



Exam Certificate Issue Procedure and Retention Policy

Reference in the procedure/policy to GR relates to relevant sections of the current JCQ publication **General Regulations for Approved Centres**

Purpose of the policy

Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

The purpose of this procedure is to confirm how Carrington School issues examination certificates to candidates and the policy for retention for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

1. Issue of Certificates

Carrington School 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 is managed by the Exams Officer.

2. Arrangements for the issues of certificates

Exam certificates are available in school for collection, normally from the end of November once all certificates have been sent from the exam boards. Students are informed of this via email, 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 the collection form which confirms they have received them.

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

Candidates are informed of the exam certificate procedure in their exam student handbook which they receive prior to the summer exams taking place.

Once certificates are ready for collection, students are reminded of the procedure via email, the school website and social media.

3. 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.

4. Record of issued certificates

A record of issued certificates is kept in the exam secure storage area. These records show the name, 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 5 years.

5. Retention of certificates

Carrington 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 (5.14)
- Inform candidates that some awarding bodies may 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.

6. Retention Policy

Unclaimed or uncollected certificates are retained in accordance with the requirements of GR, section 5.

Carrington 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.