Certificate Issue Procedure and Retention Policy

Queensbury Special School

Certificate Issue Procedure and Retention Policy

Centre name	Queensbury Special School
Centre number	20222
Date policy first created	18/10/2023
Current policy approved by	Mr C. Wilson
Current policy reviewed by	Sarah wolverson
Date of review	19/11/2025
Date of next review	30/11/2026

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Mr C. Wilson
Senior leader(s)	Mr C. Wilson, Executive Head . Mrs Sherree Watkins, Head of School. Mrs Bushra Adnan, Head of Post 16, Mr Adam Kearns, Associate Head of School, Mr. Nisar Khan, DSL & Pastoral Manager,Ms M Brown, Teaching & Learning Lead, Mr M Ali, Director of Learning, Mrs L Weston, Director of Learning, Ms H Dyer, Director of Learning, Ms S Ballinger, Director of Learning, Inclusion, Mrs J Seager, Director of Learning, SenDCo
	Sarah Wolverson
Other staff (if applicable)	Dannielle Knibbs, Governance and Compliance Officer Aron V Davies IT Operations Manager

This procedure/policy is reviewed and updated annually to ensure that certificates at Queensbury Special 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 Queensbury Special 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

Queensbury Special 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 Sarah Wolverson.

Arrangements for the issue of certificates

Candidates are initially invited to collect certificates at an Awards Evening, a register is kept of attendees, and a copy of this is passed to the exams officer as a record of collection. Where candidates do not attend awards evening they are asked to come into school to collect. Certificates are not posted to candidates unless a SAE is provided by the candidate, with the understanding that they are not covered for insurance purposes if the certificates are lost in the post, nor do the school accept responsibilty for the loss

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

- letter to to the candidate and via the school's social media accounts

Where unable to claim/collect certificates under the normal arrangements

Candidates unable to attend awards night are able to arrange collection from the school at a mutually convenient time. Candidates that are still students at Queensbury are asked to collect from the Exams Office.

Record of issued certificates

Candidates are asked to sign upon receipt of their certificates, those attending Awards night do this via a register., this record is retained by the exams officer. Candidates collecting at any other time are asked to sign for their certificates.

Additional information:

Not Applicable

Retention of certificates

Queensbury Special 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 Manager.

Retention policy

Unclaimed certificates are retained by the Exams Manager under secure storage. Candidates are contacted by letter to arrange collection, with a warning that certificates may be destroyed. Certificates are currently retained by Exams Officer until a candidates 31st birthday. If this date is reached then the certificates will be destroyed confidentially as per the JCQ regulations at that time. this date has been agreed by MAT Compliance/ Data Protection Officer

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

no centre specific changes were made for 2026/2027