



# **Certificate Issue Procedure and Retention Policy 2024/25**

Heathfield Community College

## Certificate Issue Procedure and Retention Policy 2024/25

Centre name	Heathfield Community College
Centre number	56405
Date policy first created	17/09/2024
Current policy approved by	Tom Flower
Current policy reviewed by	Tom Flower
Date of review	01/10/2024
Date of next review	01/10/2025

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Caroline Barlow
Senior leader(s)	Tom Flower- Deputy Head Teacher
Exams officer	Hannah Russell- Examinations Manager
Other staff (if applicable)	Maria Richards- Examinations Assistant Emma Collis- Data and MIS Manager Sophie Muggeridge- Systems Assistant

This procedure/policy is reviewed and updated annually to ensure that certificates at Heathfield Community 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 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 Heathfield Community 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

Heathfield Community 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 Hannah Russell- Examinations Manager  
Maria Richards- Examinations Assistant.

### Arrangements for the issue of certificates

Certificates are usually issued by the Awarding Body in the November following the Summer Exam Series (and within 2 months following the results dates for other exam series).

The Centre offers opportunities for students to collect their certificates as follows {subject to modification to comply with any government restrictions in place}:

GCE/Sixth Form:

Sixth Form alumni are invited into College at the end of term 2 (the year that they completed their Level 3 qualifications) to collect their certificates. After this there will be a collection window for certificates of the first 2 weeks of the new term starting in January.

GCSE/Year 11:

There will be a collection window for certificates in the first 2 weeks of the new term starting in January. If the student wishes for certificates to be collected outside of these times they should contact the Exams Office ([examinations@heathfieldcc.co.uk](mailto:examinations@heathfieldcc.co.uk)) to inform them of the date on which they wish to collect them. Candidates will receive their certificates:

- collected in person at the centre and signed for, with photographic identification.
- collected on behalf of a candidate by third parties, provided they have written authority from the candidate to do so, and the third party bring suitable identification with them that confirms who they are. The certificates will be signed for.

The Centre retains certificates for a minimum of five years. After this time the candidate may need to contact the relevant awarding body for a replacement certificate if they are available. A transcript of results may be issued by the College.

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

- Letter/ website/ social media

**Where unable to claim/collect certificates under the normal arrangements**

See process above

**Record of issued certificates**

Sign out sheets are kept with the certificates and grouped per year until the Certificates are destroyed

**Additional information:**

Not Applicable

**Retention of certificates**

Heathfield Community 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 Certificates from past academic years are managed and issued by the exams and data team jointly..

**Retention policy**

The centre retains certificates for a minimum of five years. After this time they may be destroyed in confidential waste collection or returned to the awarding bodies. The Candidate may need to contact the relevant awarding body for a replacement certificate if they are available. A transcript of results may be issued by the College.

**Additional information:**

Not Applicable

## **Changes 2024/2025**

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

## **Centre-specific changes**

Sophie Muggeridge- Systems Assistant will now be involved in the storage and issuing of historic certificates kept on file