

Certificate Issue Procedure and Retention Policy

Summerhill School

Certificate Issue Procedure and Retention Policy

Centre name	Summerhill School
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Current policy reviewed by	SLT
Date of review	05/12/2025
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Key staff involved in the procedure/policy

Role	Name
Head of centre	Tim Harris
Senior leader(s)	Mike Rowley (Assistant Headteacher)
Exams officer	Nicki Taylor
Other staff (if applicable)	Helena Patel (Data Manager)

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

Summerhill 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

- When Statements of Entry are issued before the examination window, students are asked to check that the name and date of birth printed are correct. It is explained that the name shown is the candidate's legal name, which will also appear on their certificates.

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The Exams Officer confirms receipt of certificates and checks that all certificates have been received from each exam board for every qualification.

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The Exams Officer carries out spot checks to confirm that the printed grades are accurate.

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The Exams Officer establishes a filing system in which each student has an individual folder labelled with their legal name, date of birth, and examination number. These details are checked against the certificates when filing.

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Where a final grade has changed as a result of a Post-Results Service (PRS), the Exams Officer ensures that the updated grade is correctly reflected on the certificate.

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Certificates are issued by the school and collected by students in person at the annual Presentation Evening. Certificates will not be released before this date. The school maintains a ticket sheet to record which students have collected their certificates at the Presentation Evening.

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

- Students and parents/guardians are emailed details of the Presentation Evening, including information about how to collect certificates and the process for collection if they are unable to attend.

Where unable to claim/collect certificates under the normal arrangements

- Students who do not attend the Presentation Evening are asked to contact the school to arrange collection.

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The Exams Officer and Data Manager process all requests for certificate collection and coordinate with Reception staff to release certificates to the student or parent/guardian.

- Reception staff maintain a signing sheet to confirm receipt upon collection.

Certificates are issued only to the student or their parent/guardian.

- Where parents request that certificates be passed to a sibling attending the school, this will take place at the end of the school day to minimise the risk of loss or damage.

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The school makes it clear that once certificates have been issued, they are no longer the responsibility of the school.

Record of issued certificates

- A list of the cohort is printed for the Presentation Evening and for in-school collection. Each list includes a space next to each name for the student or parent/guardian to sign and date. These lists serve as the school's record of when and where certificates were collected and by whom.

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Certificates are stored in a file in the Data & Exams office, and the corresponding signing lists are retained in the same file.

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The retention period for certificates and lists is 12 months from the date of issue. The school emails students who have not collected their certificates as the 12-month deadline approaches. Any certificates uncollected after 12–18 months may be destroyed.

Additional information:

Not applicable.

Retention of certificates

Summerhill 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

Certificates are kept in a locked filing cabinet in a secure locked office. They are retained for at least 12 months and anything uncollected is shredded. A record is kept of what has been shredded (student name, number, date of shredding).

Additional information:

Not applicable.

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