



Inspire Education Trust

Together we achieve, individually we grow

Certificate Issue and Retention Policy 2025-2026

Blue Coat CE Secondary School

Policy Date: September 2025

Review Date: September 2026

Document History

Version	Status		Date	Author	Summary Changes
V1			September 2023	Kelly Jobson	Updated to Reflect JCQ changes 2023-2024
V2			September 2024	Kelly Jobson	Updated the name of MIS in yellow.
V3			September	Kelly Jobson	No changes refined layout

This procedure/policy is reviewed and updated annually to ensure that certificates at Blue Coat 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 publication General Regulations for Approved Centres**.

1. Introduction

Certificates are provided by awarding bodies after examination results have been confirmed. These certificates remain the property of the awarding bodies at all times.

2. Purpose of the Policy

To confirm how Blue Coat School issues examination certificates to candidates and manages the retention and disposal of unclaimed certificates, in full compliance with JCQ regulations (**GR 5.14**).

3. Issue of Certificates

Blue Coat School will:

- Obtain and maintain accurate candidate contact information to ensure 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 granted in exceptional circumstances (GR 5.14).

Keep a record of all certificates issued (GR 5.14).

Return any certificates requested by awarding bodies (GR 5.14).

The receipt and issue of certificates is managed by:

- **Kelly Jobson**, Exams Manager
- **Martin Dorrington**, Data & Exams Assistant
- **Pamela Mayne and Sylwia Bednarska**, Exams Assistants

4. Arrangements for the Issue of Certificates

- Certificates are issued on school premises at a designated time by the Head of Centre.
- Students are sent a letter in January to verify personal details. Corrections are made via reception with photo ID.
- A certificate log is maintained to track uncollected certificates and updated upon collection or destruction.
- Candidates are informed of arrangements via:
 - Exam assemblies
 - School website
 - Arbor (school MIS)

5. Third-Party Collection

- Candidates must complete and sign a collection form.
- The nominated person must also sign the form and present photo ID upon collection.
- The school retains the signed form for future reference.

6. Record of Issued Certificates

A certificate log is maintained and retained for **2 years**.

7. Retention and Disposal of Unclaimed Certificates

Blue Coat School will:

- Retain unclaimed certificates securely for a minimum of **12 months (GR 5.14)**.
- Destroy certificates confidentially after the retention period or return them to the awarding body **(GR 5.14)**.
- Retain a record of destroyed certificates **for 4 years from the date of destruction (GR 5.14)**.
- Inform candidates that some awarding bodies do not offer replacement certificates. In such cases, a Certifying Statement of Results may be issued instead **(GR 5.14)**.

Certificates are stored in a locked cabinet in the Exams Office. Destruction is carried out via the confidential waste bin, and the certificate log is updated accordingly.

Reviewed by:

Kelly Jobson

September 2025

Next Review Date:

September 2026

Approved by Directors:

1 December 2025

Signed:



Lois Whitehouse
CEO



Nicky Aston
Chair of Standards