

Certificate Issue Procedure and Retention Policy



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Partnership
Professionalism
Positivity

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| Centre name | The Bridge Easton |
| Centre number | 926/7008 |
| Date policy first created | 20.02.2025 |
| Current policy approved by | Natalie Does |
| Current policy reviewed by | Hannah Middleditch |
| Date of review | 18.11.2025 |
| Date of next review | 20.02.2026 |

Key staff involved in the procedure/policy

| Role | Name |
|---------------------------------|---|
| Head of Centre | Natalie Does |
| Senior Leader(s) | William Turnpenny, Claire Greengrass & Lucy Leaford |
| Exams Officer | Hannah Middleditch |
| Other staff (if applicable) N/A | |

This procedure/policy is reviewed and updated annually to ensure that certificates at The Bridge Easton 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 The Bridge Easton 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

The Bridge Easton 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 Wendy Rayner/Jo Evans, Exams Officer.

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

The Bridge Easton 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

Hannah Middleditch - Exams Officer.

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

As above.