

Certificate Issue Procedure and Retention Policy

Cundall Manor School

Certificate Issue Procedure and Retention Policy

Centre name	Cundall Manor School
Centre number	48108
Date policy first created	13/01/2026
Current policy approved by	Simon Weale
Current policy reviewed by	Laura Lawrie
Date of review	13/01/2026
Date of next review	13/01/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Simon Weale
Senior leader(s)	Clare Stovin Ian Swannell
Exams officer	Laura Lawrie
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Cundall Manor 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 Cundall Manor 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

Cundall Manor 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 Laura Lawrie Exams Officer.

Arrangements for the issue of certificates

Certificates are given to the majority of candidates at an awards evening. Those who do not attend the event will have their certificates sent by recorded delivery.

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

- At a school briefing during the summer term.

Where unable to claim/collect certificates under the normal arrangements

Candidates

can give written permission to request for their certificate to be sent to or collected by a named individual.

Record of issued certificates

Photocopies of certificates are kept in school.

Additional information:

N/A

Retention of certificates

Cundall Manor 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 Laura Lawrie Exams Officer.

Retention policy

Candidates are made aware that school will safely store their certificates for 2 years, after which time the certificates will be returned to the awarding body

Additional information:

N/A

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

There have been no significant centre-specific changes to the policy for 2025-26