



## Examination Certificate Issue and Retention Procedure

Key Information	
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ELT Post Responsible for Update and Monitoring	Vice Principal – Innovation, Curriculum and Quality
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## **1. Purpose of the procedure**

- 1.1. The purpose of this procedure is to confirm how Cheshire College South and West issues examination certificates to candidates and clarify the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.
- 1.2. Certificates are provided by awarding organisations after examination results have been confirmed. Certificates always remain the property of the awarding organisations.
- 1.3. Reference in this procedure to (GR) relates to relevant sections of the current JCQ publication General Regulations for Approved Centres.

## **2. Issue of Certificates**

- 2.1. The College will:
  - 2.1.1. Obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14).
  - 2.1.2. Distribute certificates to all candidates without delay and regardless of any disputes (GR 5.14).
  - 2.1.3. 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).
  - 2.1.4. Keep a record of the certificates that are issued (GR 5.14).
  - 2.1.5. Return any certificates requested by the awarding organisations as certificates always remain the property of the awarding organisations (GR 5.14).
- 2.2. The receipt of certificates from awarding organisations and arrangements for the issue of certificates is managed by the Exams Manager.

## **3. Arrangements for the Issue of Certificates**

- 3.1. Exam certificates are available in College for collection once all certificates have been sent from the awarding organisations. Learners are informed of this via email, the College website and social media.
- 3.2. Learners are expected to collect their exam certificates in person so that they can check all the information shown on their certificates is correct and accurate (name, DoB, final grade etc). Learners will sign and date the collection form which confirms they have received the certificates and that the information is correct.
- 3.3. Candidates are informed of the arrangements for the issue of certificates as follows:
  - 3.3.1. Candidates are informed of the exam certificate procedure in their exam learner handbook which they receive prior to the summer exams taking place.
  - 3.3.2. Once certificates are ready for collection, learners are reminded of the procedure via email, the College website and social media.

## **4. Where Learners are Unable to Claim/Collect Certificates Under the Normal Arrangements**

- 4.1. Candidates may arrange for certificates to be collected on their behalf by providing the Exams Officer with written permission/authorisation. The person collecting must have a valid form of ID to confirm their identity.

## **5. Record of Issued Certificates**

- 5.1. A record of issued certificates is kept in the exam secure storage area. These records show the name, learner signature and the date they collected their certificates; signing confirms they had checked all the details on their certificates are correct, and they had taken receipt of them. These records are kept for 4 years.

## **6. Retention of Certificates**

### **6.1. The College will:**

- 6.1.1. Retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14).
- 6.1.2. Destroy any unclaimed certificates after retaining them for a minimum of 12 months (GR 5.14).
- 6.1.3. Destroy certificates in a confidential manner or may return them to the respective awarding body (GR 5.14).
- 6.1.4. Retain a record of certificates that have been destroyed for four years from their date of destruction (GR 5.14). This record should list the candidate number, the awarding body, the qualification(s) and the examination series.
- 6.1.5. Inform candidates that some awarding organisations may 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).
- 6.1.6. The retention of unclaimed or uncollected certificates is managed by the Exams Manager.

## **7. Retention Policy**

- 7.1. Unclaimed or uncollected certificates are retained in accordance with the requirements of GR, section 5.
- 7.2. The College retains all unclaimed or uncollected certificates for 2 years in the exam secure storage area. After this time, they are destroyed in a confidential manner.
- 7.3. Replacement certificates can be requested from the awarding body at cost to the learner.