



Certificate Issue Procedure and Retention Policy (Exams) 2025- 26

Chulmleigh Community College

Certificate Issue Procedure and Retention Policy (Exams) 2025-26

Centre name	Chulmleigh Community College
Centre number	54123
Date policy first created	09/06/2026
Current policy approved by	Neil Payne
Current policy reviewed by	Cressida Harrington
Date of review	01/05/2026
Date of next review	01/05/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Neil Payne
Senior leader(s)	Abigail Thorncroft (DHT) Louise Miller-Marshall (AHT and Senco)
Exams officer	Cressida Harrington
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Chulmleigh Community 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 Chulmleigh Community 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

Chulmleigh Community 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 Cressida Harrington - Exams Officer.

Arrangements for the issue of certificates

All candidates are invited to a formal Presentation Evening in the autumn term following their exam series where they will receive their examination certificates. They will be asked to sign upon receipt. Any candidate who is unable to attend the Presentation Evening can collect their certificates from the school at a pre-arranged time.

If a representative is collecting on a candidates behalf then they will need to bring a letter of authorisation from the candidate and supply some form of ID.

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

- All candidates are informed of these arrangements in their exam information packs given to them at the start of Year 11.
A letter/email/text is sent to all candidates in the autumn term inviting them to the Presentation Evening and all arrangements for collecting certificates are included in the correspondence.

Where unable to claim/collect certificates under the normal arrangements

Any candidate who is unable to attend the Presentation Evening can collect their certificates from the school at a pre-arranged time. They will be asked to sign upon receipt.

If a representative is collecting on a candidates behalf then they will need to bring a letter of authorisation from the candidate and supply some form of ID.

Record of issued certificates

Registers of certificates, signed by the candidate or candidate's representative when certificates are collected are held by the exams officer in the Exams Office.

Additional information:

Not applicable

Retention of certificates

Chulmleigh Community 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 retention of unclaimed or uncollected certificates is managed by Cressida Harrington - Exams Officer..

Retention policy

The school will retain uncollected certificates for a minimum of 5 years.

If necessary, certificates after this time may be destroyed through confidential shredding or returned to the exam board.

Details of destroyed/returned certificated will be held by the Exams Officer.

Candidates are made aware of the retention period in their Exam Information Handbook.

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