



WCA Examinations Policy

# Certificate Collection Policy

**Last Review Date: August 2023**

**Reviewed By: Karis Hiorns- Exams Manager**

**Next Review Date: September 2024**



## Summary

This policy summarises West Coventry Academy's approach to storing and issuing certificates.

## Collecting Certificates

For exams held in summer certificates usually arrive during November of that year. Once they are checked and processed they are available for collection from our main reception for 12 months. You may be asked to provide ID to collect these. We recommend collection requests from the beginning of December for the most recent Summer Series.

Reception is usually open from 8:00am to 3:30pm during term time, but please check if you are unsure before making the journey. This is especially true in unusual circumstances such as bad weather or national lockdowns.

## Checking Certificates

On collection, you should carefully check that your personal details (name, date of birth, etc.) are correct and that the correct final grades issued to you are shown. You will be required to sign that you have collected your certificates and confirm they are correct.

Candidates should collect their certificates themselves. If you are unable to collect them yourselves you may give written permission to another person to collect them on your behalf, such as:

*I give permission for my representative **named person** to collect certificates on my behalf. I confirm that my representative knows me personally and is aware of my Date of Birth*

When collecting certificates on your behalf the representative will be asked for your date of birth and preferably a piece of photographic evidence of you to show that it's genuine. Alternatively, an email to the address further down in this policy from yourself with the representative's name and your D.O.B will be sufficient, however the representative will still be asked your D.O.B.

## Uncollected Certificates

JCQ policy states that certificates should be kept a minimum of 12 months after which they are to be destroyed by the centre. However, West Coventry Academy understands that this may not be ideal and endeavours to make certificates available for longer than 12 months, but no longer than 3 years.

Please contact the school in advance if you are collecting your certificates after the 12 month period to confirm if we still hold your certificates.

Please note: after the initial 12 month period we will not be responsible for your certificates. After the 12 month period if there are any issues with the certificates, or we no longer hold a copy, you will be responsible in



contacting exam boards. See this website for replacing certificates: <https://www.gov.uk/replacement-exam-certificate>.

*If you can't remember which Exam Boards were used at the time, we always recommend asking anyone that you went to school with to see if they know first. Or failing that AQA, OCR and Pearson/EDEXCEL are always good places to start.*

### Queries

Any queries regarding exam certificates should be forwarded on to the Exams Manager Karis Hiorns at [exams@westcoventryacademy.org](mailto:exams@westcoventryacademy.org).