



Certificate Issue Procedure and Retention Policy

Cardinal Newman Catholic School

Certificate Issue Procedure and Retention Policy

Centre name	Cardinal Newman Catholic School
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Current policy approved by	Sam McDonnell
Current policy reviewed by	Sam McDonnell
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Key staff involved in the procedure/policy

Role	Name
Head of centre	Emma O'Connor
Senior leader(s)	Sam Mc Donnell, Thomas Lowe, Cheryl Chester, Mark Franzoni, Kelly Perkins, Sarah Scanlon, Alanna Nardiello, Alex Heyes.
Exams officer	Luke Thompson
Other staff (if applicable)	Sam Mc Donnell, Thomas Lowe, Michelle Goodwin, Cheryl Chester, Mark Franzoni, Kelly Perkins, Sarah Scanlon, Alanna Nardiello.

This procedure/policy is reviewed and updated annually to ensure that certificates at Cardinal Newman Catholic 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 Cardinal Newman Catholic 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

Cardinal Newman Catholic 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 Exams team.

Arrangements for the issue of certificates

Certificates are issued to Candidates in person. They are collected and signed for by the candidate or the candidate may make written instruction for the Certificates to be collected by someone they elect.

Students are encouraged to inspect the certificates before leaving the school. Any errors or concerns are dealt with by the exams team.

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

- Candidates are informed about collecting their certificates from school after late Autumn/ New Year via the Exams Booklet

Candidates who continue into sixth form collect their certificates from the Exams Office.

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 persons must provide ID evidence on collection of certificates

Record of issued certificates

A file is kept by the exams office, with details of the certificates that have been issued.

Additional information:

Not applicable.

Retention of certificates

Cardinal Newman Catholic 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 Exams team.

Retention policy

All unclaimed certificates are held in archive for 6 years, where after they are confidentially wasted, or returned to the board, (dependent on the Boards preference)

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

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