



Certificate Issue Procedure and Retention Policy

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Chair of Governors: Mike Inman

Headteacher: Paul Appleton

1. Key Staff Involved

Role Name(s)

Head of Centre: Paul Appleton

Exams Officer: Leanne McQuade

SLT member(s) Clare Byrne, Dawn Robson, Ashley Martindale, Paul Ainscough

2. Introduction

Certificates are provided by awarding bodies after examination results have been confirmed.

Certificates always remain the property of the awarding bodies.

3. Purpose of the Policy

The purpose of this procedure/policy is to confirm how Newbridge Learning Community issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

4. Issue of Certificates

Newbridge Learning Community will:

- 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.

4. Arrangements for the issue of certificates

- Exam Certificates are available during a Celebration Evening conducted in normally in November, once all certificates have been sent in from the exam boards.
- Alternatively, Exam Certificates are available in school for collection normally after the evening stated above, once all certificates have been sent in from the exam boards.
- Students are informed of this via a letter posted to their address, the school website. Students 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 then the student will sign and date a form which confirms that their certificates are correct and they have received them.
- Candidates are informed of the arrangements for the issue of certificates as follows:
 - Students are informed of the exam certificate collection procedure in their exam information pack which they receive prior to the summer exams taking place.

- Once certificates are ready for collection students are reminded of the procedure via a letter to their address, the school website.

5. 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 manager with written permission/authorisation. Authorised persons must provide ID evidence on collection of the certificates

6. Record of issued certificates

A record of issued certificates is kept in the exam secure storage area. These records show the name / dob /student signature and the date they collected their certificates confirming they had checked that all of the details on their certificates was correct and they had taken receipt of them. These records are kept for 10 years.

7. Retention of certificates

Newbridge Learning Community 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 (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 Exam Officer.

8. Retention policy

Unclaimed or uncollected certificates are retained in accordance with the requirements of GR, section 5. Newbridge Learning Community retains all unclaimed or uncollected certificates for 5 years in the exam secure storage area. After this time, they are destroyed in a confidential manner.

- A record of certificates that have been destroyed is retained for 4 years from their date of destruction.
- Students are informed that some awarding bodies do not offer a replacement certificate service. In such circumstances the awarding body will issue a Certifying Statement of Results... (Where an awarding body issues a replacement certificate, or a Certifying Statement of Results, this will provide an accurate and complete record of results for all qualifications covered by the original certificate).