Certificate Issue Procedure and Retention Information 2026-2027

To be reviewed by Mrs Stokes in October 2027

Introduction

Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

The purpose of this procedure is to confirm how Loreto Grammar School issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Loreto Grammar School will:

- obtain and maintain accurate candidate 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 Mrs Caulkin.

Arrangements for the issue of certificates

- Certificates are stored in the Examinations Office and managed by the Examinations Officer (Mrs Caulkin).
- Candidates will be notified when the certificates arrive in school that the certificates will only be kept for 12 months and that it is their responsibility to collect them.
- Upon receipt candidates must sign for their certificates.
- Candidates may arrange for certificates to be collected on their behalf by providing the Examinations Officer with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates.
- Loreto Grammar School will retain securely all unclaimed certificates for a minimum of 12 months from the date of issue (GR 5.14)
- Loreto Grammar School will destroy any unclaimed certificates after retaining them for a minimum of 12 months. (GR 5.14)
- Loreto Grammar School will destroy certificates in a confidential manner or may return them to the respective awarding body (GR 5.14)
- Loreto Grammar School will 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)
- Loreto Grammar School will 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).