

Policy Name:	CERTIFICATE ISSUE AND RETENTION POLICY (EXAMS)
Policy Type:	Statutory
Issue Date:	15th January 2025
To be reviewed:	Annually – 15th January 2026
Approved by:	Board of Trustees
Policy Owner:	Steph Brown

Glossary of abbreviations

JCQ	Joint Council of Qualifications
JCQ GR	Joint Council of Qualifications : General Regulations

1. Aims

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

2. Legislation and Guidance

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

3. Issue of certificates

- a. The centre will:
 - 1) obtain and maintain accurate candidate contact information to ensure the correct and secure dispatch of certificates (JCQ GR 5.14)
 - 2) distribute certificates to all candidates without delay and regardless of any disputes (JCQ GR 5.14)
 - 3) not withhold any certificate without prior permission from the relevant awarding body which will only be given in very exceptional circumstances (JCQ GR 5.14)
 - 4) keep a record of the certificates that are issued (JCQ GR 5.14)
 - 5) return any certificates requested by the awarding bodies as certificates always remain the property of the awarding bodies (JCQ GR 5.14)
- b. The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by the Exam Officer
- c. Certificates are made available for collection from Reception at specific times throughout the year and if unable to collect in person, postage can be arranged.

- d. Candidates are informed of the arrangements for the issue of certificates as follows:
 - 1) an email is sent to the parent of guardian of ex-students via the school communications system.
 - 2) Information is made available on the school website and social media.
- e. 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.
- f. A digital copy of the confirmation of collection register is kept with the examinations activity history for the academic year.

4. Retention of certificates

- a. The centre will:
 - 1) retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (JCQ GR 5.14)
 - 2) destroy any unclaimed certificates after retaining them for a minimum of 12 months (JCQ GR 5.14)
 - 3) destroy certificates in a confidential manner or return them to the respective awarding body (JCQ GR 5.14)
 - 4) retain a record of certificates that have been destroyed for four years from their date of destruction (JCQ GR 5.14)
 - 5) (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 (JCQ GR 5.14)
- b. The retention of unclaimed or uncollected certificates is managed by the Exam Officer
- c. Candidates are informed that certificates will be kept for a minimum on 18months and will then be disposed of via the school confidential waste system.
- d. After disposal, candidates wanting to claim their certificates are informed to contact the Awarding Body.