



Certificate Issue Procedure and Retention Policy

Carrington School

Certificate Issue Procedure and Retention Policy

Centre name	Carrington School
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Date policy first created	26/09/2023
Current policy approved by	Miss K Oakley
Current policy reviewed by	Miss K Oakley
Date of review	30/09/2024
Date of next review	30/09/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Miss K Oakley
Senior leader(s)	Mr M Lockhart
Exams officer	Mr J David
Other staff (if applicable)	

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

Carrington 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. Exams.

Arrangements for the issue of certificates

Candidates are invited in for a certificate collection event where they must sign for their certificates in person. If a candidate is unable to attend, they must provide written, signed consent for someone to collect on their behalf or can arrange an alternative time to collect with the exams officer. Candidates are reminded that certificates are costly to replace and must keep them safe for future reference.

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

- Candidates are emailed following the issue of results with details of collecting their official certificates. The school uses social media channels and the school website to ensure all candidates are aware of the event.

Where unable to claim/collect certificates under the normal arrangements

Candidates make arrangements for certificates to be collected on their behalf by providing the Exams Officer with written or email authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

There is a physical record copy of all issued certificates which students sign when collecting. This record is kept by the Exams Officer in the Exams Office.

Additional information:

Not applicable.

Retention of certificates

Carrington 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 the Exams Officer..

Retention policy

The centre retains unclaimed certificates for six years after which they are confidentially destroyed. Uncollected certificates are kept in a filing cabinet in the secure exams store, accessible to the exams officer and SLT (exams) only.

Additional information:

Changes 2024/2025

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

Centre-specific changes

Not applicable