



# **Certificate Issue Procedure and Retention Policy**

Cambian Devon School

## Certificate Issue Procedure and Retention Policy

Centre name	Cambian Devon School
Centre number	54381
Date policy first created	04/10/2024
Current policy approved by	Samantha Carrington
Current policy reviewed by	Samantha Carrington
Date of review	26/02/2026
Date of next review	04/10/2026

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Abbi Salisbury
Senior leader(s)	Claire Benjafield
Exams officer	Samantha Carrington
Other staff (if applicable)	

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

Cambian Devon 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 Samantha Carrington.

### Arrangements for the issue of certificates

Once exam results are finalized, certificates will be posted directly to candidate's home addresses. Candidates are advised to carefully review their certificates upon receipt, ensuring that all personal details are accurate and that the correct grade is displayed for each subject and awarding body. In case of any discrepancies, students should promptly contact the school to arrange for corrections.

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

- Candidates are informed of the arrangements for the issue of certificates through multiple channels. They are signposted to the school website, where all relevant policies are available for reference. Additionally, the details are outlined in the candidate handbook, which is provided to each student. These arrangements are also discussed during the candidate rules and regulations assembly, delivered by the Head of Centre, ensuring all students are fully aware of the process.

### Where unable to claim/collect certificates under the normal arrangements

If candidates are unable to receive their certificates at their home address as per the usual arrangements, they should contact the school to arrange for an alternative delivery method. This could include providing a new address for secure postage or nominating a representative to collect the certificate in person with prior authorization. All alternative arrangements must be confirmed with the school in advance.

### Record of issued certificates

The school maintains a detailed record of all issued certificates, including the candidate's name, exam details, and the date the certificate was posted to their home address. These records are kept for a period of four years, after which they are securely archived or disposed of. This ensures that the distribution process is fully documented for recent years, and any issues or queries within this timeframe can be efficiently resolved. Candidates requesting information on certificates older than four years may need to contact the relevant awarding body directly.

**Additional information:**

**Retention of certificates**

Cambian Devon 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 .

**Retention policy**

Our retention period for exam certification records is four years. After this period, records are securely destroyed in accordance with the sensitivity of the personal data. Hard copy records are disposed of through shredding, incineration, or secure disposal services, while electronic records are deleted or put beyond use if deletion is not possible. A review of records is conducted every six months to ensure proper archiving and disposal, and documentation of the destruction process is maintained and reported to update the central database.

**Additional information:**

## **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**

Samantha Carrington as new Exams Officer and Abbi Walters is now Abbi Salisbury.