Certificate Issue Procedure and Retention Policy

Youth Challenge

Certificate Issue Procedure and Retention Policy

Centre name	Youth Challenge
Centre number	32114
Date policy first created	19/09/2024
Current policy approved by	Victoria Sutton
Current policy reviewed by	Kelly Shacklady
Date of review	15/09/2026
Date of next review	15/09/2027

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Victoria Sutton
Senior leader(s)	Byron Billington Collette Morris Gemma Morris Matthew Carrington
Exams officer	Kelly Shacklady
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Youth Challenge 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 Youth Challenge issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Youth Challenge 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

Kelly Shacklady - 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 address make sure to update your address with 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 person must provide ID 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 will be disposed of in line with the GDPR guidelines.

Retention of certificates

Youth Challenge 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

Kelly Shacklady - Exams officer

.

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. Youth Challenge will make a number of attempts to contact the candidate before disposal.