



Certificate Issue and Retention Policy

Oakfield Short Stay School

Certificate Issue and Retention Policy

Centre name	Oakfield Short Stay School
Centre number	09567
Date policy first created	06/03/2026
Current policy approved by	Victoria Edwards
Current policy reviewed by	Victoria Edwards / Victoria Palmer
Date of review	09/03/2026
Date of next review	01/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Victoria Edwards
Senior leader(s)	Richard Doyle - Head of Centre
Exams officer	Victoria Palmer
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Oakfield Short Stay 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 Oakfield Short Stay 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

Oakfield Short Stay 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 Victoria Palmer, Exams Officer.

Arrangements for the issue of certificates

Certificates will be collected in person by the student. If the student informs us that they are unable to do this, they can arrange for someone to collect on their behalf, or we will arrange for them to be sent via Royal Mail.

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

- The process for collecting certificates will be details in the student Exam Handbook issued in the spring term.

Where unable to claim/collect certificates under the normal arrangements

Where students are unable to collect the certificate, they may arrange for someone to do this on their behalf. The student must notify the Exams Officer by email, citing:

- their permission for the authorised person to collect
- the name of the authorised person

The authorised person must be able to provide photographic ID before they will be given the certificates.

If the student cannot collect the certificate(s) themselves, and is unable to delegate the collection to someone else, we will agree to send the certificates through the post.

Record of issued certificates

Records will show:

- student name
- qualification name, grade and date awarded

- the awarding body
- the signature of the student (or authorised person) collecting the certificate(s)
- the signature of the member of staff who hands over the certificate(s)
- the date collected (or the date posted if not being collected)

Additional information:

Not applicable

Retention of certificates

Oakfield Short Stay 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 The Exams Officer.

Retention policy

Certificates will be destroyed after 12 months. A record of destroyed certificates will be kept for four years from the date of destruction

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