



Certificate Issue Procedure and Retention Policy

Kendal College

Certificate Issue Procedure and Retention Policy

Centre name	Kendal College
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Date policy first created	02/12/2025
Current policy approved by	Jason Turton
Current policy reviewed by	Craig Owen
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Key staff involved in the procedure/policy

Role	Name
Head of centre	Jason Turton
Senior leader(s)	Craig Owen
Exams officer	Chloe Chatting-Walters
Other staff (if applicable)	Amber Heap- Exams Team leader Exams administrators

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

Kendal 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 Exams Team.

Arrangements for the issue of certificates

Candidate certificates are normally posted to the candidate's home address.

Candidate details on the certificate are checked by the Exams Team before they are posted out. Candidates should also check their details upon receipt of the certificates.

Candidates may arrange for certificates to be collected in person. They will be required to provide ID and/or confirm personal details. They must sign to confirm that they have collected their certificate.

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

- Subject tutors inform candidates that their certificates will be sent to them once the awarding body results have been confirmed.

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 or email permission. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Records of issued certificates are kept in the Exams Office. These detail which qualification the certificate was sent for, where it was sent to and what date the certificates were sent.

There is also a record on ProSolution of the certificate sent date and the method of sending.

Additional information:

Retention of certificates

Kendal College 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 Exams Team.

Retention policy

Any returned certificates are held in College for 2 years and then securely destroyed.

Additional information:

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