



**KING EDWARD VI  
LORDSWOOD  
SCHOOL FOR GIRLS**

# **Certificate Issue Procedure and Retention Policy**

King Edward VI Lordswood School for Girls

## Certificate Issue Procedure and Retention Policy

Centre name	King Edward VI Lordswood School for Girls
Centre number	20181
Date policy first created	06/10/2023
Current policy approved by	Kerry Cooney
Current policy reviewed by	Matthew Fox
Date of review	18/10/2024
Date of next review	31/10/2025

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Kerry Cooney
Senior leader(s)	Karen Adamson, Laura Betty, Lynne Finucane, Loveena Verma, Sarah Clews and Deborah Dodd.
Exams officer	Matthew Fox
Other staff (if applicable)	Alison Evans

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

## Issue of certificates

King Edward VI Lordswood School for Girls 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 the Exam Officer..

### Arrangements for the issue of certificates

- Certificates are normally collected in person.
- Candidates are reminded to check their personal details (name, date of birth, etc.) ensuring they are correct and that the correct final grade(s) is/are shown.
- Candidates will sign and date to confirm that certificates have been collected.

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

- Via the school website, WeDuc and / or social media platforms

### Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing the exam officer with written or email permission / authorisation. Authorised persons must provide ID evidence on collection of certificates.

### Record of issued certificates

- Records kept of certificates issued will be retained for seven years.

### Additional information:

Not applicable.

## Retention of certificates

King Edward VI Lordswood School for Girls will:

- retain all unclaimed certificates under secure conditions 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 (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 the Exam Officer..

### **Retention policy**

- Certificates are retained for seven years.
- Unclaimed certificates are disposed of in a manner which will refrain from confidential information being passed on.
- Candidates will need to contact awarding organisations for replacement certificates, at a cost, after the 7 year retention.

### **Additional information:**

Not applicable

## **Changes 2024/2025**

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

## **Centre-specific changes**

Upon review in October 2024, no centre-specific updates or changes were applicable to this document.