



Certificate Issue Procedure and Retention Policy

Thriftwood School & College

Certificate Issue Procedure and Retention Policy

Centre name	Thriftwood School & College
Centre number	16342
Date policy first created	12/02/2024
Current policy approved by	Simon Kyndt
Current policy reviewed by	Kirsty Mountain
Date of next review	31/01/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Simon Kyndt
Senior leader(s)	Executive Headteacher - Georgina Pryke College Lead - Lisa Walker Exams Officer Line Manager - Gemma Ellis KS4 Phase Leader - Carolyn Mitchell KS5 Phase Leader - Rachael Collins
Exams officer	Kirsty Mountain
Other staff (if applicable)	Business & Enterprise Lead - Jools Butcher English & ICT Lead - Emily Wood Mathematics Lead - Rachael Collins Options Lead - Jane O'Dell Sports Lead - James Eade

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

Issue of certificates

Thriftwood School & College 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 the exams officer.

Arrangements for the issue of certificates

Candidates who are leaving college are invited to collect certificates at an awards event in the following Autumn term and candidates who are remaining in college the next academic year are awarded certificates in an assembly. Candidates are issued instructions when checking entry statements to check and confirm their personal details (name, date of birth, etc.) are correct. They are asked to sign a log confirming that they have collected the certificates.

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

- in a handout distributed when candidates and parents/carers are advised of exam entries and in a letter sent to candidates with provisional results statements. This is followed up by a letter sent to leavers when certificates have been received, inviting them to attend the awards evening.

Where unable to claim/collect certificates under the normal arrangements

Candidates may come to college during regular college hours but at a time pre-arranged with the exams officer to collect certificates. Candidates may also 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 log is signed and dated by candidates collecting certificates which is kept in the exams folder pertaining to that exam year. This is kept indefinitely.

Additional information:

If candidates do not collect certificates before January 1st, the exams officer will contact the student by phone to prompt them to come to college or offer to post them once the address has been confirmed. Proof of postage to be retained.

Retention of certificates

Thriftwood School & College 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 the exams officer.

Retention policy

If after one year the certificates have not been collected, the exams officer will make a final attempt to contact the candidate to collect from college and then will return the certificates to the appropriate examining body.

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

Centre-specific changes for 2023/24 resulting from the annual review in January 2024:

Upon review, the only centre-specific update or change is the name of the exams officer.