



Certificate Issue Procedure and Retention Policy

Sir Thomas Rich's

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Centre Name	Sir Thomas Rich's
Centre Number	57143
Date policy first created	21/11/2023
Current policy approved by	Senior Management Team (SMT), Governors' Curriculum and Evaluation Committee
Current policy reviewed by	Jo Tyler
Date of next review	21/11/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	Matthew Morgan
Senior leader(s)	Dave Dempsey
Exams officer	Jo Tyler
Other staff (if applicable)	Senior Management Team (SMT), Governors' Curriculum and Evaluation Committee

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

Issue of certificates

Sir Thomas Rich's 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 Jo Tyler Exams Officer.

Arrangements for the issue of certificates

Exams Officer checks certificates following successful enquiries about results are correct and returns any necessary for replacement

Exams Administrator collates and distributes certificates from the awarding bodies

Certificates are posted (recorded delivery) or collected and signed for

A record for signed certificates is retained by the Exams Administrator

A record of posted certificates is retained by the Exams Administrator

Certificates are not withheld from candidates who owe fees

Candidates are advised of the details they need to check in the candidate handbook which they receive prior to the exams and by way of a reminder email once the certificates are received by the centre

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

- In approximately April/May prior to the exams Heads of Year brief the candidates and issue a cloud contact/email whereby candidates are advised how and when to collect their certificates, details of clearance forms and posting of certificates and how to pay the relevant fees for postage
In November when the certificates are received a further cloud contact/ email is sent to candidates readvising of the process

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrangements for certificates to be collected on their behalf by providing the Exams Officer/Exams Administrator with written or email permission /authorisation; authorised persons must provide ID evidence on collection of certificates

Record of issued certificates

There is an electronic copy (spreadsheet) and a physical copy of all the certificates issued

These records are kept by the Exams Officer and Exams Administrator in the Exams office

The electronic copy is kept in a secured shared drive

The records confirm the name of the candidate , the exam board, level and where collected a copy of the candidates signature

Where posted there is an electronic copy (on the franking machine) and a printout detailing the candidates name and the recorded delivery number and date and time of postage

Additional information:

Not Applicable

Retention of certificates

Sir Thomas Rich's 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 Jo Tyler Exams Officer
Exams Administrator.

Retention policy

An electronic (spreadsheet) containing a record of the uncollected certificates, which contains the candidates name, level of the exam taken , examination board and the year in which the certificate was awarded

This stored on a secured shared drive

The centre retains unclaimed certificates for six years after which they are confidentially destroyed

A record of destroyed certificates is retained for four years

Uncollected certificates are kept in a filing cabinet in the Exams Office and these are accessible to the Exams Officer and Exams Administrator

Instructions to candidates are provided prior to the exam and are contained in the candidates handbook, with a further reminder provided once the certificates are received

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