

OXFORD INTERNATIONAL COLLEGE BRIGHTON

CERTIFICATE ISSUE PROCEDURE AND RETENTION POLICY

POLICY INTENDED FOR:	Students, Staff
CATEGORY:	Exam
POLICY IMPLEMENTED BY:	Principal, Deputy Principal Academic, Exams Officer
POLICY MONITORED BY:	Exams Officer
REVIEWED DATE:	February 2026
NEXT REVIEW::	February 2027
CENTRE NUMBER:	56117

This procedure/policy is reviewed and updated annually to ensure that certificates at Oxford International College Brighton 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 Oxford International College Brighton issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Oxford International College Brighton 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 normally posted or collected in person. Instructions given to candidates about checking their

personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown.

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

- via school email and assemblies.

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 or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificate.

Record of issued certificates

Records of certificates issued and how they were issued, pupils signatures or consent given for third party for

collection. Records kept for three years then destroyed securely.

Additional information:

N/A

Retention of certificates

Oxford International College Brighton 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 retained for ONE YEAR, THEN SHREDDED after the retention period...

The records held for this process will be kept in the exams folder/drive for three years.

Candidates will be informed about unclaimed/uncollected certificates and the process for retention and destruction via a letter.

Additional information:

N/A

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

none required, new policy so updated as and when.