



# Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Lisa Garland

Policy/Procedure created/reviewed: 24/01/24

Centre Name	Lightcliffe Academy
Centre Number	37325
Date procedure/policy first created	04.10.2021
Current procedure/policy reviewed by	Lauren Conlon
Current procedure/policy approved by	Paul Cooper
Date of next review	01.10.2024

## Key staff involved in the procedure/policy

Role	Name
Exams officer	Gillian Camm
Senior leader(s)	Lauren Conlon
Head of centre	Jo Hackett
Other staff (if applicable)	Not Applicable

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

Lightcliffe 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 Gill Camm.

## Arrangements for the issue of certificates

- On receipt of AB certificates, students are informed that they are available to be collected from school during normal opening hours.
- Every effort is made to ensure that students receive their certificates.

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

- Students are contacted by email once all certificates are received and collated in school.

## Where unable to claim/collect certificates under the normal arrangements

- Certificates must be collected in person or a named individual can be nominated to collect the certificates as long as written consent is given, and the individual brings a form of ID.
- All collected certificates must be signed for.

## Record of issued certificates

- Collected certificates are signed for and dated. These records are retained for 12 months.

## Additional information:

- Not applicable

## Retention of certificates

Lightcliffe 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 Gill Camm - Exams Officer.

### Retention policy

- Certificates are retained for a period of at least 12 months (from issue date) before being confidentially destroyed.
- All destroyed certificates are recorded on a spreadsheet and this information is kept for up to 4 years.

### Additional information:

- Not applicable.

## CHANGES 2023-24

GR5.14

### CENTRE-SPECIFIC CHANGES

Upon review in September 2023, Lightcliffe Academy will obtain and maintain accurate candidate contact information to ensure the correct and secure collection of certificates.