



Certificate Issue Procedure and Retention Policy (Exams)

Document Control

Version	Author	Summary of Changes	Approved By	Date Published	Date of Review
Rev 1	CT	New Policy	GG	Sep 2025	Sep 2026
Rev 2	CV	Format updates incl. contents page, font and text justification.	RGR	Jan 2026	Jan 2027

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1. Certificate Issue Procedure and Retention Policy

Centre name	Vega College
Centre number	11000502
Date policy first created	September 2025
Current policy approved by	Gill Galloway
Current policy reviewed by	Clare Taylor
Date of review	January 2026
Date of next review	January 2027

2. Key staff involved in the procedure/policy

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

This procedure/policy is 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.

3. Introduction

Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

4. 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.

5. 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 Gill Galloway and Clare Taylor.

6. Arrangements for the issue of certificates

6.1 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:

- via email, phone call and social media

6.2 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.

6.3 Record of issued certificates

Certificates are recorded alphabetically in year group, once collected the candidate must print their name, sign and date the log sheet.

7. 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.

8. 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.