

Certificate Issue Procedure and Retention Policy

Syon Manor College

Certificate Issue Procedure and Retention Policy

Centre name	Syon Manor College
Centre number	13171
Date policy first created	24/09/2024
Current policy approved by	Mateusz Szlezak
Current policy reviewed by	Mateusz Szlezak
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Date of next review	24/09/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Matthew Ayling
Senior leader(s)	Mateusz Szlezak, Ciaran McKeever, Matthew Ayling
Exams officer	Shaz Raja
Other staff (if applicable)	

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

Syon Manor 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

N/A

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Arrangements for the issue of certificates

Candidates are informed of the certificates ready to be collected either by email or a letter.

The certificates will be handed over to candidates by either the movement of the SLT team or an Exams Officer.

Every candidate must sign a form confirming the collection of certificates.

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

- Candidates are informed of the arrangements for the issue of certificates by email or a letter.

Where unable to claim/collect certificates under the normal arrangements

With signed confirmation that in case certificates have gone missing from a candidate* or a parent, the certificates can be sent to provided on the College system home address.

Candidate*: this applies only to a candidate over 18 years old.

Record of issued certificates

The Exams Officer keeps a record of issued certificates

All certificated are copied and kept with the record of issued certificated.

Additional information:

Retention of certificates

Syon Manor College 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
by the Exams Officer and SLT

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Retention policy

N/A

Additional information:

N/A

Changes 2026/2027

In terms of JCQ regulations for 2026/2027 , no changes are applicable to this procedure/policy.

Centre-specific changes

N/A