

Certificate Issue Procedure and Retention Policy 2023/2024

Rosewood School

Certificate Issue Procedure and Retention Policy 2023/2024

Centre Name	Rosewood School
Centre Number	20509
Date policy first created	12/10/2023
Current policy approved by	Helen Edwards
Current policy reviewed by	Kym Jameson
Date of next review	01/11/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	David Kirk
Senior leader(s)	Ben Whittall (DHT) Lyndsay Stallard (AHT) Sharon Lovell (AHT)
Exams officer	Kym Jameson
Other staff (if applicable)	

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

Rosewood 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 Kym Jameson - Exams Officer.

Arrangements for the issue of certificates

Certificates are collected in person by each candidate. They are asked to check all personal details are correct and sign to say they have received them.

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

- Candidates are phoned and a text sent to say they are available 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

A copy of all certificates are kept in the archive room until destruction with all other paperwork. 25 years after the DOB

Additional information:

Not applicable

Retention of certificates

Rosewood 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 Kym Jameson - Exam Officer.

Retention policy

Certificates are retained for 12 months. After this period they are securely destroyed. Candidates are contacted numerous times before the destruction.

Additional information:

Not applicable

Changes 2023/2024

(Added) Under **Issue of certificates**: (The centre will) obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14)

Centre-specific changes

no centre-specific updates or changes were applicable to this document.