

# **Certificate Issue Procedure and Retention Policy**

Newton Abbot College

## Certificate Issue Procedure and Retention Policy

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|----------------------------|--------------------------------|
| Centre name                | Newton Abbot College           |
| Centre number              | 54327                          |
| Date policy first created  | 13/09/2023                     |
| Current policy approved by | Amy Grashoff/Harriett Buchanan |
| Current policy reviewed by | Harriett Buchanan              |
| Date of review             | 20/10/2025                     |
| Date of next review        | 30/09/2026                     |

### Key staff involved in the procedure/policy

| Role                        | Name                              |
|-----------------------------|-----------------------------------|
| Head of centre              | Amy Grashoff                      |
| Senior leader(s)            | Amy Grashoff<br>Harriett Buchanan |
| Exams officer               | Fiona Satterley                   |
| Other staff (if applicable) | Senior Leadership Team            |

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

## Issue of certificates

Newton Abbot College 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 .

## Arrangements for the issue of certificates

Certificates will be available for collection by the candidates once all certificates are received from the awarding bodies. This is generally towards the end of the Autumn Term.

Candidates are to check all details on the certificates are correct and advise the Examinations Officer immediately of any errors. Incorrect certificates will need to be taken back by the Examinations Officer for the awarding body to amend.

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

- Emails are sent to the parent(s)/carer of the candidate to confirm the certificates are ready for collection from the college reception.

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

If a candidate is not able to collect their certificates in person, send an email to [exams@nacollege.devon.sch.uk](mailto:exams@nacollege.devon.sch.uk) providing details of a nominated person to collect on their behalf. When collecting the certificate, this nominate person must provide photo ID

## Record of issued certificates

A log to be signed and dated by candidates who collect certificates, is kept in reception for the period of time certificates are available for collection. This log is then kept by the Examinations Officer.

## Additional information:

N/A

## Retention of certificates

Newton Abbot College 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 .

### **Retention policy**

Certificates are retained securely within the Exams department for a minimum of 12 months.

When destroyed, this is done using confidential waste disposal to ensure security is maintained.

### **Additional information:**

N/A

## **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**

Upon review in October 2025, no changes to this document is required.