



# **Certificate Issue Procedure and Retention Policy (Exams)**

Calthorpe Park School

May 2025

No substantial changes made to previous version

# Certificate Issue Procedure and Retention Policy (Exams)

Centre name	Calthorpe Park School
Centre number	58333
Policy Date	May 2025
Policy produced by	Emma Jones
Policy reviewed by	Emma Jones
Date of next review	March 2026

This procedure/policy is reviewed and updated annually to ensure that certificates at Calthorpe Park 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 Calthorpe Park 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**

Calthorpe Park 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 Sarah Carr Crompton.

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

The majority of certificates will be issued as part of our Leavers Certificate Evening Ceremony in November of each year. Any certificates not collected during this event will be available for collection from Reception at specified times to be collected in person by the candidate or, with written consent, another designated person. It is the responsibility of the candidate to check their personal details are correct and the correct final grades are shown. Upon collection, candidates or other nominated individuals will be required to sign to acknowledge receipt of certificates.

- Candidates are informed of the arrangements for the issue of certificates as follows: Candidates and their parents will be informed using EdulinkOne of arrangements for collecting results/certificates. This information will also be displayed on the school website as part of the Exams Information section.

## **Where unable to claim/collect certificates under the normal arrangements**

Where candidates may be unable to access certificates in the normal way 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 Records relating to the issuance of certificates will be retained by our Exams Office and will be held for 5 years

## **Retention of certificates**

Calthorpe Park 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

- Sarah Carr Crompton - Exams
- Emily Graham - Exams
- Rosalie Ireland – Exams

### **Retention policy**

Certificates will be retained and stored securely for a minimum of 12 calendar months. Candidates not having claimed certificates will be contacted by email to remind them to collect certificates. Ahead of the destruction of certificates which will be shredded and then disposed of using a confidential waste management service provider, candidates will be contacted for a final time and will be invited to collect certificates. Information will also be posted on the Exams Information section of the school website. Records of certificates that have been destroyed will be held by the Exams Office for 5 years.

### **Changes 2023/2024, 2025**

(Added) Under Issue of certificates: (The centre will) obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14) Centre-specific changes

Upon review in May 2025 no centre-specific changes were made to this policy, names of staff updated.

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May 2025