



# **Certificate Issue Procedure and Retention Policy**

Lever Park School

## Certificate Issue Procedure and Retention Policy

Centre name	Lever Park School
Centre number	32111
Date policy first created	29/01/2024
Current policy approved by	Matthew Taylor
Current policy reviewed by	Andrea Whitehead
Date of review	16/09/2024
Date of next review	15/09/2025

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Matthew Taylor
Senior leader(s)	Melissa Smith
Exams officer	Andrea Whitehead
Other staff (if applicable)	Tracey Nicholls

This procedure/policy is reviewed and updated annually to ensure that certificates at Lever Park 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 Lever Park 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**

Lever Park 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 Andrea Whitehead - Exams Officer.

## **Arrangements for the issue of certificates**

Certificates are normally issued by collecting in person (where possible). If the candidate is unable to collect, school will post with verbal consent.

Candidates are advised to check their personal details (name, date of birth, etc) are correct and that the correct final grade(s) are shown, on receipt of certificates.

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

- Candidates are informed on results day that certificates will be issued at the start of November, this will be followed up with a phone call.  
If you have moved house, make sure to update your address with your school

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

Where candidates may be unable to access certificates in the normal way (As example... 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**

All unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue and will be disposed of in line with the GDPR guidelines.

## **Additional information:**

Not applicable

## **Retention of certificates**

Lever Park 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 Andrea Whitehead.

### **Retention policy**

All unclaimed certificates are kept under secure conditions for a minimum of 12 months from the date of issue and will be disposed of in line with the GDPR guidelines. Once the retention period ends, certificates will be disposed of securely- Lever Park will make a number of attempts to contact the candidate before disposal.

### **Additional information:**

Lever Park will make a number of attempts to contact the candidate before disposal.

## **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