



WREKIN

Certificate Issue Procedure and Retention Policy

Wrekin College

Certificate Issue Procedure and Retention Policy

Centre name	Wrekin College
Centre number	29360
Date policy first created	30/04/2024
Current policy approved by	Mr Ben Smith
Current policy reviewed by	Gemma Allen
Date of review	08/09/2026
Date of next review	30/09/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mr. Steven Green
Senior leader(s)	Mr Ben Smith - Deputy Head Academic Mr David Blackham - Deputy Head Pastoral Mrs Cora Thurst - SENCo Mr Steve Morton - IT Manager and Safeguarding Mr Angus Harper - Busar
	Gemma Allen
Other staff (if applicable)	Katy Daniels - PA to the head Sophie Hinderson - Reception

This procedure/policy is reviewed and updated annually to ensure that certificates at Wrekin College are managed in accordance with current requirements and regulations and reflects centre practice.

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 Wrekin 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

Wrekin 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

Certificate Issuance and Distribution Policy

In-Person Collection: Following receipt from the awarding bodies, all certificates are held securely in the Headmaster's Office for an initial two-week collection period. Certificates may only be collected in person by the candidate, or by a parent/carer with verified parental responsibility as registered on iSams. Every collection must be formally signed and dated.

Postal Delivery: Any certificates remaining uncollected after the two-week window will be dispatched via Signed For delivery to the candidate's primary residential address recorded on iSams.

Address Verification: To ensure accurate delivery, a reminder is emailed to all students, parents, and guardians both before and after the exam window, instructing them to update their postal address on iSams if necessary.

Accuracy and Errors: Included inside each certificate envelope—and reiterated in the exam-related email updates sent by the Deputy Head Academic, Mr Ben Smith—is a formal letter instructing candidates to immediately verify that their personal details (legal name, date of birth, etc.) and final grades are completely accurate. This documentation provides clear guidelines on the protocol, deadlines, and potential costs for returning certificates to the centre for replacement if any errors are identified.

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

- **Pre-Exam Communications:** Prior to the start of the examination series, candidates are sent an initial email outlining the certificate collection procedure alongside essential information regarding post-results services.

[1] In-Person Collection: Following receipt from the awarding bodies, all certificates are held securely in the Headmaster's Office for an initial two-week collection period. As soon as the certificates arrive and are ready, parents are emailed to notify them that in-person collection is open. Certificates may be collected by the candidate or by a parent/carer with verified parental responsibility as registered on iSams. Every collection must be formally signed and dated.

[1, 2] Postal Delivery & Final Alert: Any certificates remaining uncollected after the two-week window will be dispatched via Signed For delivery to the candidate's primary residential address recorded on iSams. Parents will receive a final email notification immediately before these certificates are posted.

[1, 2] Address Verification: To ensure accurate delivery, a reminder is emailed to all students, parents, and guardians both before and after the exam window, instructing them to update their postal address on iSams if necessary. Accuracy and Errors: Included inside each certificate envelope—and reiterated in the exam-related email updates sent by the Deputy Head Academic, Mr Ben Smith—is a formal letter instructing candidates to immediately verify that their personal details (legal name, date of birth, etc.) and final grades are completely accurate. This documentation provides clear guidelines on the protocol, deadlines, and potential costs for returning certificates to the centre for replacement if any errors are identified.

Where unable to claim/collect certificates under the normal arrangements

Pre-Exam Communications: Prior to the start of the examination series, candidates are sent an initial email outlining the certificate collection procedure alongside essential information regarding post-results services.

In-Person Collection: Following receipt from the awarding bodies, all certificates are held securely in the Headmaster's Office for an initial two-week collection period. As soon as the certificates arrive and are ready, parents are emailed to notify them that in-person collection is open. Certificates may be collected by the candidate or by a parent/carer with verified parental responsibility as registered on iSams. Every collection must be formally signed and dated.

Alternative Collection Arrangements: If a candidate is unable to collect their certificates through the standard route, alternative arrangements may be implemented. Candidates may authorise a third party to collect certificates on their behalf by providing the Exams Officer, Mrs Cora Thurst, with explicit written or email authorisation prior to collection. The designated proxy must present valid photo ID evidence at the Headmaster's office before the certificates can be released.

Postal Delivery & Final Alert: Any certificates remaining uncollected after the two-week window will be dispatched via Signed For delivery to the candidate's primary residential address recorded on iSams. Parents will receive a final email notification immediately before these certificates are posted.

Address Verification: To ensure accurate delivery, a reminder is emailed to all students, parents, and guardians both before and after the exam window, instructing them to update their postal address on iSams if necessary.

Accuracy and Errors: Included inside each certificate envelope—and reiterated in the exam-related email updates sent by the Deputy Head Academic, Mr Ben Smith—is a formal letter instructing candidates to immediately verify that their personal details (legal name, date of birth, etc.) and final grades are completely accurate. This documentation provides clear guidelines on the protocol, deadlines, and potential costs for returning certificates to the centre for replacement if any errors are identified.

Record of issued certificates

Comprehensive records of all certificates issued and their corresponding postage tracking information are securely maintained within the Exams Office by Gemma Allen.

Additional information:

In the first instance, GCSE certificates will be distributed directly via House Parents and must be signed for in person by the candidate.

Retention of certificates

Wrekin 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 Mrs Gemma Allen.

Retention policy

Retention and Disposal of Unclaimed Certificates

Retention Period: In cases where a current postal address is unavailable, or at a candidate's explicit request, certificates will be retained securely for a maximum of 12 months from the date of issue.

Confidential Destruction: Following this 12-month retention period, Wrekin College will confidentially destroy all unclaimed or uncollected certificates via secure shredding.

Disposal Audit Log: A permanent, comprehensive record of all destroyed certificates will be securely maintained by the centre.

Candidate Notification: Clear instructions are provided to candidates detailing that any certificates left unclaimed, uncollected, or without a valid postal address will be destroyed after 12 months.

Additional information:

In exceptional circumstances, such as dispatching to an unreliable international address, a photocopy of the certificate will be securely retained by the centre. This duplicate will be confidentially destroyed immediately upon confirmation that the candidate has safely received the original certificates.

Changes effective from 1 September 2026

In terms of JCQ regulations effective from 1 September 2026, no changes are applicable to this procedure/policy.

Centre-specific changes

Upon review of certificate issue in Nov 2022 it was decided to give a two week period where certificates can be collected from the Centre.