



**CHEL TENHAM
BOURN SIDE
SCHOOL**

Certificate Issue Procedure and Retention Policy

Cheltenham Bournside School

Certificate Issue Procedure and Retention Policy

Centre name	Cheltenham Bournside School
Centre number	57309
Date policy first created	26/09/2023
Current policy approved by	Rachel Fox
Current policy reviewed by	Nicky Fordyce
Date of review	01/11/2025
Date of next review	01/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Steve Jeffries
Senior leader(s)	Rachel Fox & Rob Waters
Exams officer	Nicky Fordyce
Other staff (if applicable)	N/A

This procedure/policy is reviewed and updated annually to ensure that certificates at Cheltenham Bournside 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 Cheltenham Bournside 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

Cheltenham Bournside 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 Nicky Fordyce - Exams Officer.

Arrangements for the issue of certificates

Candidates collect certificates in person from Cheltenham Bournside School in November. Candidates are asked to check details on their final certificates before leaving the Centre.

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

- Candidates are informed of the certificate collection dates in their results day letter and are emailed a reminder.

Where unable to claim/collect certificates under the normal arrangements

Any candidate who cannot collect their certificate in person, can nominate an alternative person on their behalf but must send written authority to the Exam's Officer before hand. The authorised person must produce photographic ID before the certificates will be released

Record of issued certificates

Candidates sign for receipt of certificates and records are kept for 5 years

Additional information:

Retention of certificates

Cheltenham Bournside 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 Nicky Fordyce - Exams Officer.

Retention policy

Certificates are retained in the Centre for 5 years. After 5 years, any uncollected certificates are scanned and a file of scan is saved on shared network. The uncollected certificates are then destroyed as confidential waste.

Additional information:

All certificates from summer 2020 were posted to candidates due to the exceptional circumstances of Covid lockdowns. None were retained in Centre or scanned.

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

This policy applies to all GCSEs, A levels, BTEC Nationals, BTEC Technicals, OCR Cambridge Nationals and Technicals, WJEC and AQA level 3 qualifications and FSMQ qualifications.