



MAIDEN ERLEGH
SCHOOL

Certificate Issue Procedure and Retention Policy

Maiden Erlegh School

Certificate Issue Procedure and Retention Policy

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| Centre name | Maiden Erlegh School |
| Centre number | 51603 |
| Date policy first created | 09/10/2023 |
| Current policy approved by | Mr S Jump |
| Current policy reviewed by | Mrs A Morgan |
| Date of review | 10/10/2025 |
| Date of next review | 24/10/2026 |

Key staff involved in the procedure/policy

| Role | Name |
|-----------------------------|--------------|
| Head of centre | Mr S Jump |
| Senior leader(s) | Mrs A Morgan |
| Exams officer | Ms A Came |
| Other staff (if applicable) | Mr S Tang |

This procedure/policy is reviewed and updated annually to ensure that certificates at Maiden Erlegh 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 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 Maiden Erlegh 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

Maiden Erlegh 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 Ms A Came, Exams Officer.

Arrangements for the issue of certificates

Level 3 vocational and A Level certificates are made available for collection initially at an event organised by the Head of Sixth Form and after that from Reception.

Level 2 and GCSE certificates are made available for collection from Reception.

For collection at Reception, presentation of photo ID is required of candidates who have left the school.

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

- Candidates will be notified by email (to the email held in school records) of the arrangements for collection of certificates once they are received from the awarding bodies.

Candidates who have left the school will be contacted via their parents/carers (to the email held in school records).

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for a nominated person to collect their certificates from Reception. The nominee must show their own photo ID and provide written, signed and dated permission from the candidate naming them.

Record of issued certificates

A record of certificates collected is kept for four years

Additional information:

None.

Retention of certificates

Maiden Erlegh 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 Ms A Came, Exams Officer.

Retention policy

Certificates will be retained for four years after issue, after which uncollected certificates will be securely destroyed.

Additional information:

None.

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

Receipt and issue of certificates:

The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by the exams officer.

This was previously stated to be the responsibility of the office manager.

Candidates who have left the school will be contacted regarding certificate distribution via their parents'/carers', for whom contact details are retained by the school.