

Certificate issue procedure and retention policy

King Edward VI Aston School

Certificate issue procedure and retention policy

Centre name	King Edward VI Aston School
Centre number	20147
Date policy first created	12/03/2024
Current policy approved by	Roanna Pierce
Current policy reviewed by	Roanna Pierce
Date of review	08/04/2025
Date of next review	06/04/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Matt Brady
Senior leader(s)	Roanna Pierce
Exams officer	Mary Van Roy
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at King Edward VI Aston 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 King Edward VI Aston 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

King Edward VI Aston 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 reception staff..

Arrangements for the issue of certificates

Students are to contact reception to arrange collection of their certificates. Certificates must be signed for and collected by the candidate themselves (along with their identification).

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

- Details regarding collection of certificates is send as part of the results day pack.

Where unable to claim/collect certificates under the normal arrangements

Candidates can arrange for certificates to be collected on their behalf by a named individual, who is also identified via photo identification.

Record of issued certificates

Records are kept by reception staff.

Additional information:

Not applicable

Retention of certificates

King Edward VI Aston 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 Mary Van Roy (EO)..

Retention policy

Certificates are retained for two years. Following this time period it is likely that they will be shredded as part of a regular on site shredding service.

Additional information:

Not applicable.

Changes 2024/2025

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

Centre-specific changes

Not applicable.