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Twynham TGS Exams:

Certificate Issue and Retention Procedure

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Centre Name	Twynham & The Grange School
Centre Number	55209 (TS) & 55203 (TGS)
Date procedure first created	14/10/2026
Current procedure approved by	Cath Swart
Current procedure reviewed by	Rebecca Ricketts
Date of next review	01/11/2027

Key staff involved in the procedure

Role	**Name**
Executive Headteacher	Matthew Woodville
Head of Centre	Kate Ball / Laura Concar
Senior leader(s)	Cath Swart
Exams manager/officer	Rebecca Ricketts
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that certificates at Twynham TGS are managed in accordance with current requirements and regulations and reflects centre practice.

Reference in the procedure/procedure 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/procedure

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

Issue of certificates

Twynham TGS 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 Manager.

Arrangements for the issue of certificates

Exam Certificates are available in school for collection normally from the end of November, once all certificates have been sent in from the exam boards. Students are informed of this via email and through the school website Students are expected to collect their exam certificates in person so that they can check all of the information shown on their certificates is correct and accurate (name, DOB, final grade etc). If all of this is in order, then the student will sign and date a form which confirms that their certificates are correct and they have received them.

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

Students are informed of the exam certificate collection procedure when they collect or receive their exams results. Once certificates are ready for collection students are reminded of the procedure via email and the school website.

Where unable to claim/collect certificates under the normal arrangements

Candidates may arrange for certificates to be collected on their behalf by providing the exams manager/officer with written permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Certificates are kept for 5 years

Retention of certificates

Twynham TGS 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 the Exams Manager.

Retention procedure

Certificates are retained for 5 years.