

Tupton Hall School
REDHILL ACADEMY TRUST



Certificate Issue and Retention

Tupton Hall School

Certificate Issue and Retention

Centre name	Tupton Hall School
Centre number	23146
Date policy first created	03/07/2025
Current policy approved by	Steve Roberts
Current policy reviewed by	Steve Roberts
Date of review	25/09/2026
Date of next review	24/09/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mr Andrew Knowles
Senior leader(s)	Mrs C Burton, Mrs S Burton, Mrs J Lammin, Mr S Roberts, Mrs R Holland Mr D Thompson, Mr M Edwards
Exams Manager	Miss Amy Roberts
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Tupton Hall School are managed in accordance with current requirements and regulations and reflects centre practice.

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 Tupton Hall 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

Tupton Hall 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

Certificates are issued to candidates at an celebration evening (Dates TBC)

When issuing certificates to students they will be asked to sign to say that they have collected the certificates.

If certificates aren't collected on the celebration evening they will be kept in reception where students can collect and sign for their certificates.

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

- Letters will be sent out to candidates inviting them to the celebration evening at the start of the following school year after the exams have taken place

Where unable to claim/collect certificates under the normal arrangements

If a candidate is unable to attend to collect their certificates a nominated person may collect on their behalf.

The nominated person will need to bring a letter signed by the candidate authorising them to collect. The nominated person will need to bring ID when collecting the certificates.

Record of issued certificates

A record of when the certificates arrive into the centre will be kept. Along with a record of how many certificates have arrived for each candidate.

If certificates haven't arrived this will also be logged.

Additional information:

Retention of certificates

Tupton Hall 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 Amy Roberts Exams Manager.

Retention policy

Certificates will be kept in centre for 12 months after the celebration evening has taken place. in relation to GR 5.14

These will be kept in a secure locked cabinet in the reception area, where the signing sheet will also be.

After the 12 months the collection sheet will show what certificates haven't been collected this will be kept to show which certificates have been destroyed

Additional information:

Changes effective from 1 September 2026

In terms of JCQ regulations effective from 1 September 2026, no changes are applicable to this procedure/policy.

Centre-specific changes

After the 12 months the collection sheet will show what certificates haven't been collected this will be kept to show which certificates have been destroyed