



MAIDEN ERLEGH
CHILTERN EDGE

Certificate Issue and Retention Policy

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Centre name	Maiden Erlegh Chiltern Edge
Centre number	62443
Date policy first created	28/02/2024
Current policy approved by	Emma Bliss
Current policy reviewed by	Hannah Reilly & Emma Bliss
Date of review	21/01/2026
Date of next review	28/02/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Emma Bliss
Senior leader(s)	Sarah Cheeseman Judy Hills Roddy Clark Sara Elliss
Exams officer	Hannah Reilly
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Maiden Erlegh Chiltern Edge 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 Maiden Erlegh Chiltern Edge issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Maiden Erlegh Chiltern Edge 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 the EO.

Arrangements for the issue of certificates

Candidates are invited to an annual presentation evening in November when certificates are issued. Candidates are required to sign for their certificates. Any candidate unable to attend the event can come into school to collect their certificates (and sign for them). Certificates are checked upon receipt by the Exams Officer to ensure they are correct but candidates are also encouraged to check their certificates for errors.

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

- Candidates are informed at the pre-exams assembly, delivered by the Deputy Head. They are also emailed prior to results and again prior to the presentation evening.

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing the Exams Officer with written permission (which can be via email). Authorised persons must provide ID evidence on collection of the certificates.

Record of issued certificates

Candidates (or their authorised representative) are asked to sign for their certificates. This is kept for a minimum of six years.

Additional information:

Not applicable

Retention of certificates

Maiden Erlegh Chiltern Edge 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 EO.

Retention policy

Unclaimed certificates are kept for a minimum of 12 months. After this they are kept at the discretion of the Exams Officer in a secure cabinet. If they are destroyed, this would be done confidentially and a record kept for a minimum of 4 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