Certificate Issue Procedure and Retention Policy

Bridgnorth Endowed School

Certificate Issue Procedure and Retention Policy

Centre name	Bridgnorth Endowed School
Centre number	29025
Date policy first created	12/10/2023
Current policy approved by	Mr D Street
Current policy reviewed by	Mr D Street
Date of review	14/09/2026
Date of next review	13/09/2027

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Mr M Penn
Senior leader(s)	Mr D Street Ms D Stanley Mr D Lewis Miss S Gresko Mrs S Underhill
Exams & Data Manager	Miss E Minifie
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Bridgnorth Endowed 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 Bridgnorth Endowed 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

Bridgnorth Endowed 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

• Certificates are collected in person by the candidates unless a request is made by to post them

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

- an information letter sent home before the exams series and published on the school's website

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

Record of issued certificates

• Records of the certificates that have been issued are kept securely within the exams office, in the centre, for 4 years

Additional information:

Not applicable

Retention of certificates

Bridgnorth Endowed School will:

- retain securely all unclaimed certificates for a minimum of 12 months from the date of issue (GR 5.14)
- any unclaimed certificates after 12 months are retained for four years at BES (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 Miss E Minifie, Exams Officer.

Retention policy

Unclaimed or uncollected certificates are retained in the exams office within the centre for four years. After this they will be securely disposed by incineration

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

Upon review in September 2026 there are no centre specific changes