

Certificate Issue Procedure and Retention Policy



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Certificate Issue Procedure and Retention Policy

Centre name	Fen Rivers
Centre number	18504
Date policy first created	21/10/2024
Current policy approved by	Amanda Fewkes
Current policy reviewed by	Amanda Fewkes
Date of review	11/10/2025
Date of next review	30/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Amanda Fewkes
Senior leader(s)	James Thompson Jodie Reedman Rachel Good
Exams officer	Heidi Leggett
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Fen Rivers 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 Fen Rivers issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Fen Rivers 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

Certificates will be posted out to the address held on file for the student or can be collected in person from the school on the date confirmed at the end of the exam season. This will be checked ahead of posting to ensure no changes have occurred and students and their families are expected to ensure school is kept informed of any contact detail changes.

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

- Information regarding the arrangements for collection of certificates will be emailed out to candidates and included in the Examination Arrangements for Students Handbook provided at the start of the exam season each year.

Where unable to claim/collect certificates under the normal arrangements

If candidates are unable to collect their certificates in person and do not wish for these to be posted, they 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 identification on collection of certificates.

Record of issued certificates

A record will be kept of certificates obtained and issued and collection of these. This will be held until such time as students are 25 years of age and will then be destroyed.

Additional information:

Not applicable.

Retention of certificates

Fen Rivers 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 Rachel Good.

Retention policy

Unclaimed certificates will be retained for a period of 12 months after which time they will be destroyed. A record of this will be kept until the student reaches their 25th birthday.

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

No centre specific changes.