

Certificate Issue Procedure and Retention Policy

Syon Manor College

Certificate Issue Procedure and Retention Policy

Centre name	Syon Manor College
Centre number	13171
Date policy first created	08/03/2024
Current policy approved by	Matthew Ayling
Current policy reviewed by	Matthew Ayling
Date of next review	08/03/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Matthew Ayling
Senior leader(s)	Richard George
Exams officer	Shaz Raja
Other staff (if applicable)	Not Applicable

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

Issue of certificates

Syon Manor College 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 Shaz Raja.

Arrangements for the issue of certificates

Certificates should be collected in person by the candidates or their requested representative.

The certificate will be signed on collection.

A copy of the certificates and the signed certificate collection slip will be stored in the collected certificates folder.

If a request to post certificates is made, this will be reviewed by an Exams Officer. This will be by 2nd class post and only under the

agreement that the candidate accepts all responsibility if they fail to arrive at their destination

If the certificates are posted, the candidates or their requested representatives must notify an Exams Officer about receiving them as

soon as possible.

Any unclaimed certificates will be returned to the Exams Office.

Students are advised to check the certificate and report any errors immediately.

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

- Further information about certificate distribution given when collecting exam results
A letter or an email will be sent home

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/ emailed permission

Record of issued certificates

Certificate Issue log details:

Candidate name, name of number of certificates,

Additional information:

Not Applicable

Retention of certificates

Syon Manor College 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 Shaz Raja.

Retention policy

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destroy certificates in a confidential manner or may return them to the respective awarding body (GR 5.14)

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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)

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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