

# **Certificate Issue Procedure and Retention Policy**

Sutton House Academy

## Certificate Issue Procedure and Retention Policy

Centre name	Sutton House Academy
Centre number	16611
Date policy first created	26/01/2024
Current policy approved by	SLT
Current policy reviewed by	Alexis Bull
Date of next review	09/09/2024

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Alexis Bull
Senior leader(s)	Jonathan Lee Paula Barker Rachael Wyatt
Exams officer	Jonathan Lee
Other staff (if applicable)	Lesley Monod Lisa Frew

This procedure/policy is reviewed and updated annually to ensure that certificates at Sutton House 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 Sutton House 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**

Sutton House 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 Lesley Monod.

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

Certificates are collected in person and/or posted home.

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

- By letter 6 weeks before issue.

### **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.

### **Record of issued certificates**

Exams Cupboard

### **Additional information:**

Not applicable

### **Retention of certificates**

Sutton House 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 Lesley Monod.

### **Retention policy**

Certificates are retained for the guided length of a minimum of 12 months before destroyed after the period of retention.

### **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**