Certificate Issue Procedure and Retention Policy

Park School Teaching Service

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Centre name	Park School Teaching Service
Centre number	32168
Date policy first created	01/10/2024
Current policy approved by	Gareth Webb
Current policy reviewed by	Crista Wilkieson
Date of review	15/10/2026
Date of next review	15/10/2027

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Gareth Webb
Senior leader(s)	Michael Batty RachaelToole
Exam Manager	Crista Wilkieson
Other staff (if applicable)	N/A

This procedure/policy is reviewed and updated annually to ensure that certificates at Park School Teaching Service are managed in accordance with current requirements and regulations and reflects centre practice.

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 Park School Teaching Service issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Park School Teaching Service 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 .

Arrangements for the issue of certificates

Pupils are contacted to come in to school to collect their certificates or if requested they are posted to pupils alongside a phone call/ text to parents to forewarn them

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

- Candidates and pupils are informed of the procedure for collecting certificates via phone call, email and discussion in school before pupils leave

Where unable to claim/collect certificates under the normal arrangements

parents are welcome to attend the centre if posting the certificates is not an option

Record of issued certificates

Exams officer will keep a track of who has had their certificates

Additional information:

N/A

Retention of certificates

Park School Teaching Service 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 Crista Wilkieson.

Retention policy

If uncollected or certificates are not delivered, the transport co-ordinator will deliver the certificates to the pupils personally and obtain a signature on receipt

Additional information:

N/A

Changes effective from 1 Sepember 2026

In terms of JCQ regulations effective from 1 September 2026, no changes are applicable to this procedure/policy.

Centre-specific changes