Roselyn House School

Certificate Issue Procedure and Retention Policy

2026-2027

Key staff involved in the procedure/policy

Role	Name
Headteacher	Jack Birkenhead
Executive Lead/ Exam's Officer	Kirsty Willacy
Other staff (if applicable)	Louise Mercer Jacquiline O'Neil Louisa Kitchin

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

Issue and retention of certificates

Roselyn House 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 certificates, from candidates, 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)
- retain securely all unclaimed certificates for a minimum of 12 months from the date of issue (GR 5.14)

- destroy in a confidential manner, any unclaimed certificates after retaining them for a minimum of 12 months.
- keep a record of certificates that have been destroyed for four years from their date of destruction. This record should list the candidate number, the awarding body, the qualification(s) and the examination series (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/ Administration.

Inform candidates (where applicable) 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)

Arrangements for the issue of certificates

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

- at a presentation
- collected from school
- posted to candidates

Records are kept of when certificates are issued/ collected/ posted.

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/ Headteacher with written permission/authorisation. Authorised persons must provide ID evidence on collection of certificates. Or certificates may be posted.

Record of issued certificates

Certificates are signed for on collection and records are kept. Details are retained for any certificates posted via a secure delivery method.

Retention of certificates

The retention of unclaimed or uncollected certificates is managed by the Admin team.

Changes 2026/2027

This record of certificates which have been destroyed should list the candidate number, the awarding body, the qualification(s) and the examination series.

Centre-specific changes
None

Reviewed by Kirsty Willacy

To be reviewed September 2027