



# **Certificate Issue Procedure and Retention Policy**

Cambian Wing College

## Certificate Issue Procedure and Retention Policy

Centre name	Cambian Wing College
Centre number	55108
Date policy first created	17/10/2023
Current policy approved by	Cassandra Pollitt
Current policy reviewed by	Tracey Costello
Date of review	23/10/2025
Date of next review	30/11/2026

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Cassandra Pollitt
Senior leader(s)	Magdalena Lawrence
Exams officer	Tracey Costello
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Cambian Wing College 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 Wing College 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 Wing College 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 the Examinations Officer.

## Arrangements for the issue of certificates

Certificates of candidates who have left Cambian Wing College are normally issued by post, sent by Recorded Delivery. Candidates should be instructed to check their personal details (name, date of birth etc.) are correct and that the correct final grade(s) are shown on any certificate sent.

Where candidates remain at Cambian Wing College, photocopy certificates will be handed to the candidate with the originals remaining on the candidates file for presentation at their leaving ceremony. Candidates should be instructed to check their personal details (name, date of birth etc.) are correct and that the correct final grade(s) are shown on the photocopy of any certificate received.

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

- Candidates are told when they are informed of their grades of the arrangements for issue of certificates.

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

Candidates may arrange for certificates to be collected either by themselves or on their behalf by providing the Examinations Officer with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of evidence.

## Record of issued certificates

Details of the certificates that have been issued will be retained on our electronic system for at least one year before being archived.

## Additional information:

Not applicable

## Retention of certificates

Cambian Wing College 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 the Examinations Officer.

### **Retention policy**

If, for any reason, certificates are not sent out to the candidate's home address by recorded delivery, they will be retained for at least twelve months from receipt and the candidate asked to collect them from the college. If the certificates have not been collected following this time, then they will be scanned to our electronic system with the original being placed into our confidential waste bins for destruction. The date of destruction will be recorded on our electronic system. Candidates will be advised of this information when they are informed about the issue of certificates.

### **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 October 2025, no centre-specific updates or changes were applicable to this document.