



# Certificate Issue Procedure and Retention Policy

2023/24

**This procedure is reviewed annually to ensure compliance with current regulations**

<b>Approved/reviewed by</b>	
Cathy Pierce	
<b>Author</b>	
Cathy Pierce	
<b>Date of next review</b>	October 2024

**Key staff involved in the policy**

<b>Role</b>	<b>Name(s)</b>
Head of Centre	<b>Glenn Mellor</b>
SLT member(s)	<b>Zoe Johal, James Heaton Karen Taylor, Hannah Conway</b>
Exams officer	<b>Cathy Pierce</b>

## 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 Coventry Extended Learning Centre (CELC) issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

## Issue of certificates

CELC 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 Cathy Pierce as EO in discussion with Glenn Mellor (Headteacher).

## Arrangements for the issue of certificates

- Candidates are notified that their exam certificates are ready for collection, ideally in person. Should they ask someone else to collect the certificates they must provide a letter of authorisation.
- Candidates are informed of these arrangements on Results Day and informed that some awarding bodies do not offer a replacement certificate service
- Where students are unable to claim/collect certificates under the normal arrangements uncollected certificates will be retained by CELC

## Record of issued certificates

- Collected certificates must be signed for to confirm receipt, with that record retained by the Exams Officer

## Retention of certificates

At the discretion of Head of Centre, Coventry ELC 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)

- decide not to destroy any unclaimed certificates after retaining them for a minimum of 12 months
- 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)

The retention of unclaimed or uncollected certificates is managed by Cathy Pierce as Exams Officer.