

Certificate Issue Procedure and Retention Policy

Iveshead School

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Centre name	Iveshead School
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Key staff involved in the procedure/policy

Role	Name
Head of centre	Matthew Parrott
Senior leader(s)	Luke Twitchin Chris Chisholm Jane Buggins Nathan James Sophie McNally
Exams officer	Elaine Bridge
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Iveshead 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 Iveshead 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

Iveshead 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 team..

Arrangements for the issue of certificates

- Candidates will be able to collect their exam certificates from the school reception if prior notice has been given to the exams team.
- Candidates will be asked to check their personal details are correct and that the correct final grades are shown.
- Candidates will be required to sign to say they have received their certificates.
- Candidates can also request via the examination team that their certificates are posted to their home address.

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

- Information is published on the school website of when the students can collect their certificates.
- Details are also posted on the school's social media platforms e.g. Facebook.

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. Authorised persons must provide photographic ID evidence on the collection of certificates.

Record of issued certificates

Records of certificates issued will be kept in line with the trust data retention policy.

Additional information:

Retention of certificates

Iveshead 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 the exams team.

Retention policy

- All unclaimed certificates are kept under secure conditions for a minimum of 12 months from the date of issue
- After this date certificates are destroyed in a confidential manner
- A record will be retained to include details of certificates that have been destroyed for 4 years

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