



# **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             | 17/10/2026            |
| Date of next review        | 17/10/2027            |

### Key staff involved in the procedure/policy

| Role                        | Name                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Head of centre              | Olly Button                                                                                                                                                                                                                                                                                                                                         |
| Senior leader(s)            | Chris Graves (Head of School)<br>Andrew French (Deputy Headteacher)<br>Matthew Jones (Deputy Headteacher)<br>Kirsty Wheeler (Deputy Headteacher)<br>Graeme Armstrong (Assistant Headteacher)<br>Mark Cuthbert (Assistant Headteacher)<br>Alex Hide (Assistant Headteacher)<br>Ian Belcher (Assistant Head)<br>Ben Middleton (Associate Headteacher) |
| Exam 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 and reflects centre practice.

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 effective from 1 September 2026**

In terms of JCQ regulations effective from 1 September 2026, no changes are applicable to this procedure/policy.

## **Centre-specific changes**

No centre-specific changes