

# **CERTIFICATE ISSUE PROCEDURE AND RETENTION POLICY**

**2025/26**

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by
David Martin

Date of next review	Autumn 2026
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## Certificate Issue Procedure and Retention Policy

Katherine Warrington School

### Certificate Issue Procedure and Retention Policy

Centre Name	Katherine Warrington School
Centre Number	17502
Date policy first created	17/11/2023
Current policy approved by	David Martin
Current policy reviewed by	David Martin
Date of next review	Autumn 2026

### Key staff involved in the procedure/policy

Role	Name
Head of Centre	David Martin
Senior leader(s)	Gareth Livesey-Jones
Exams officer	Michelle Phillips

This procedure/policy is reviewed and updated annually to ensure that certificates at Katherine Warrington 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 publication **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 Katherine Warrington 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**

Katherine Warrington 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 the Exams Manager.

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

Certificates should be collected in person by the candidate whom the certificates are awarded to. Candidates will be required to produce identification in order for them to collect certificates. Candidates are required to check their personal details are correct and alert the Exams Manager immediately to any irregularities. Candidates will be required to sign the necessary documents to confirm that they have received the certificates and that all details are correct.

Candidates will be informed of the arrangements for collection of certificates once all certificates have been delivered to the school.

## **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. Authorised persons must provide photographic ID evidence on collection of certificates. The person collecting the certificates will be required to sign the necessary documents to confirm collection of the certificates.

## **Record of issued certificates**

Records of the certificates that have been issued are kept securely within the exams office in the centre for 4 years. These are the documents signed upon receipt of the certificates. After 4 years these records are destroyed.

## **Retention of certificates**

Katherine Warrington School will:

- retain all unclaimed certificates under secure conditions 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 (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 the Exams Manager.

## **Retention policy**

Katherine Warrington School will retain any unclaimed/uncollected certificates for a minimum of 12 months from the date of issue. After this date they will be confidentially destroyed and a detailed record kept of destroyed certificates will be retained in the centre for a minimum of 4 years.