



400 YEARS OF EXCELLENCE

## **Certificate Issue Procedure and Retention Policy**

<b>Policy approval date</b>	<b>February 2026</b>
<b>Policy review date</b>	<b>February 2027</b>
<b>Policy Lead</b>	<b>David Sykes Assistant Headteacher</b>
<b>Governor or SLT approval</b>	<b>SLT</b>
<b>Governor committee responsible for policy</b>	<b>N/A</b>

This procedure/policy is reviewed and updated annually to ensure that certificates at Richard Hale 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 publication **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 Richard Hale 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**

Richard Hale 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 is managed by the exams officer and the arrangements for the issue of certificates to candidates is managed by Deputy Headteacher with oversight for [examinations](#)<sup>[EB1]</sup>.

## **Arrangements for the issue of certificates**

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

- Presentation Evening (held in December each year)
- Distribution via Study Support staff internally and the Exams Officer for students who have left Richard Hale School

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

- Candidates are able to collect after contacting the school by email or telephone
- Candidates, or their representative, will need to bring proof of identity of the student and the person collecting the certificates

## **Record of issued certificates**

- A record of certificates issued will be kept by the exams officer

## **Retention of certificates**

Richard Hale School will:

- retain all unclaimed certificates under secure conditions for a minimum of 5 years from the date of issue
- destroy any unclaimed certificates after retaining them for a minimum of 5 years

- 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 4 years from their date of destruction
- (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 Exams Officer.