



WINDERMERE
SCHOOL

FOUNDED 1863

Certificate Issue Procedure and Retention Policy

Windermere School

Certificate Issue Procedure and Retention Policy

Centre name	Windermere School
Centre number	42355
Date policy first created	26/09/2023
Current policy approved by	Frank Thompson
Current policy reviewed by	Ellie Vermeulen
Date of review	24/09/2025
Date of next review	28/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Frank Thompson
Senior leader(s)	Lynn Moses
Exams officer	Ellie Vermeulen
Other staff (if applicable)	

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

Windermere 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 [32].

Arrangements for the issue of certificates

Certificates are photocopied/scanned for school records, and then posted to candidates or handed to them if they are still members of the school community. They are also asked to check that the certificates are correct and to contact the relevant authorities if there is a problem.

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

- During assemblies regarding examinations.

Where unable to claim/collect certificates under the normal arrangements

All certificates not collected in school are posted to a recognised candidate address.

Record of issued certificates

Certificates are photocopied/scanned and stored electronically. The handing out of certificates is managed by Ellie Vermeulen via Heads of Section and tutors. The posting of those certificates not handed out is managed by the office staff. Any certificates that remain are stored in the secure room.

Additional information:

Not applicable

Retention of certificates

Windermere 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 [33].

Retention policy

Certificates are posted to candidates as soon as possible if they are no longer part of the community. If certificates are retained they will be confidentially destroyed after 12 months in compliance with the rules and regulations regarding certificates. This is not expected to happen.

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

Upon review in September 2025, no centre-specific updates or changes were applicable to this document.