



Certificate Issue Procedure and Retention Policy

Tenbury High Ormiston Academy

Certificate Issue Procedure and Retention Policy

Centre name	Tenbury High Ormiston Academy
Centre number	24375
Date policy first created	14/09/2023
Current policy approved by	Kit Williams, Assistant Principal
Current policy reviewed by	Amy Tilt, Exams Officer
Date of review	20/12/2024
Date of next review	30/09/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Vicki Dean
Senior leader(s)	Delyth Wall, Vice Principal Kit Williams, Assistant Principal Andy Wilks, Assistant Principal
Exams officer	Amy Tilt
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Tenbury High Ormiston 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 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 Tenbury High Ormiston 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

Tenbury High Ormiston Academy 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

Amy Tilt, Exams Officer

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Arrangements for the issue of certificates

Certificates are to be collected in person from the school office during term time hours.

Candidates are required to check their name, date of birth, etc. are correct and that the correct final grade(s) is/are shown.

The candidate will be required to sign that certificates have been collected/confirming they are correct, etc.)

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

- By email to the parent/carer. It is the parent/carer's responsibility to inform the school of a change of email address.

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, Amy Tilt with a signed form detailing the name of the person collecting on their behalf. This form is then retained at school. Authorised persons must also provide ID evidence on collection of certificates.

Record of issued certificates

The records confirm the candidate's name, signature and date of collection. These will be stored securely for 12 months

Additional information:

Not applicable

Retention of certificates

Tenbury High Ormiston 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 (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

Amy Tilt, Exams Officer

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Retention policy

The certificates are retained for 12 months.

After the retention period the certificates will be disposed of in confidential waste, a record will be retained for 4 years

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.