



# **Certificate Issue Procedure and Retention Policy**

Wilson Stuart School

## Certificate Issue Procedure and Retention Policy

Centre name	Wilson Stuart School
Centre number	20285
Date policy first created	08/04/2024
Current policy approved by	Simon Harris
Current policy reviewed by	Dannii Shipley
Date of review	01/10/2025
Date of next review	30/09/2026

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Simon Harris
Senior leader(s)	Liz Dean, Tom Elmes, Sian Parker, Liz Morgan, Toni Salisbury
Exams officer	Dannii Shipley
Other staff (if applicable)	N/A

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

Wilson Stuart 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 .

### Arrangements for the issue of certificates

Candidates will receive their certificates in person at Wilson Stuart School's Awards Presentation Evening.

Certificates can be collected on behalf of a candidate by third parties, provided they have written authority from the candidate to do so, and bring suitable identification with them that confirms who they are.

Candidates should check their personal details and final grades, if they identify any errors, these must be raised to Examinations Officer with immediate effect

Only in exceptional circumstances will certificates be posted to candidates.

Candidates must request this in writing confirming their current address.

Certificates will be posted using using Royal Mail Recorded Delivery.

Wilson Stuart School retains certificates for one year after this period; certificates will either be destroyed confidentially or returned to the Awarding Organisation.

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

- In the Autumn Term following exams, Candidates will be notified by letter invite to the Awards Ceremony, phone call, or through assemblies and form tutor if they return to 6th Form

### 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 ID evidence on collection of certificates

### Record of issued certificates

A certificate log, recording each of the candidates certificate will be kept for 7 years.

**Additional information:**

N/A

**Retention of certificates**

Wilson Stuart 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 .

**Retention policy**

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 (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)

**Additional information:**

Wilson Stuart School retains certificates for one year after this period; certificates will be destroyed confidentially, posted securely or returned to the Awarding Organisation.

A detailed log of the retention of certificates will be kept for 7 years and located on the Exams Area

## **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**

N/A