



Certificate Issue Procedure and Retention Policy

WEST BRIDGFORD SCHOOL

Certificate Issue Procedure and Retention Policy

Centre name	WEST BRIDGFORD SCHOOL
Centre number	28384
Date policy first created	11/05/2026
Current policy approved by	Tim Peacock
Current policy reviewed by	Mark Judge
Date of review	01/04/2026
Date of next review	30/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Tim Peacock
Senior leader(s)	Mark Judge
Exams officer	Sarah Hamer
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at WEST BRIDGFORD 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 WEST BRIDGFORD 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

WEST BRIDGFORD 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.

Arrangements for the issue of certificates

Certificates must be collected in person and can only be issued to the candidates themselves. Candidates need to bring ID when collecting certificates and they have responsibility for checking that their name, date of birth and final grades are correct on certificates.

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

- This is communicated through the school year

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

This record is kept on file by the Exams Officer for a period of time which complies with GDPR regulations. The record should list the candidate number, the awarding body, the qualification(s) and the examination series.

Additional information:

Retention of certificates

WEST BRIDGFORD 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 The Exams Officer.

Retention policy

Additional information:

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