

Certificate Issue Procedure and Retention Policy

Cambridge Steiner School

Certificate Issue Procedure and Retention Policy

Centre name	Cambridge Steiner School
Centre number	22243
Date policy first created	27/03/2025
Current policy approved by	Tina Hobday
Current policy reviewed by	Libby Merritt
Date of review	27/03/2025
Date of next review	27/03/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Tina Hobday
Senior leader(s)	Tina Hobday Charlotte Burdett
Exams officer	Libby Merritt
Other staff (if applicable)	

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

Cambridge Steiner 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

The Exams Officer

Arrangements for the issue of certificates

Certificates will be issued by post.

Candidates will be asked to complete an online form to confirm that their certificates have been received all details on their certificates are correct.

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

- By the Upper School staff, prior to the start of Exam Leave.

Where unable to claim/collect certificates under the normal arrangements

Candidates will always be issued their certificates by Signed For 1st Class post to their registered address.

Record of issued certificates

The Exams Officer will keep a record of certificates issued and when online forms have been completed to confirm receipt. The Exams Officer will call candidates to check their certificates have arrived if the online form is not completed within 14 days of dispatch from the centre.

Additional information:

None required.

Retention of certificates

Cambridge Steiner School 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

The Exams Officer

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Retention policy

As certificates will be issued to candidates' registered addresses by Signed For 1st Class post, it is unlikely that certificates will be returned to the centre. Nevertheless, if certificates are returned to the centre, they will be retained securely by the Exams Officer for a period of two years. After this time, they will be confidentially destroyed.

Additional information:

None required.

Changes 2024/2025

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

Centre-specific changes