



STANGROUND ACADEMY

Certificate Issue Procedure and Retention Policy

Stanground Academy

Certificate Issue Procedure and Retention Policy

Centre name	Stanground Academy
Centre number	22305
Date policy first created	21/03/2024
Current policy approved by	David Bruce
Current policy reviewed by	David Bruce
Date of next review	21/03/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Matthew Van Lier
Senior leader(s)	David Bruce
Exams officer	Nikki Cooke
Other staff (if applicable)	

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

Stanground 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 Nikki Cooke - Exams Officer.

Arrangements for the issue of certificates

Certificates are issued to students at an awards event or collected in person. A letter is sent out to candidates to inform them when and where they can collect them and if a third party is collecting, we need written authorisation from the candidate and proof of identification when the third party collects. Candidates sign a declaration sheet once they have collected their certificates

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

- Candidates are informed of these arrangements by letter, once the certificates have been recorded and filed

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

Records are kept in The Exams office of all certificates collected and retained on file for four years

Additional information:

N/A

Retention of certificates

Stanground 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 Nikki Cooke - Exams Officer.

Retention policy

certificates are retained for a minimum of 12 months and are confidentially destroyed after the retention period. candidates about notified that any unclaimed/uncollected certificates may be destroyed after this time frame

Additional information:

N/A

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 changes applicable to this document