

Certificate Issue Procedure and Retention Policy 2024/25

The Basildon Upper Academy

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Centre name	The Basildon Upper Academy
Centre number	16133
Date policy first created	13/09/2024
Current policy approved by	Rebecca Rees
Current policy reviewed by	Sophie Rowe
Date of review	13/09/2024
Date of next review	30/09/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Rebecca Rees
Senior leader(s)	Sharon Szuszkiewicz
Exams officer	Sophie Rowe
Other staff (if applicable)	

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

Issue of certificates

The Basildon Upper Academy 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

by the exams officer, Sophie Rowe

Arrangements for the issue of certificates

As certificates come in, we match up the students personal details against what we have on our system. Before the examinations started, a letter was sent to every parent for them to confirm the correct details for their child, including their full name and date of birth. Any changes were then updated on our system - which would have reflected the correct details to the awarding bodies when entries were made.

Once we check everything is as it should be on the certificate, we ask for students to come to the school to collect their certificates. We do not post these out, unless we have to

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

- A letter, or text will be sent round to all parents of the students to advise them of the upcoming arrangements to collect any certificates

Where unable to claim/collect certificates under the normal arrangements

If students cannot collect their certificates themselves, someone else can collect these on their behalf providing they have a note/ letter advising us of the arrangements - signed by the student, the person collecting will also need to bring ID.

If this arrangement still isn't suitable for the student, then as a last resort, certificates will be posted to their home address

Record of issued certificates

When students come to collect their certificates, they are asked to sign on a sheet of paper next to their name and date it. This is for our record, so that we know what students have collected their certificates. We try and

keep these records for up to 5 years, in case students claim to not have collected their certificates when they have. Any lost certificates at fault of a student will need to be dealt with by them. If we have lost any certificates, then we will need to take responsibility and issue students with a new one

Additional information:

not applicable

Retention of certificates

The Basildon Upper Academy 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 the exams officer, unclaimed certificates are kept in a locked cupboard in the school and will be kept for at least one year

Retention policy

The Basildon Upper Academy will keep unclaimed certificates for at least one year. Students will be given one last chance to collect the unclaimed certificates. If they still do not come and claim them within reasonable timing then the certificates will be destroyed.

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

Upon review in September 2024, no centre-specific changes are applicable.