

Certificate Issue Procedure and Retention Policy

Bristol Hospital Education Service

Certificate Issue Procedure and Retention Policy

Centre name	Bristol Hospital Education Service
Centre number	50618
Date policy first created	23/01/2024
Current policy approved by	Philippa Scholar
Current policy reviewed by	Philippa Scholar
Date of review	10/12/2025
Date of next review	01/12/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Philippa Scholar
Senior leader(s)	Andrew Langley, Gareth Manson
Exams officer	Ruth Harding
Other staff (if applicable)	Sian Rees

This procedure/policy is reviewed and updated annually to ensure that certificates at Bristol Hospital Education Service 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 Bristol Hospital Education Service issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Bristol Hospital Education Service 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 .

Arrangements for the issue of certificates

Certificates are collected in person/other. An email is required by the student to give permission for another person to collect the certificates. Instructions are given to candidates by letter to make sure they check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown. The student/other designated person must sign to confirm the certificates have been collected/confirming they are correct.

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

- By letter

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 certificates.

Record of issued certificates

Candidates sign & date to confirm they have collected certificates. Records retained in accordance with the requirements of GR, section 5.14 (retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue).

Additional information:

Not applicable

Retention of certificates

Bristol Hospital Education Service 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 Ruth Harding.

Retention policy

Records retained in accordance with the requirements of GR, section 5.14 (retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue.

Additional information:

Not applicable

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