



Certificate Issue Procedure and Retention Policy 25-26

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Certificate Issue Procedure and Retention Policy 24-25

Centre name	Vega College
Centre number	
Date policy first created	01/9/2025
Current policy approved by	Gill Galloway/Ed Chapman
Current policy reviewed by	Clare Taylor
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Key staff involved in the procedure/policy

Role	Name
Head of centre	Gill Galloway
Senior leader(s)	Ed Chapman
Exams officer	Clare Taylor
Other staff (if applicable)	Samual Race, Lisa Chambers

This procedure/policy will be reviewed and updated annually to ensure that certificates at Vega 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 Vega 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

Vega 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 Miss Clare Taylor

Arrangements for the issue of certificates

Vega College arrangements for the issue of certificates collected in person candidates are asked to check that their personal details are correct and that the correct final grade is shown. If candidates are unable to collect a signed form must be completed to show they have given consent for someone to collect their certificates.

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

- verbally before they leave Vega College, letter to parents/carers via text message

Where unable to claim/collect certificates under the normal arrangements

If candidates are unable to collect a signed form must be completed to show they have given consent for someone to collect their certificates.

Record of issued certificates

Certificates are kept in a student's certificate folder under their name in a locked filing cabinet. These files are in alphabetical order.

Additional information:

Retention of certificates

Vega College 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 Unclaimed certificates are archived in a safe storage room with easy access for if a candidate claims their certificates in a later day.

Retention policy

Unclaimed certificates are archived in a safe storage room with easy access for if a candidate claims their certificates in a later day.