



# Certificate Issue Procedure and Retention Policy 2025 to 2026

Thomas Hall School

## Certificate Issue Procedure and Retention Policy 2025 to 2026

Centre name	Thomas Hall School
Centre number	54214
Date policy first created	07/11/2023
Current policy approved by	Phil Arnold
Current policy reviewed by	Michelle Spiess
Date of next review	01/09/2026

## Key staff involved in the procedure/policy

Role	Name
Head of centre	Phil Arnold
Senior leader(s)	Phil Arnold, Helen Towler-Williams, Charlotte Webster, Joe Medland
Exams officer	Michelle Spiess
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Thomas Hall 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 publication **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 Thomas Hall 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**

Thomas Hall 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 Neil Lyne and Roy Evans.

### **Arrangements for the issue of certificates**

Once received certificates are collated. An email is then sent to parents of candidates stating that they are ready for collection. Certificates can be collected by students and, on the receipt of valid photo ID, their parents or carers.

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

- By email with letter attached.

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

If written notification is provided then another nominated individual can collect certificates by providing their photographic ID.

### **Record of issued certificates**

A record of certificates issued will be kept by the Exams Officer.

### **Additional information:**

Not applicable.

## **Retention of certificates**

Thomas Hall School will:

- retain all unclaimed certificates under secure conditions 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 (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 are retained for one year and then securely destroyed.

### **Additional information:**

Not applicable.

### **Changes**

(Added) Under **Issue of certificates:** (The centre will) obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14)

### **Centre-specific changes**

Not applicable.



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