



# **Certificate Issue Procedure and Retention Policy**

Ormiston Sudbury Academy

## Certificate Issue Procedure and Retention Policy

Centre name	Ormiston Sudbury Academy
Centre number	19347
Date policy first created	03/03/2025
Current policy approved by	Mr Dominic Howkins
Current policy reviewed by	Mr Dominic Howkins
Date of review	23/09/2024
Date of next review	23/09/2025

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Mrs Sally Morris
Senior leader(s)	Mr Dominic Howkins - Vice Principal Mrs Emma Price - Vice Principal Mr Leo Cox - Assistant Principal
Exams officer	Miss Kirsty Phillips
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 document **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

Miss Kirsty Phillips - Exams Officer

### **Arrangements for the issue of certificates**

- Certificates are issued in person to candidates on results day
- Candidates must sign to say they've collected their certificates

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

- via exam handbook, exam assembly & 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 the exams officer
- All written permission/authorisation are kept in centre as proof of collection

### **Record of issued certificates**

- Records confirm candidate 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 (GR 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

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**Retention policy**

- Certificates are retained for two year
- 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 2024/2025**

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

## **Centre-specific changes**

Upon review in September 2024, no centre-specific updates or changes were applicable to this document.