



Certificate Issue Procedure and Retention Policy

Manor High School

Certificate Issue Procedure and Retention Policy

Centre name	Manor High School
Centre number	25283
Date policy first created	28/10/2025
Current policy approved by	The Governing Body
Current policy reviewed by	Saleha Pathan - Exams Officer
Date of review	03/11/2025
Date of next review	02/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Simon Greiff
Senior leader(s)	Helen Newbery (Deputy Head) James Croucher (Assistant Head) Andrew Cross (Assistant Head) Dilip Karavadra (Assistant Head) Fiona Ager (Assistant Head/SENDSCO) Shaun Tweed (School Business Manager)
Exams officer	Saleha Pathan
Other staff (if applicable)	Not Applicable

This procedure/policy is reviewed and updated annually to ensure that certificates at Manor High 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 Manor High 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

Manor High 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 Saleha Pathan (Exams Officer).

Arrangements for the issue of certificates

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

- Candidates are required to check their personal details on their statement of entry and are advised that this is the name that will appear on their certificate.

They are also asked to check all details on the certificates and check the results showing are correct.

Candidates are required to sign for their certificates, confirming they have checked them and they are correct.

If a candidate has undergone a review of marking particular emphasis is on the candidate to check the certificates show the correct FINAL grade.

Manor High School will not post certificates out, they must be collected in person or by using our third party collection form.

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

- An email is sent out to candidates as well as candidate parents.

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 the third party collection form.

Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Candidates sign for their certificates on a log which is kept within the school for a minimum of 5 years. These can be found the in Exams Office.

Additional information:

Not Applicable

Retention of certificates

Manor High 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 Saleha Pathan (Exams Officer).

Retention policy

Candidates are advised in the exams handbook that any unclaimed certificates are retained by the exams officer for a minimum of 12 months, after which time they are returned to the awarding body to be shredded and confidentially disposed of.

Any candidates with unclaimed certificates are contacted again within that 12 month period and given the opportunity to collect them at any point within the remaining time.

Records of certificate collections are held for 5 years.

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

Not Applicable