



The BRIT School

Certificate Issue Procedure and Retention Policy

2025-2026

KEY STAFF INVOLVED IN CONTINGENCY PLAN

Role	Name(s)
Head of Centre	Stuart Worden
Senior Leaders	Louise Cooper Katie Findlater
Exams Officer	Charlotte Byrne

Purpose of the procedure.

This procedure/policy is reviewed and updated annually to ensure that certificates at The BRIT School are managed in accordance with current requirements and regulations.

The purpose of this procedure is to confirm how The BRIT School issues exam certificates to candidates and the policy for the retention of any unclaimed / uncollected certificates in compliance with JCQ regulations. Certificates are provided by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies

Issue of certificates.

The BRIT 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 Exams Officer.

Arrangements for the issue of certificates

Students are asked to collect certificates from the centre, or pay for a "tracked and recorded" delivery stamp so that certificates can be posted. Students are asked to check that their personal details (name, date of birth) are correct prior to certificates being issued, and are asked to confirm that their final grade is correct on the certificate once received. If students do collect their certificates, they are asked to sign a document, and write the date, to confirm their collection. This document is then safely stored. Candidates will receive an email and a letter regarding collection dates prior to Results day.

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 Officer with written permission, and the candidates signature. Authorised persons must provide ID on collection. Candidates may also pay for a "tracked and recorded" delivery so that certificates can be posted.

Record of issued certificates

Candidates sign and date a document to confirm they have collected their certificates. This document is kept in a secure room, and will be disposed of after 4 years.

Retention of certificates

The BRIT 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 the Exams Officer.

Retention policy

The BRIT School will retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue, as per GR 5.14. After this period, any unclaimed certificates will be destroyed in a confidential manner - a record of all destroyed certificates will be kept for four years from the date of destruction