



PROVIDENCE ENGLISH PRIVATE SCHOOL

Centre: 74684

Certificate Issue Procedure and Retention Policy

2023 – 2024

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1 Introduction

- 1.1 Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

2 Purpose of the policy

- 2.1 The purpose of this procedure/policy is to confirm how Providence English School issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

3 Issue of certificates

- 3.1 Providence English Private School will:

- i. obtain and maintain accurate candidate contact information to ensure the correct and secure dispatch of certificates (GR 5.14)
- ii. distribute certificates to all candidates without delay and regardless of any disputes (GR 5.14)
- iii. not withhold any certificate without prior permission from the relevant awarding body which will only be given in very exceptional circumstances (GR 5.14)
- iv. keep a record of the certificates that are issued (GR 5.14)
- v. return any certificates requested by the awarding bodies as certificates always remain the property of the awarding bodies (GR 5.14)

- 3.2 The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by the Examinations Officer in discussion with the Headteacher.

4 Arrangements for the issue of certificates

- 4.1 Certificates will be presented in person to the candidate at a pre-arranged time, or they will be posted to the candidate's home address using recorded delivery.
- 4.2 Candidates are informed of the arrangements for the issue of certificates in writing and via email communications.
- 4.3 Where a student is unable to collect their certificates in person, and they do not wish for them to be posted, certificates may be collected by a third party on behalf of a candidate, providing written authorisation from the candidate has been received and a form of ID's presented.

5 Record of issued certificates

Collected certificates must be signed for to confirm receipt, with that record retained by the Exams Officer. The record of certificates issued will be kept for 4 years.

6 Retention of certificates

6.1 Providence English School will:

- i. retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- ii. destroy any unclaimed certificates after retaining them for a minimum of 12 months (GR 5.14)
- iii. destroy certificates in a confidential manner or may return them to the respective awarding body (GR5.14)
- iv. retain a record of certificates that have been destroyed for four years from their date of destruction (GR5.14)
- v. (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)

6.2 The retention of unclaimed or uncollected certificates is managed by the Exams Officer.

7 Retention policy

7.1 Providence English Private School will:

- i. retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- ii. destroy any unclaimed certificates after retaining them for a minimum of 12 months (GR 5.14)
- iii. destroy certificates in a confidential manner or may return them to the respective awarding body (GR5.14)
- iv. retain a record of certificates that have been destroyed for four years from their date of destruction (5.14)
- v. 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)

7.2 The retention of unclaimed or uncollected certificates is managed by the Exam Officer.

8 Retention policy

8.1 All unclaimed certificates will be held in the centre's secure storage facility for 12 months from the date of issue.

8.2 After 12 months, all unclaimed certificates will be destroyed in a confidential manner.

8.3 A record will be kept by the exams officer of all unclaimed certificates that have been destroyed. This record will be kept for 4 years from the date of destruction.

