

CERTIFICATE ISSUE PROCEDURE AND RETENTION POLICY

Approved by	David Butterworth	Date	January 2026
Next review due by	January 2027		

Centre Name	Weston Secondary School
Centre Number	58659

Key Staff involved in the policy

Head of Centre	David Butterworth
Senior Leader(s)	Natalie Bungay Steve Smith Chris Collins Luke Wilson
Exams officer	Claire Harlow

1. Contents

Key Staff involved in the policy.....	1
1. Contents.....	1
2. Introduction.....	2
3. Purpose of the policy.....	2
4. Issue of Certificates.....	2
5. Arrangements for the issue of certificates.....	2
6. Where unable to claim/collect certificates under the normal arrangements.....	2
7. Record of issued certificates.....	2
8. Retention of certificates.....	3
9. Retention policy.....	3

This procedure/policy is reviewed and updated annually to ensure that certificates at Weston Secondary 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**.

2. Introduction

Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

3. Purpose of the policy

The purpose of this procedure/policy is to confirm how Weston Secondary School issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

4. Issue of Certificates

Weston Secondary 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 Officer.

5. Arrangements for the issue of certificates

Students will be contacted via parents email once all certificates have been received and checked. They will be given dates when the certificates can be collected from the school office.

Any certificates that are not collected on the stipulated dates will be stored securely and held in the school for a period of 5 years before being destroyed securely.

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

Students will be emailed via their parents email as well as notices being placed on social media informing of the dates for certificate collection.

6. Where unable to claim/collect certificates under the normal arrangements

Certificates may be collected by a nominated named person on behalf of the student. A request for this to happen must be made in writing, by email, to the exams officer.

7. Record of issued certificates

- All certificates will need to be signed for and this list will be kept secure as a record of collection.
- A note of the collection date will also be recorded on the school MIS.

8. Retention of certificates

Weston Secondary 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 on the school MIS system that have been destroyed for a minimum of four years from their date of destruction (GR 5.14)
- 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 Exams Officer.

9. Retention policy

GCSE exam certificates will be held by the school for a minimum of 1 year as per JCQ recommendation. Weston Secondary School operate a 5-year retention policy therefore any unclaimed certificates will be retained for 5 years from the issue date. After this time the certificates will be securely destroyed.

A record of all destroyed certificates will be kept by the Exams Officer on the school MIS system.

Signed:	
Date:	