



# Mullion School

## Certificate Issue Procedure and Retention Policy

### 2024-2025

Centre Name	Mullion School
Centre Number	53813
Date procedure/policy first created	01/10/2021
Current procedure/policy reviewed by	SLT
Current procedure/policy approved by	M Dunleavy
Date procedure/policy to be next reviewed	01/10/2025

#### Key staff involved in the procedure/policy

Role	Name
Exams Manager	S Reed
Senior leader(s)	D Penberthy
Head of centre	M Dunleavy
Other staff (if applicable)	R Richards

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

## Issue of certificates

Mullion School will:

- 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: S Reed

## Arrangements for the issue of certificates

- Certificates are collected in person on dates specified on results day
- If unable to attend on the pre-determined day students may collect from reception after arranging this with the Exams Office. Identification documents must be brought in to show the receptionists.

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

- Candidates are informed of the collection dates on results day

## 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

- Records are kept within the exams office
- Historic files are retained

## Retention of certificates

Mullion School 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 (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: S Reed, R Richards

## Changes 2024/2025

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