



Certificate Issue Procedure and Retention Policy

Michael Hall School

Certificate Issue Procedure and Retention Policy

Centre name	Michael Hall School
Centre number	56385
Date policy first created	17/04/2024
Current policy approved by	Emmeline Hawker
Current policy reviewed by	Emily Worth
Date of next review	01/09/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Emmeline Hawker
Senior leader(s)	Sarah Stokes
Exams officer	Emily Worth
Other staff (if applicable)	Alex Gearing

This procedure/policy is reviewed and updated annually to ensure that certificates at Michael Hall 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 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 Michael Hall 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

Michael Hall 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 Emily Worth, Exams Officer.

Arrangements for the issue of certificates

An email is sent through the MIS system to inform candidates they are ready to be collected from the school reception. Even though previous checks of personal details have been completed, candidates are asked to check their details again.

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

- Candidates are informed of these arrangements upon completion of the exam series.

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, etc...)

Record of issued certificates

The candidate's name and date they signed for upon collection of their certificates is kept in the Exams Office and kept for 2 years.

Additional information:

Not applicable

Retention of certificates

Michael Hall 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 Emily Worth, Exams Officer.

Retention policy

The retention of unclaimed or uncollected certificates is 2 years. The certificates are held within the Exams office. If uncollected within those 2 years, certificates will be destroyed by confidential destruction.

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.