



Certificate Issue Procedure and Retention Policy

Sir Thomas Rich's School

Certificate Issue Procedure and Retention Policy

Centre name	Sir Thomas Rich's School
Centre number	57143
Date policy first created	21/11/2023
Current policy approved by	Senior Leadership Team (SLT), Trustees' Curriculum and Evaluation Committee
Current policy reviewed by	Jo Tyler
Date of review	12/11/2024
Date of next review	12/11/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Matthew Lynch
Senior leader(s)	Dave Dempsey (Deputy Headteacher, Deputy Head of Centre) Sonja Jones (Director of Finance and Operations; Line Manager for exams)
Exams officer	Jo Tyler
Other staff (if applicable)	Senior Leadership Team (SLT), Trustees' Curriculum and Evaluation Committee

This procedure/policy is reviewed and updated annually to ensure that certificates at Sir Thomas Rich's 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 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 Sir Thomas Rich's School 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 School 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 and Exams Assistants

.

Arrangements for the issue of certificates

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

Exams Officer and Exams Assistants collate and distribute certificates from the awarding bodies.

Certificates are posted (recorded delivery) or collected and signed for by Leavers and distributed during Form time for students remaining in the school for Sixth Form and any RS (SC) students or AS Further Maths Students.

A record for signed certificates is retained by the Exams Office.

A record of posted certificates is retained by the Exams Office.

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 make arrangements for certificates to be collected on their behalf by providing the Exams

Officer/Exams Assistants 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 Assistants 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 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 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

Exams Officer and Exams Assistants.

.

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 Assistants.

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

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 reviewing in November 2024, no centre-specific changes or updates were applicable to this policy.