

THE DUSTON SCHOOL

Certificate Issue Procedure and Retention Policy (Exams)

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Centre name	The Duston School
Centre number	27220
Date policy first created	03/10/2023
Current policy approved by	Andy Clarke - SLT Exams
Current policy reviewed by	Ashley Elliott - Exams Manager
Date of review	15/09/2025
Date of next review	15/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Sam Strickland
Senior leader(s)	Andy Clarke
Exams officer	Ashley Elliott
Other staff (if applicable)	

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

The Duston 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 Ashley Elliott - Exams Manager.

Arrangements for the issue of certificates

Certificates are issued during the last week in November.

Instructions are given to candidates to check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown.

Candidates are required to sign that certificates have been collected and confirm they are correct.

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

- Email is sent to parents and information shared on social media.

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 or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Record of issued certificates are kept within the data secure store and are kept for 3 years.

Additional information:

Not applicable.

Retention of certificates

The Duston 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 Ashley Elliott - Exams Manager.

Retention policy

Certificates are kept within the data secure store and are kept for 3 years.

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