

Exam Certification and Retention Policy

Holland Park School

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Centre name	Holland Park School
Centre number	10132
Date policy first created	23/09/2024
Current policy approved by	TBC
Current policy reviewed by	Olivia Hill
Date of review	23/09/2025
Date of next review	15/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Dame Sally Coates
Senior leader(s)	Olivia Hill - Exams Officer Faye Mulholland - Deputy Head of Centre
Exams officer	(acting) Olivia Hill
Other staff (if applicable)	Sahar Heydariyan - Deputy Exam Officer

This procedure/policy is reviewed and updated annually to ensure that certificates at Holland Park 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 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 Holland Park 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

Holland Park 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 .

Arrangements for the issue of certificates

Students and their parents will be notified via email when the certificates have arrived on school site, have been sorted and are available for collection.

Olivia Hill will arrange dates and time for students to collect their certificates. Upon collection, students will be asked to check their names, grades and details and sign to affirm that they have collected the certificates and there are no errors.

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

- Students (and their parents) will be emailed when certificates have been issued. A notice will also be put in the Parent Newsletter and asked prior to the exam series to ensure their contact details are up-to-date.

Where unable to claim/collect certificates under the normal arrangements

Where students cannot collect their own certificates, the student may nominate a person to collect the certificates on their behalf. Written permission will need to be provided upon the collection of certificates (from the student) along with provision of ID (such as a driving licence) to prove identity.

Record of issued certificates

Students will sign to state they have received all of their certificates and there are no errors.

Additional information:

Retention of certificates

Holland Park School 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 .

Retention policy

The school will retain uncollected certificates for a period of 12 months. If any certificates remain unclaimed after 12 months they will be destroyed confidentially in line with guidelines. From September 2024, any certificates that are destroyed will be logged and records kept for 4 years. Candidates who make enquiries about certificates that are older than 12 months will be directed to the relevant awarding body for replacements.

Additional information:

Due to changes in staff across the years 2020 - 2023, any issues relating to certificates will need to be directed to the exam boards.

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