



Certificate Issue Procedure and Retention Policy

Meopham School

Certificate Issue Procedure and Retention Policy

Centre name	Meopham School
Centre number	61169
Date policy first created	02/10/2023
Current policy approved by	Ethan Roberts
Current policy reviewed by	Andrew Rigglesworth
Date of review	04/10/2024
Date of next review	01/10/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Ethan Roberts
Senior leader(s)	Zara Romney David McQuillan
Exams officer	Samantha Warren
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Meopham 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 document **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 Meopham 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

Meopham 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 the exams officer.

Arrangements for the issue of certificates

certificates are stored securely on site. Candidates may collect from reception and must sign to confirm all certificates are present and correct.

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

- candidates informed by letter/email

Where unable to claim/collect certificates under the normal arrangements

Representatives collecting on a candidate's behalf must bring with them a signed letter of authorisation from the candidate and photo ID.

Record of issued certificates

Records confirm the date and signature of the person collecting. Records are kept for 3 years.

Additional information:

Not applicable

Retention of certificates

Meopham 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 the exams officer.

Retention policy

Certificates are retained in secure storage for 12 months. After this time they are returned by secure post to the exam boards.

Additional information:

Not applicable

Changes 2024/2025

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

Centre-specific changes

Upon review in October 2024 no centre-specific changes or updates were identified.