

Certificate Issue Procedure and Retention Policy

Yardleys School

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Centre name	Yardleys School
Centre number	20291
Date policy first created	22/04/2024
Current policy approved by	David Pohl
Current policy reviewed by	Donna Bentham
Date of review	19/02/2025
Date of next review	31/01/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Gurpreet Basra
Senior leader(s)	David Pohl Victor Webb
Exams officer	Donna Bentham
Other staff (if applicable)	Emma Robinson Judith Price Tasmin Nadeem

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

Yardleys 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 Donna Bentham.

Arrangements for the issue of certificates

Certificates can be collected in person, at the local colleges on pre-arranged days, or posted out to their last recorded address via recorded delivery. All candidates are informed both verbally and their record of results statement to check their personal details and grades carefully for any errors. A sheet is signed to say they have received their certificates or a record of the recorded number is posted in place of their signature if posted home

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

- Email sent home via GroupCall and it is also updated on the school VLE. If collecting at the college, the college with those who attend with them from Yardleys to inform them of the location, date and time members of staff will be available for them to collect their certificates

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, etc...

Record of issued certificates

Records of certificates received and issued. Records of amount of certificates collected by candidate. Stored in the exams office for a minimum of 12 months

Additional information:

Not applicable

Retention of certificates

Yardleys 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 Donna Bentham.

Retention policy

Certificates are retained for a minimum of 12 months in the exams office. A record is kept of those certificates which are destroyed using a confidential shredding method or if they are returned to originating exam board for destruction. Candidates are instructed that any unclaimed/returned certificates are kept for a minimum of 12 months and a maximum of 6 years after which they will be destroyed.

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 review in September 2024, no centre-specific updates or changes were applicable to this document