



Certificate Issue Procedure and Retention Policy

The Hart School

Certificate Issue Procedure and Retention Policy

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Key staff involved in the procedure/policy

Role	Name
Head of centre	Rachael Sandham
Senior leader(s)	Anita Cleary, Ben Brennan, Heidi Goodall, Jude Mahon, Louisa Burnett, Nathan Lewis, Sandip Dosanjh, Shara Davies
Exams officer	Fran Kinnstein
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at The Hart 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 The Hart 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

The Hart 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 Fran Kinnstein - Exams Officer.

Arrangements for the issue of certificates

Exam Certificates are available in school for collection normally from the end of November, once all certificates have been sent in from the exam boards.

Students are informed of this via Arbor, the school website and social media.

Students are expected to collect their exam certificates in person so that they can check all of the information shown on their certificates is correct and accurate (name, dob, final grade etc). If all of this is in order then the student will sign and date a form which confirms that their certificates are correct and they have received them.

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

- Students are informed of the exam certificate collection procedure in their exam information pack which they receive prior to the summer exams taking place.
Once certificates are ready for collection students are reminded of the procedure via Arbor, the school website and social media.

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 permission / authorisation. Authorised persons must provide ID evidence on collection of the certificates.

Record of issued certificates

A record of issued certificates is kept in the exam secure storage area. These records show the name / dob / student signature and the date they collected their certificates confirming they had checked that all of the details on their certificates was correct and they had taken receipt of them.

These records are kept for 10 years.

Additional information:

Not applicable

Retention of certificates

The Hart 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 Fran Kinnstein - Exams Officer.

Retention policy

Unclaimed or uncollected certificates are retained in accordance with the requirements of GR, section 5. The Hart School retains all unclaimed or uncollected certificates for 5 years in the exam secure storage area. After this time they are destroyed in a confidential manner.

A record of certificates that have been destroyed is retained for 4 years from their date of destruction. Students are informed that some awarding bodies do not offer a replacement certificate service. In such circumstances the awarding body will issue a Certifying Statement of Results. (Where an awarding body issues a replacement certificate, or a Certifying Statement of Results, this will provide an accurate and complete record of results for all qualifications covered by the original certificate)

Additional information:

Not applicable

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 additional centre-specific updates or changes were applicable to this document.