

# Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: C Murray

Policy/Procedure created/reviewed: 02/11/2021

Centre Name	Sir Bernard Lovell Academy
Centre Number	50451
Date procedure/policy first created	02.11.21
Current procedure/policy reviewed by	C Murray
Current procedure/policy approved by	S White D Anderson
Date of next review	02.11.22

## Key staff involved in the procedure/policy

Role	Name
Exams officer	C Murray
Senior leader(s)	S White, Line Manager
Head of centre	D Anderson
Other staff (if applicable)	L Singh, K Green, L Armstrong, K Barrett, J Collins

This procedure/policy is reviewed and updated annually to ensure that certificates at Sir Bernard Lovell 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 Sir Bernard Lovell 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

Sir Bernard Lovell Academy will:

- 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 C Murray - EO

L Singh / K Green - Lead invigilators

L Armstrong - Academy Admin Manager

K Barrett - Academy receptionist

J Collins - P16 administrator

.

## Arrangements for the issue of certificates

Candidates collect in person, in reception, between certain hours.

Candidates advised to check all details at point of collection.

Candidates sign to confirm receipt of certificates.

Candidates now in P16 centre collect from P16 Administrator within school.

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

Correspondance is sent out with results re. certificates

Candidates are sent messages via Insight, text, letter and on school website when ready for collection.

## 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

## Record of issued certificates

Records are kept in locked filing cabinet.

Confirm receipt of certificates and date collected.

Kept for 5 years currently.

## Additional information:

Not applicable

## Retention of certificates

Sir Bernard Lovell 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 C Murray - EO

L Singh / K Green - lead invigilators

### Retention policy

Currently retained for 5 years.

Confidentially destroyed in secure shredding

Candidates and parents regularly informed of need to collect and costs of claiming new ones.

### Additional information:

Previous EO kept all records. Working to get the certificates down to 5 years and then to 2 years.