



Certificate Issue Procedure and Retention Policy

MEPA Academy

Certificate Issue Procedure and Retention Policy

Centre name	MEPA Academy
Centre number	61710
Date policy first created	13/02/2024
Current policy approved by	Mandy Ellen
Current policy reviewed by	Emma Finch
Date of next review	13/02/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mandy Ellen
Senior leader(s)	Mandy Ellen Emma Finch Lewis Muir
Exams officer	Emma Finch
Other staff (if applicable)	

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

MEPA 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 Emma Finch.

Arrangements for the issue of certificates

Candidates collect in person on results day. Student to check their personal details are correct and that the correct final grade(s) is/are shown. Include any requirements in place to sign that certificates have been collected/confirming they are correct.

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

- Students will be informed in form time as well as a letter home.

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing the exams officer with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Certificates will be kept in the exam cupboard for a minimum of 12 months.

Additional information:

Not applicable.

Retention of certificates

MEPA 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 Emma Finch.

Retention policy

Uncollected certificates will be destroyed (in a confidential manner) only after the 12 month retention period has passed. We may destroy unclaimed certificates by a secure method (shredding or incineration) after holding them for a period of 12 months from the date of issue. A record of all certificates will be kept for a further period of four years from the date of their destruction.

Additional information:

Not applicable.

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

No centre specific changes other than Exam Officer, SENCO and SMT change.