Certificate Issue Procedure and Retention Policy

Aylesford School

Certificate Issue Procedure and Retention Policy

Centre name	Aylesford School
Centre number	61651
Date policy first created	14/09/2023
Current policy approved by	Sara Henderson-Smith
Current policy reviewed by	Katie James – Deputy Head, Acting Head on behalf of Tanya Kelvie
Date of review	02/11/2026
Date of next review	02/11/2027

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Katie James – Deputy Head, Acting Head on behalf of Tanya Kelvie
Senior leader(s)	Hannah Davies-Lane
Exams Officer	Sara Henderson-Smith
Other staff (if applicable)	Anna Hawkes

This procedure/policy is reviewed and updated annually to ensure that certificates at Aylesford School 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 Aylesford 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

Aylesford 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 .

Arrangements for the issue of certificates

Each candidate has their own envelope with all their certificates in. A sheet attached to front confirms the candidates name and courses they took. When candidates attend Aylesford School to collect their certificates, they are asked to check the certificates they have, and then sign, print and date the sheet, which is retained by the centre.

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

- Candidates are informed by email/post when the certificates are ready to collect.

Where unable to claim/collect certificates under the normal arrangements

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

Record of issued certificates

Certificates are retained for a minimum of 2 years

Additional information:

Not applicable

Retention of certificates

Aylesford 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

Certificates are retained for a minimum of 2 years.

Additional information:

Not applicable

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

No centre-specific updates or changes were applicable to this document.