

 Questions matter AQA	 City & Guilds	 Rewarding Learning CCEA	 NCFE	 Oxford Cambridge and RSA OCR	 Pearson	 WJEC
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SOUTHLANDS
HIGH SCHOOL
Endeavour for Excellence

CERTIFICATE ISSUE PROCEDURE & RETENTION POLICY

2025 to 2026

JCQ - Good Practice - 3

Policy by: Karen Bane~ Exams Officer

This policy is reviewed annually to ensure compliance with current regulations

Purpose of the policy

The purpose of this policy is to:

- Inform on the procedure for giving candidates certificates and other exam documentation
- identify exams-related information/records held by the exam's office
- identify the retention period
- determine the action required at the end of the retention period and the method of disposal
- inform or supplement the centre-wide records management policy

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
<p>ALL THE PREVIOUS ACADEMIC YEAR EXAM DOCUMENTATION IS STORED IN THE EXAMS STORE ROOM IN A LOCKED FILLING CABINET.</p> <p>ALL OTHER YEARS ARE BOXED, LABELS AND STORED IN THE SCHOOL ARCHIVING ROOM.</p>			
<p>Confidential waste bins are located in key area of the school.</p> <p>Site Team organise large quantities of highly confidential disposal items as and when required.</p>			
<p>Access Arrangements information</p>		<p>AA packs/ other AA exam information at end of the candidate's final exam series. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.</p>	<p>Confidential disposal</p>
<p>Attendance Register copies</p>		<p>Seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. The centre must keep them until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.</p> <p>Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.</p>	<p>Confidential disposal</p>
<p>Candidates' scripts</p>	<p>Any unwanted copies of scripts returned to the centre through the Access to Scripts (ATS) service.</p>	<p>To be retained securely until the awarding body's earliest date for confidential disposal of unwanted scripts.</p> <p>Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner.</p> <p>Ensure that when scripts that have been returned under access to scripts arrangements are no longer required, they are disposed of in a confidential manner, but no earlier than the dates specified by the awarding bodies.</p>	<p>Confidential disposal</p>
<p>Awarding body administrative information</p>	<p>Any hard copy publications provided by awarding bodies.</p>	<p>To be retained until the current academic year update is provided.</p>	<p>Confidential disposal</p>
<p>Candidates' work</p>	<p>Non-examination assessment work returned to the centre by the awarding body at the end of the moderation period.</p>	<p>To be logged on return to the centre and immediately returned to subject staff as records owner.</p> <p>To be stored safely and securely along with work that did not form part of the moderation sample (including materials stored electronically) store safely and securely all non-examination assessments, including controlled assessments, coursework or portfolios, retained in, or</p>	<p>Returned to candidates or safe disposal</p>

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
		returned to, the centre until the deadline for a review of moderation has passed or until a review of moderation, an appeal or a malpractice investigation has been completed, whichever is later. This includes materials stored electronically.	
Certificates	Candidate certificates issued by awarding bodies.	Retain all unclaimed certificates under secure conditions for a minimum of 12 months. Then stored in the exam storeroom as long as storage allows.	Confidential disposal
Certificate destruction information	A record of unclaimed certificates that have been destroyed.	Centres that do not have a means of destroying certificates confidentially may return them to the respective awarding body. A record of certificates that have been destroyed should be retained for four years from their date of destruction. However, candidates should be informed that some awarding bodies do not offer a replacement certificate service. In such circumstances the awarding body will issue a Certifying Statement of Results.	Confidential disposal
Certificate issue information	A record of certificates that have been issued to candidates: either collected personally on Presentation Evening or collected and signed for after the event.	Centre policy to be retained for as long as those years certificates are stored. Distribute certificates to all candidates without delay. Certificates must not be withheld without prior permission from an awarding body which will only be given in very exceptional circumstances. A record should be kept of the certificates that are issued.	Confidential disposal
Confidential materials: initial point of delivery logs	Logs recording awarding body confidential exam materials received by an authorised member of staff at the initial point of delivery and the secure movement of packages by an authorised member of staff to the secure room.	Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Confidential materials: receipt, secure movement and secure storage logs	Logs recording confidential exam materials received (including encrypted materials received via email or downloaded from an awarding body's secure extranet site), checked and placed in the secure storage facility by the exams officer (or other authorised member of centre staff) throughout the period the materials are confidential	Until the end of the Academic Year. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Conflicts of Interest records	Records demonstrating the management of Conflicts of Interest	The records may be inspected by a JCQ Centre Inspector and/or awarding body staff. They might be requested in the event of concerns being reported to an awarding body. The records must be retained until the deadline	

