

# Certificate Issue Procedure and Retention Policy



**WELLBROOK**  
SCHOOL

Centre name	WELLBROOK SCHOOL
Centre number	23271
Date policy first created	September 2025
Current policy approved by	Claire Howells
Current policy reviewed by	Suzie Hughes
Date of review	September 2025
Date of next review	September 2026

## Key staff involved in the procedure/policy

<b>Role</b>	<b>Name</b>
Head of centre	Claire Howells
Senior leader(s)	Suzie Hughes
Exams officer	Persha Ward
Other staff (if applicable)	

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

Wellbrook 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

Persha Ward (Exams Officer)

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

Exam Certificates are available in school for collection once the certificates have been received from the exam boards. Pupils are informed by the office of their arrival and are expected to collect their exam certificates in person so that they can check all of the information shown on their certificates is correct and accurate (name, dob, final grade etc.). If all of this is in order, the pupil will sign and date a form confirming that their certificates are correct and that they have received them.

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

- A letter, or text message will be sent round to all parents of the students to advise them of the upcoming arrangements to collect any certificates

### **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 permission/authorisation. Authorised persons must

provide ID evidence at the time of certificate collection.

### **Record of issued certificates**

A log is signed and dated by candidates collecting certificates, which is kept in the exams folder pertaining to that exam year.

### **Retention of certificates**

Wellbrook 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

Persha Ward (Exams Officer)

### **Retention policy**

If after one year the certificates have not been collected, the exams officer will make a final attempt to contact the candidate to collect from school and then will return the certificates to the appropriate examining body