



Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Mrs Jill Thomson

Policy/Procedure created/reviewed: 08/11/2021

Centre Name	St Francis' College
Centre Number	17425
Date procedure/policy first created	08/11/2021
Current procedure/policy reviewed by	Mrs Bronwen Goulding
Current procedure/policy approved by	Mrs Bronwen Goulding
Date procedure/policy to be next reviewed	November 2022

Key staff involved in the procedure/policy

Role	Name
Exams officer	Mrs Jill Thomson
Senior leader(s)	Mr James Nichols, Dr Nick Dennis, Mr Dan Carr
Head of centre	Mrs Bronwen Goulding
Other staff (if applicable)	Not Applicable

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

Issue of certificates

St Francis' College 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 the EO.

Arrangements for the issue of certificates

Students still at the school are asked to collect their certificates from the examinations office. All students who have left the school, have their certificates posted. This is done by recorded tracked mail both abroad and in the UK. The address for the certificates to be posted to is supplied by the student at the Exams Briefing Assembly in May. If the address has not been provided, then the certificates are posted to the student's home address or the address of their guardian if they are an overseas student.

Students where we do not have an address for postage available, are contacted via email/their parents email and asked to contact the EO with further instruction.

A 3rd party/friend/relative is permitted to collect the students certificate provided the EO has been contacted by the student with this instruction. An email is an acceptable methods of contact (to support this detail refer to the requirements in GR 5.14).

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

during the examinations assemble and in the handbook

Where unable to claim/collect certificates under the normal arrangements

A 3rd party/friend/relative is permitted to collect the students certificate provided the EO has been contacted by the student with this instruction. An email is an acceptable methods of contact provided it is from the students email address.

Record of issued certificates

Records showing signatures of the collector of the certificates or the Recorded Delivery code are kept in the examinations office. Any returned certificates are stored with these.

Additional information:

Although the centre recognises that the certificates may be destroyed after a year, any uncollected certificates are kept in a locked filing cabinet. The certificates are kept in date order. Attempts are made to try and contact all ex-students with uncollected certificates to remind them to collect their certificates. (to support this detail refer to the requirements in GR 5.14). This may form part of a wider Exams Archiving Policy (see below)

Retention of certificates

St Francis' College 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 the EO.

Retention policy

Although the centre recognises that the certificates may be destroyed after a year, any uncollected certificates are kept in a locked filing cabinet. The certificates are kept in date order. Attempts are made to try and contact all ex-students with uncollected certificates to remind them to collect their certificates.

Additional information:

N/A