



Certificate Issue Procedure and Retention Policy 2023-24

David Nieper Academy

Certificate Issue Procedure and Retention Policy 2023-24

Centre Name	David Nieper Academy
Centre Number	23202
Date policy first created	13/09/2023
Current policy approved by	Mr White
Current policy reviewed by	Mrs Hyde-Moxon
Date of next review	30/09/2024

Key staff involved in the procedure/policy

Role	Name
Head of Centre	Mr White
Senior leader(s)	Mr Brankin, Mr Endacott, Mrs Merchant, Mr Ruddy, Mr Wadsworth
Exams officer	Mrs Hyde-Moxon
Other staff (if applicable)	Miss Borg

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

Certificate

David Nieper 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 Mrs Hyde-Moxon, with support from Miss Borg.

Arrangements for the issue of certificates

Certificates are issued to candidates at a presentation, or they may be collected from Reception. Records are kept of when certificates are issued / collected.

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

- Candidates are notified of the presentation and/or the date(s) for certificate collection

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. Authorised persons must provide ID evidence on collection of certificates. In exceptional circumstances, certificates may be posted via a secure delivery method.

Record of issued certificates

Certificates are signed for on collection and records are kept. Details are retained for any certificates posted via a secure delivery method.

Additional information:

Not applicable

Retention of certificates

David Nieper 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 Mrs Hyde-Moxon, with support from Miss Borg.

Retention policy

Unclaimed certificates are retained for 12 months. After this period, unclaimed certificates are securely destroyed. Records are kept of those certificates destroyed

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

Not applicable