



REDHILL SCHOOL

Certificate Issue Procedure and Retention Policy

Redhill School

Certificate Issue Procedure and Retention Policy

Centre Name	Redhill School
Centre Number	20576
Date policy first created	19/10/2023
Current policy approved by	Mr J Clayton
Current policy reviewed by	Mrs E Dadge
Date of next review	19/10/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	Mr J Clayton
Senior leader(s)	Mr G Scott, Mrs C Mather, Mr J Bacciochi, Mrs T Gibbins, Mrs V Corfield, Mrs A Lesniewski
Exams officer	Mrs E Dadge
Other staff (if applicable)	

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

Redhill 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 Mrs E Dadge, Exams/Data Manager.

Arrangements for the issue of certificates

- Certificates will be issued to students at the Year 11 Presentation Evening in November
- Students must check their certificates and report any errors within 24 hours of Presentation Evening
- Students who are unable to attend Presentation Evening will be able to collect their certificates from Reception, the Monday following presentation evening.
- Records of certificates collected will be kept by Reception
- All certificates collected must be checked and signed for

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

- Invitation to Presentation Evening
EduLink messages

Where unable to claim/collect certificates under the normal arrangements

- Students who are unable to collect their certificates due to exceptional circumstances, e.g. moved out of the area, can arrange for the certificates to be collected on their behalf. Written/email permission must be provided to the Exams/Data Manager in advance of collection. Authorised persons must provide ID evidence on collection.
- Certificates will only be posted in exceptional circumstances, where all other options have been exhausted. The student will need to provide written/email permission to the Exams/Data Manager, to agree to the certificates being posted and also acknowledge responsibility for replacing any certificate which has errors, or is lost in the post.

Record of issued certificates

Certificate collection lists will be kept from Presentation Evening in Reception.

Additional information:

Not applicable

Retention of certificates

Redhill 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 Mrs S Williams, School Administrator.

Retention policy

- Certificates are retained in Reception for at least one, but no longer than two years.
- Certificates will then be disposed of securely, via the confidential waste system
- Reception will contact students with a reminder to collect their certificates
- A record of all certificates disposed of will be kept in Reception for four years

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