



Inspire Education Trust

Together we achieve, individually we grow

Certificate Issue and Retention Policy 2024-2025 **Blue Coat CE Secondary School**

Policy Date: September 2024

Review Date: September 2025

Document History

Version	Status	Date	Author	Summary Changes
V1		September 2023	Kelly Jobson	Updated to Reflect JCQ changes 2023-2024
V2		September 2024	Kelly Jobson	Updated the name of MIS in yellow.

This procedure/policy is reviewed and updated annually to ensure that certificates at Blue Coat 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 Blue Coat 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

Blue Coat 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 Kelly Jobson Exam Manager and Martin Dorrington Exam Assistant.

Arrangements for the Issue of Certificates

The certificates are issued on school premises at an arranged time by the Head of Centre. We keep an electronic spreadsheet of uncollected certificates and complete this as and when we receive requests for collection after the above event. We retain certificates for 2 years and then destroy any remaining certificates in the confidential waste bin. The certificate log is updated to demonstrate destruction if required against students' details. To ensure the certificates we receive are printed correctly every student is sent a letter from the Exams department in January to check details and advise if a correction is needed by visiting reception with photo ID where the admissions manager will update our MIS system.

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

- In an Exam Assembly /on the school website and via Arbor communication, the school MIS

Where unable to Claim/Collect Certificates under the Normal Arrangements:

For a third-party collection arrangement to be completed for certificate collection, the student must complete and sign a form which the nominated person also signs. The nominated person must bring the completed form **into school** with photo id so we can confirm they are the correct person. The school retains the signed form for future reference should it be needed.

Record of Issued Certificates

The school has a certificate log that is kept updated as required and records held on that are retained for 2 years

Retention of Certificates

Blue Coat 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 Kelly Jobson and or Martin Dorrington.

Retention policy

Any unclaimed certificates are kept at Blue Coat in a secured locked cabinet in the Exam Office. If destroyed, they are put in the confidential bin that is held with the Exam Office and the certificate log is updated at that time to record what has happened.

Reviewed: Kelly Jobson September 2024
Next Review Date: September 2025
Approved by Directors: 23 September 2024

Signed:



Lois Whitehouse
CEO



Nicky Aston
Chair of Standards

