



Certificate Issue Procedure and Retention Policy

Centre name	Newlands Girls' School
Centre number	51523
Date policy first created	12/12/2023
Current policy approved by	Deputy Head - Curriculum
Current policy reviewed by	Deputy Head - Curriculum
Date of review	24/11/2025
Date of next review	01/12/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Miss Jo Capon
Senior leader(s)	Mr Andrew Morbey
Exams officer	Mrs Amanda De Alwis
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Newlands Girls' 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 Newlands Girls' 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

Newlands Girls' 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 the Exams Officer.

Arrangements for the issue of certificates

Students who are still within school - i.e. Year 11s to Year 12s, Certificates go via tutor groups and certificates are signed for in registration groups and these lists are held by the Exams Officer.

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

- Students who are not returning to Newlands when collecting results will be given an information sheet prior to or on Results Day, to advise them that certificates will be available for collection from 6 January 2025. If they wish to pay postage and written confirmation is received that they accept responsibility for the certificates being sent out via Royal Mail first class post; the certificates will be sent to their address (that the school holds for them) unless otherwise advised.

If no signature is received to post the certificates, students who have left Newlands Girls' School; we email parents or carers advising them to collect on students/candidate's behalf.

During late June early July, the School Receptionist or Exams Officer phones to ask students to collect outstanding examination certificates.

Where unable to claim/collect certificates under the normal arrangements

If a student has moved out of the area - the Exams Officer will send these certificates via Royal Mail if asked to do so.

Record of issued certificates

The Examination Officer will keep paper records in the Exams Office.

Retention of certificates

Newlands Girls' 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 the Exams Officer.

Retention policy

Uncollected certificates are held in the Exams Office.

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

Upon review in December 2025, no additional centre-specific updates or changes, were applicable to this document.