



# **Certificate Issue Procedure and Retention Policy**

Clyst Vale Community School

## Certificate Issue Procedure and Retention Policy

Centre name	Clyst Vale Communtiy School
Centre number	54203
Date policy first created	14/12/2023
Current policy approved by	Sara Jacobs
Current policy reviewed by	Sara Jacobs
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	Sara Jacobs
Senior leader(s)	Louise Telford - Assistant Principal, SENDCo Allen Bailey - Assistant Principal, Data Ann Hopkins - College Manager Graeme Lee - IT Manager
Exams officer	Amanda Kilby
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Clyst Vale Communtiy 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 Clyst Vale Community 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

Clyst Vale Community 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 Amanda Kilby, Exams Officer..

## Arrangements for the issue of certificates

Statement of Entries are distributed at the beginning of February. The details on your Statement of Entry will be used when certificates are printed. If the name or date of birth on your certificates does not match your birth certificate it could cause you problems when you are asked to show your certificates to a potential employer or college/university at some time in the future.

Certificates are usually issued by the Exam Boards around the end of October. These are presented to students at the GCSE Presentation Evening in November. If you do not attend the evening, you may collect them in person from the reception after this date or write a letter of permission for someone else to collect them for you.

Clyst Vale Community College is only obliged to keep certificates for a period of one year after issue but in practice keeps them for 3 years. If candidates do not collect their certificates within this time (or if they lose their certificates) they can only be replaced by direct application to the appropriate exam boards. This will require proof of identity and a substantial fee per examination board. You are therefore urged to collect your certificates promptly and keep them safely.

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

- Information is contained in the Exams Booklet issued in the Autumn term and in the Results envelope handed out on Results day.

## 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

Students sign on receipt when picking up their certificates. All unclaimed certificates are retained under secure conditions for a minimum of 12 months from the date of issue.

**Additional information:**

Not applicable.

**Retention of certificates**

Clyst Vale Community 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 Amanda Kilby, Exams Officer..

**Retention policy**

See Separate Exams Archiving Policy.

**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.