

Certificate Issue Procedure and Retention Policy

The Hazeley Academy

Certificate Issue Procedure and Retention Policy

Centre Name	The Hazeley Academy
Centre Number	52336
Date policy first created	23/11/2023
Current policy approved by	Toni Whiteman
Current policy reviewed by	Chloe Bateman-Robbins
Date of next review	01/10/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	Toni Whiteman
Senior leader(s)	Steve Livesey
Exams officer	Chloe Bateman-Robbins/Kerrie Barratt
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at The Hazeley Academy 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 The Hazeley Academy issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

The Hazeley Academy 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 Chloe Bateman-Robbins and Kerrie Barratt.

Arrangements for the issue of certificates

Certificates are collected in person

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

- via email

Where unable to claim/collect certificates under the normal arrangements

Email permission from student with named person

Record of issued certificates

Lists from Exams Boards

Additional information:

N/A

Retention of certificates

The Hazeley Academy 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 Chloe Bateman-Robbins and Kerrie Barratt.

Retention policy

Kept in secure store indefinitely

Additional information:

N/A

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

N/A