



HamiltonSchool

A PLACE OF EDUCATION, GROWTH & OPPORTUNITY

Certificate Issue Procedure and Retention Policy

Hamilton School

Certificate Issue Procedure and Retention Policy

Centre name	Hamilton School
Centre number	51334
Date policy first created	15/11/2023
Current policy approved by	Sarah Concannon, Headteacher
Current policy reviewed by	Hannah Wilson
Date of next review	01/12/2024

Key staff involved in the procedure/policy

Role	Name
Head of centre	Sarah Concannon
Senior leader(s)	Sarah Concannon, Headteacher Crispian Woolford, Assistant Headteacher
Exams officer	Hannah Wilson
Other staff (if applicable)	

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

Hamilton 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

- Candidates collect in person, in reception, between certain hours.
- Candidates advised to check all details at point of collection.
- Candidates sign to confirm receipt of certificates.

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

- Correspondance is sent out with results re. certificates
- Candidates are sent messages via text, letter and on school website when ready for collection.

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

- Email sent to parents, information on the school website and reminder text to parents via MIS.

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 prior written or email permission/authorisation.
- Authorised persons must provide ID evidence on collection of certificates

Record of issued certificates

- Records are kept in the exams secure storage room.
- Confirm receipt of certificates and date collected.
- Records will be kept for 5 years.

Additional information:

Not applicable

Retention of certificates

Hamilton 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

Insert your centre's arrangements for the retention of unclaimed or uncollected certificates (Detail how certificates are retained... for how long... method of confidential destruction after the retention period... details of the records held, for how long etc... Also include any instructions given to candidates about unclaimed/uncollected certificates... Include any other relevant information relating to the policy in your centre)

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

Upon review in November 2023, no centre-specific updates or changes were applicable to this document.