

Appendix 8: Certificate Issue and Retention

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

The purpose of this document is to confirm how Watford Grammar School for Girls issues examination certificates to candidates and the arrangements for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

1. Issue of certificates

Watford Grammar School for Girls 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 Exams office staff.

2. Arrangements for the issue of certificates

Certificate collection evenings are arranged for the last school week in December for students who have left the school. A signature is taken upon collection.

On Roll students are issued their certificates in school, and sign for them.

The dates of the evening collections are published on results day and on the website.

Students can ask for certificates to be posted and they pay the postage. They will be sent using the 'signed for' service. WGGGS also allow students to nominate someone to collect from School and sign on their behalf.

Signature lists are kept in the exam secure storage facility.

3. Retention of certificates

Watford Grammar School for Girls will:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- store any retained certificates in the exam secure storage facility
- (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 Exam office staff.

Retention policy

Uncollected certificates are retained securely in the exam secure storage facility. Reference point the IRMS Schools toolkit as a starting point. We wish to retain certificates as we are regularly asked to provide them.