



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	26/09/2025
Date of next review	30/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mr Toby Spence
Senior leader(s)	Mr Ben Smith - Acting Headmaster Mr David Blackhan - Deputy Head Pastoral Mrs Cora Thurst - SENCo Mr Steve Morton - IT Manager and Safeguarding Mrs Amandeep Rathore - Head of Facilities
Exams officer	Gemma Allen
Other staff (if applicable)	Katy Daniels - PA to the head Sophie Hinderson - Reception Bursary Staff

This procedure/policy is reviewed and updated annually to ensure that certificates at Wrekin 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 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 [32].

Arrangements for the issue of certificates

Certificates are normally issued following the below procedure:

All Certificates are held in the Headmaster office for two weeks for in person collection by either the candidate or a registered parent or carer with parental responsibilities as registered on iSams

All certificates must be signed for and dated

If uncollected they will be posted by signed for delivery to the address held as the primary address on iSams

All students, parents and guardians are emailed a reminder before and after exams to update the postal address if necessary.

Instructions are given to candidates about checking their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) As well as details on how and when to return certificates with any errors for replacement. This will be a letter included inside the certificate envelope. It will also be included in the exam related email from Mr Smith.

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

- Candidates receive an email prior to the exams with the details of the procedure when they are emailed about post result services.
Parents are emailed as the certificates are available for in person collection.
Parents are emailed finally before postage.

Where unable to claim/collect certificates under the normal arrangements

Alternative arrangements may be used if a candidate is unable to access certificates in the normal way (As example... Candidates may arrange for certificates to be collected on their behalf by providing the exams officer with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificates)

Record of issued certificates

Records of certificates issued and tracking information is held in the exams office by Gemma Allen

Additional information:

GCSE Certificates will be issued via house parents in the first instance - These will be signed for directly 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 [33].

Retention policy

The retention of unclaimed or uncollected certificates

Certificates are retained in the case of an address not being available or at a candidates request for a maximum of 12 months after this Wrekin College will confidentially destroy them by shredding after the retention period. A record will be held of certificated destroyed. Instructions are given to candidates that unclaimed/uncollected/no postal addressed certificates. Will be destroyed after 12 months.

Additional information:

In exceptional cases a photocopy will be held securely when posting to a unreliable international address. This will be securely destroyed on the candidates receipt of the certificates.

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