



Certificate Issue Procedure and Retention Policy

North Halifax Grammar School

Certificate Issue Procedure and Retention Policy

Centre name	North Halifax Grammar School
Centre number	37337
Date policy first created	10/10/2023
Current policy approved by	N/A
Current policy reviewed by	L Manley
Date of next review	31/10/2024

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mr D Deehan
Senior leader(s)	Mr R Haworth
Exams officer	Mrs L Manley
Other staff (if applicable)	Mrs R Smith

This procedure/policy is reviewed and updated annually to ensure that certificates at North Halifax Grammar 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 North Halifax Grammar 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

North Halifax Grammar 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

Students are presented with their certificates at an assembly or prize giving. Any unclaimed certificates after these events are retained at the centre for 12 months unless collected at an alternative date.

The receptionist or member of Exams Office staff records the collection of any certificates out of the normal collection window on SIMS in the quicknote area.

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

- Candidates are invited to the ceremony where certificates are presented. If candidates are unable to attend the event or the event is cancelled, candidates are invited to come into school to collect their certificates or pay for them to be posted recorded signed for delivery to their home address.

Where unable to claim/collect certificates under the normal arrangements

Any unclaimed certificates are retained in the school office for collection by candidates for a minimum of 12 months unless collected. Candidates should email the Exams Officer to request collection of certificates outside of the normal presentation. If certificates are to be collected by another person other than the candidate, this should be applied for in writing via email to the Exams Officer. If candidates request for the certificates to be posted to them then this must be done via special delivery, signed for and must be paid for in advance by the candidate by bank transfer to NHGS.

Record of issued certificates

Any unclaimed certificates are returned to the exam store for a minimum of 12 months unless collected. A note is made in the quick note on SIMS when certificates are collected outside of the award ceremony.

Additional information:

Any candidate who has changed their name since entries have been made must inform the Exams Officer as soon as the legal process is complete. Any delay may result in certificates being printed in the wrong name as

they would be issued in the name used when making entries to the exam board. If replacement certificates are required, these will need to be requested by the candidate direct from the Exam Board(s).

Retention of certificates

North Halifax Grammar School will:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- After 12 months any unclaimed certificates will be returned to the exam boards. Certificates always remain the property of the awarding bodies.
- destroy certificates in a confidential manner or may return them to the respective awarding body (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

Certificates will be kept in storage for 12 months from the date of issue to candidates.

Additional information:

Replacement certificates must be applied for by the candidates direct from the exam boards.

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