

Certificate Issue Procedure and Retention

Yardleys School

Certificate Issue Procedure and Retention

Centre name	Yardleys School
Centre number	20291
Date policy first created	18/03/2026
Current policy approved by	David Pohl
Current policy reviewed by	Mrs Donna M Bentham
Date of review	18/03/2026
Date of next review	18/03/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Gurpreet Basra
Senior leader(s)	David Pohl Laura Yates Victor Webb Gemma Webb Jennifer Guarini Beth Austin Edmund Lawrence
Exams officer	Mrs D M Bentham
Other staff (if applicable)	Emma Robinson

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

Yardleys 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 Emma Robinson.

Arrangements for the issue of certificates

- Candidates informed that all data on the certificates must be checked and verified (including name/date of birth/etc) as being correct or they will be charged to have the certificates replaced
- By personal collection - checked by candidate and sign to state received and correct
- certificates sent home by recorded delivery
- arrangements with the local colleges, that the majority of the candidates gained places at, are made to go to them at a certain time and date. Candidates informed by the college of these arrangements which allows the candidates to collect their certificates
- All forms of collection must be signed for confirming that they have been checked for personal details and grades. This form is then kept in the secure cabinet along with other board data.

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

- via the VLE and a text message is sent home to both parent and student. It is also covered in the candidate handbook.

Where unable to claim/collect certificates under the normal arrangements

Relative collects on behalf of the candidate from reception upon production of photographic proof of identity -checked by relative and signed for stating they are correct. The candidate must provide them with written proof that they are collecting on their behalf or an email must be sent to the main school email address confirming this arrangement.

Record of issued certificates

- Certificates are checked against the list sent by the exam boards to check that they match (names/grades/etc)
- Signed sheets are cross referenced with these lists from the exam boards in the event of a query to obtain the certificate number etc)
- Exam board lists, signatures for receipt of certificates etc are kept locked together in a secure cabinet for a minimum of 12 months. These are kept together in a folder for the exam series they are relevant for.

Additional information:

Not applicable

Retention of certificates

Yardleys 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 Donna Bentham (Data and Exams Manager), Emma Robinson (data and Exmas assistant).

Retention policy

- Certificates are retained for a minimum of 12 months
- They are kept locked securely in the exams filing cabinet
- If the certificates require destroying after 12 months, then the certificate number, board, candidate details, subjects and grades are recorded
- Certificates which require destroying are either returned to the board or disposed of in a confidential waste bin. The method used is recorded

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 in September 2025 it was decided to ask the local colleges, who had taken the majority of our candidates, if we could go along with the certificates for candidates to collect from us on their campus. They agreed and we did it for the first time this year. It has had a mixed success rate with those collecting.