

Certificate Issue Procedure and Retention Policy

Policy/Procedure creator: Sam Nash

Policy/Procedure created/reviewed: 31/01/2022

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| Centre Name | Ark Alexandra Academy |
| Centre Number | 56685 |
| Date procedure/policy first created | 07/10/2021 |
| Current procedure/policy reviewed by | Sam Nash |
| Current procedure/policy approved by | Chris Connor |
| Date of next review | 01 February 2023 |

Key staff involved in the procedure/policy

| Role | Name |
|-----------------------------|-----------------------------|
| Exams officer | Sam Nash |
| Senior leader(s) | Chris Connor, Juliet Horton |
| Head of centre | Liam Collins |
| Other staff (if applicable) | Not Applicable |

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

Ark Alexandra Academy will:

- 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 Sam Nash - Exams Officer.

Arrangements for the issue of certificates

Candidates are to collect their certificates in person and sign to confirm receipt

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

Candidates via letter/email

Where unable to claim/collect certificates under the normal arrangements

If candidates are unable to collect the certificates themselves, they can provide written permission for a named person to collect them on their behalf. The person collecting will need to provide ID.

Record of issued certificates

A record of candidates and the certificates collected/signed for are kept for five years with the Exams Officer

Additional information:

Not applicable

Retention of certificates

Ark Alexandra 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 (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 Sam Nash - Exams Officer.

Retention policy

Ark Alexandra Academy will retain any unclaimed/uncollected certificates for a minimum of 12 months from the date of issue. After this date they will be confidentially destroyed and a detailed record kept of destroyed certificates will be retained in the centre for a minimum of 4 years.

Additional information:

Not applicable