



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 review	01/10/2024
Date of next review	01/10/2025

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 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 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 and email 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 phptographic ID evidence on collection of certificates

Record of issued certificates

- Records are kept on Sharepoint in the following folder: 01. Examination Certificate Archive Log
- 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)
- Unclaimed certificates will be retained by the centre under secure conditions until claimed by the student.
- Efforts will be made annually to contact students for whom certificates are still held on site.
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- (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

Unclaimed certificates will be retained by the centre under secure conditions until claimed by the student. If not claimed, these will be confidentially disposed of with the students records during the year of their 35th birthday.

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 September 2024, amendment was made to state that the centre retains unclaimed certificates past the 12 month minimum as follows:

- *Unclaimed certificates will be retained by the centre under secure conditions until claimed by the student. If not claimed, these will be confidentially disposed of with the students records during the year of their 35th birthday.*
- *Efforts will be made annually to contact students for whom certificates are still held on site.*