



CERTIFICATE ISSUE PROCEDURE AND RETENTION POLICY (Exams) 2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Miss G Conway	
Date of next review	October 2024

Certificate Issue Procedure and Retention Policy

Centre Name	Penwortham Priory Academy
Centre Number	46727
Date policy first created	04/10/2023
Current policy approved by	Miss G Conway
Current policy reviewed by	Miss G Conway
Date of next review	01/10/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	Mr M Eastham
Senior leader(s)	Mr N Gee
Exams officer	Miss G Conway
Other staff (if applicable)	

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

Penwortham Priory 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 Miss G Conway - Exams Officer.

Arrangements for the issue of certificates

Certificates are normally collected in person and signed for. Candidates about checking their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown. Include any requirements in place 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:

- Candidates are informed to collect their certificates by email. Messages are also posted on our website and schools social media accounts.

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

A record will be kept of the certificates that are issued, this record will be signed upon collection of certificates and kept with the certificates in a locked exams cupboard in the reception office for 12 months. Any certificates not collected after 12 months will be destroyed and the record will be held for a further 4 years as per our Archiving Policy.

Additional information:

Not applicable

Retention of certificates

Penwortham Priory 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 Miss G Conway - Exams Officer.

Retention policy

Unclaimed or uncollected certificates are retained for 12 months after this date they are confidentially destroyed.

Additional information:

Not applicable

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

Upon review in September 2023, no centre-specific updates or changes were applicable to this document.