist, Mrs Lorna Mansell - Receptionist

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

Ormiston Sudbury Academy will:

- obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14)
- 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

- Certificates are collected in person by candidates
- Candidates must sign to say they've collected their certificates

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

- via the Academy website

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 and written

permission/authorisation if not already given to exams officer

Record of issued certificates

- Records confirm candidates name
- Records are kept for 6 years
- Records are kept in reception

Additional information:

Not applicable.

Retention of certificates

Ormiston Sudbury 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 Mrs Lynsey Benson - Receptionist.

Retention policy

- Certificates are retained for two years
- Certificates are confidentially destroyed via shredding
- Records of confidentially destroyed certificates held for 6 years
- Candidates are informed that any unclaimed/uncollected certificates will be destroyed

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

Not applicable