



Certificate Issue Procedure and Retention Policy

William Ellis School

Certificate Issue Procedure and Retention Policy

Centre name	William Ellis School
Centre number	10288
Date policy first created	08/02/2024
Current policy approved by	Flora Wilson
Current policy reviewed by	Azad Khan
Date of review	
Date of next review	01/04/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Izzy Jones
Senior leader(s)	Flora Wilson
Exams officer	Rhevene Warde
Other staff (if applicable)	Azad Khan

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

William Ellis 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 Myrtle DeSouza.

Arrangements for the issue of certificates

Candidates are asked to check names and dates of birth during the mock examination prior to external exams.

Certificates will be signed on collection on a selected date proposed by the school and advertised in advance. Certificates can be collected from the main office after this date.

Where a candidate is unable to attend they may give written permission for a named representative to collect. This representative will need to provide a form of ID.

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

- School website
- Direct email communication

Where unable to claim/collect certificates under the normal arrangements

candidates may give written permission for a named representative to collect. The representative will need to provide a form of ID.

Record of issued certificates

Signed registers of the collection will be maintained for seven years in the examinations office.

Additional information:

Retention of certificates

William Ellis 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 Myrtle DeSouza.

Retention policy

Not applicable

Additional information:

Changes 2024/2025

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

Centre-specific changes