

Certificate Issue Procedure and Retention Policy

Hele's School

Certificate Issue Procedure and Retention Policy

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| Centre name | Hele's School |
| Centre number | 54435 |
| Date policy first created | 19/09/2023 |
| Current policy approved by | Ms Emma Clapham |
| Current policy reviewed by | Kristina Packer - Exams Officer |
| Date of review | 11/10/2025 |
| Date of next review | 19/10/2026 |

Key staff involved in the procedure/policy

| Role | Name |
|-----------------------------|-------------------------------------|
| Head of centre | Ms Emma Clapham |
| Senior leader(s) | Ms Emma Clapham - SLT Lead to Exams |
| Exams officer | Kristina Packer |
| Other staff (if applicable) | Craig Maw - Deputy Exams Officer |

This procedure/policy is reviewed and updated annually to ensure that certificates at Hele's 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 Hele's 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

Hele's 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 Kristina Packer - Senior Exams Officer.

Arrangements for the issue of certificates

Certificates are received in centre from all awarding bodies. They are checked and collated in candidate order number and placed in an envelope. One per candidate.

A signing sheet is produced from the MIS system.

- One sheet per tutor group including consortium and PSV
- One sheet for leavers (one for Year 11 and one for Year 13)

The certificates for students still on roll are given to the tutor to hand out and to obtain a signature for collection.

All certificate signing sheets and uncollected certificates are returned to the Exams Office after a short period (date to be given at the time). These are then locked away in the Exams Office.

All signing sheets are retained.

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

- Students are informed via a Notice board announcement or social media announcement, this is backed up with additional information given in their results envelopes. These envelopes are given in person on results day, any uncollected results with associated information is mailed out to the candidate

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide photographic ID evidence on collection of certificates

Record of issued certificates

All certificate signing sheets and uncollected certificates are returned to the Exams Office after a short period (date to be given at the time). These are then locked away in the Exams Office.

All signing sheets are retained.

Additional information:

Not Applicable

Retention of certificates

Hele's 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 Kristina Packer - Senior Exams Officer.

Retention policy

All unclaimed certificates are kept secure in our Reception area for collection.

After 12 months they come back to the Exams Office and are kept in a filing cabinet in alphabetical order by surname.

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

Upon review, no centre-specific updates