



# **Exam - Certificate Issue Procedure and Retention Policy**

Redborne Upper School

## Exam - Certificate Issue Procedure and Retention Policy

Centre name	Redborne Upper School
Centre number	15101
Date policy first created	13/10/2023
Current policy approved by	Chris Graves
Current policy reviewed by	Donna Nunn
Date of review	17/10/2025
Date of next review	17/10/2026

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Olly Button
Senior leader(s)	Andrew French (Deputy Headteacher) Chris Graves (Deputy Headteacher) Graeme Armstrong (Assistant Headteacher) Nikki Brennan (Assistant Headteacher) Matthew Jones (Assistant Headteacher) Dan McGuigan (Assistant Headteacher) James Trapp (Assistant Headteacher) Kirsty Wheeler (Assistant Headteacher)
Exams officer	Donna Nunn
Other staff (if applicable)	Tara Baskerville

This procedure/policy is reviewed and updated annually to ensure that certificates at Redborne Upper 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 Redborne Upper 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**

Redborne Upper School 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 Donna Nunn.

## **Arrangements for the issue of certificates**

Students are required to collect certificates from school from Dec 1st and on collection check and sign confirming they are correct.

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

- Students are informed in writing on collection of their results.

## **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.

## **Record of issued certificates**

All records pertaining to collection of certificates are kept in the exams office.

## **Additional information:**

Not applicable.

## **Retention of certificates**

Redborne Upper School will:

- retain securely all unclaimed certificates 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 (This record will list the candidate number, the awarding body, the qualification(s) and the examination series) (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 Donna Nunn.

### **Retention policy**

Certificates are retained in the exams office for three years and if not collected in this time will be confidentially destroyed.

### **Additional information:**

Not applicable

## **Changes 2025/2026**

(Changed) Slight wording changes to prompts around what the records kept should list.

(Amended) The field against 'The retention of unclaimed or uncollected certificates is managed by' will need re-inserting.

## **Centre-specific changes**

No centre-specific changes