

Processes and Procedures

Title:	Certificate issue and retention procedures
Associated Policies:	
Head of centre	Cristina Taboada-Naya
Senior leader(s)	Abigail Boddy (Deputy Headteacher) Abigail Bell (Assistant Headteacher)
Exams officer	Jenny Legg
SENCo (or equivalent role)	Julia Smallman
1	Introduction
	Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.
2.	Purpose of these procedures
	The purpose of these procedures is to confirm how Northampton School for Girls issues examination certificates to candidates and the procedure for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.
3.	Issue of certificates
	<p>Northampton School for Girls will:</p> <ul style="list-style-type: none"> • 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) <p>The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by Examinations Officer</p> <p>.</p> <p>Arrangements for the issue of certificates</p> <p>Certificates are made available for signed collection on a published occasions in December and on the evening of our awards event. All certificates must be collected in person unless by prior written agreement. In this case the defined collector will also be required to provide photo ID before any paperwork is issued. At the point of collection students are instructed to check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown.</p> <p>Candidates are informed of the arrangements for the issue of certificates as follows:</p>

	<ul style="list-style-type: none"> Candidates are informed of these arrangements by letter and via the school website <p>Where unable to claim/collect certificates under the normal arrangements</p> <p>Where candidates may be unable to access certificates in the normal way they may pre-arrange for certificates to be collected on their behalf by providing the exams officer with written or email permission/authorisation. This nominated person must provide ID evidence on collection of certificates.</p> <p>Outside of this official collection process certificates can be accessed. In this case all of the arrangements outlined above will be followed to ensure JCQ compliance however in this instance a charge of £10 will be levied by the school to cover the administration of this process.</p> <p>Record of issued certificates</p> <p>Records kept of certificates that have been issued are held for 3 years by the Exams Officer.</p>
4.	Retention of certificates
	<p>Northampton School for Girls will:</p> <ul style="list-style-type: none"> 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 (This record will list the candidate number, the awarding body, the qualification(s) and the examination series) (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) <p>The retention of unclaimed or uncollected certificates is managed by Exams Officer</p>
5.	
	<p>These procedures is reviewed and updated annually to ensure that certificates at Northampton School for Girls are managed in accordance with current requirements and regulations.</p> <p>Reference in the procedures to GR relates to relevant sections of the current JCQ document General Regulations for Approved Centres.</p>
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