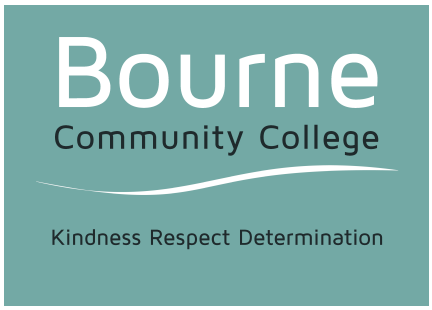

Certificate Issue Procedure and Retention Policy 2026/7

Bourne Community College

Certificate Issue Procedure and Retention Policy 2026/7

Centre name	Bourne Community College
Centre number	65431
Date policy first created	26/11/2024
Current policy approved by	Mrs. A. Sharma
Current policy reviewed by	Mr. J. Cariou
Date of review	01/07/2026
Date of next review	01/07/2027

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Mrs. A. Sharma
Senior leader(s)	Mr. J. Cariou
Exams officer	Mr. T. Willis
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Bourne Community College 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 Bourne Community College issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Bourne Community College 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, via parents email, will be contacted by email as soon as the exam certificates have been checked by the Exams Officer and placed in an addressed envelope to each student.

Students will be asked to come into school in person to collect their certificates and to check their personal details, (name/date of birth), are correct and that the final grades shown are also correct.

Students will be required to sign and date a register to confirm collection and that the details are correct.

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

- Candidates will be issued with their exam results in August. Within the envelope will be a slip outlining the procedure for the issue of certificates in November.

  A follow-up email will be sent in November when certificates are ready for collection

Where unable to claim/collect certificates under the normal arrangements

Where candidates are unable to collect their certificates in person they 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 the collection of certificates.

Record of issued certificates

Students will be required to sign and date a register to confirm collection and that the details are correct. This information is held in secure storage in the 'Exams Box' and kept for ten years.

Additional information:

Not applicable

Retention of certificates

Bourne Community College 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

Retention of unclaimed or uncollected certificates are retained for one year in secure conditions in the 'Exams Box', after which they will be destroyed securely, (shredded). a record of destryed certificates will be retained for ten years.

Candidates who this applies to will receive an email one year after the issuing date, reminding them of the need to collect exam certificates before their destruction

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

No centre-specific changes are applicable at this time