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		for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	
Dispatch logs	Proof of dispatch of exam script packages to awarding body examiners covered by the DfE (Standards & Testing Agency) yellow label service	Stored with the seating plan. in the exam storeroom for a year, then the archive room.	
Entry information	Any hard copy information relating to candidates' entries.	Until the end of the Academic Year. Then stored in the exam store room for a year, then the archive room.	Confidential disposal
Exam question papers	Question papers for timetabled written exams.	For confidentiality purposes question papers must not be released to centre personnel for use in accordance with the above licence until after the awarding body's published finishing time for the examination or, in the case of a timetable variation, until all candidates within the centre have completed the examination. This does not restrict access to question papers by authorised centre personnel for the purpose of conducting examinations.	Issued to subject HOD
Exam room checklists	Checklists confirming exam room conditions and invigilation arrangements for each exam session.	To be retained until after the deadline for RoRs or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Updated at the beginning of each academic year and presented at Invigilator Refresher Meeting.
Exam room incident logs	Logs recording any incidents or irregularities in exam rooms for each exam session.	Until the end of the Academic Year. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Exam stationery	Awarding body exam stationery provided solely for the purpose of external exams.	Return unused stationery to the secure storage facility or secure room until needed for a future examination. Surplus stationery must not be used for internal school tests, mock examinations and non-examination assessments destroy confidentially any out-of-date stationery.	Confidential disposal
Examiner reports		To be immediately provided to HOD as records owner.	
Finance information	Copy invoices for exams-related fees. Invoices are retained electronically in a secure file in exams area.	To be returned to Finance department as records owner at the end of the academic year.	

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Invigilator and facilitator training records		A record of the content of the training given to invigilators and those facilitating an access arrangement for a candidate under examination conditions must be available for inspection and retained on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.	Updated at the beginning of each academic year and presented at Invigilator Refresher Meeting.
Moderator reports		(Where printed from electronic copy) To be immediately provided to head of department as records owner.	
Moderation returns logs	Logs recording the return of candidates' work to the centre by the awarding body at the end of the moderation period		HOD to retain on file until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later.
Overnight supervision information	The JCQ Overnight Supervision form is completed online using CAP. The JCQ Overnight Supervision Declaration form is downloaded from CAP)for signing by the candidate, the supervisor and the head of centre. Any hard copy information relating to overnight supervision arrangements. Reports submitted online via CAP.	Keep all completed forms available for inspection until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Forms may be stored electronically or in hard copy paper format and must not be sent to an awarding body, unless specifically requested. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Post-results services: confirmation of candidate consent information	Hard copy or email record of required candidate consent.	Consent forms or e-mails from candidates must be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation. This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal. This form should be retained on the centre's files for at least six months. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Post-results services: requests/outcome information	Any hard copy information relating to a post-results service request (RoRs, appeals, ATS) submitted to an awarding body for a candidate and outcome information from the awarding body.	Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
Post-results services: scripts provided by ATS service	Copies of exam scripts (or an electronic image of the script) returned to the centre by the awarding body/copies downloaded by the centre where the awarding body provides online access to scripts.	Where copies of scripts are retained by the centre, they must be securely stored (including any electronic versions) until they are no longer required. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Post-results services: tracking logs	Logs tracking to resolution all post-results service requests submitted to awarding bodies.		
Private candidate information	Any hard copy information relating to private candidates' entries.	n/a	
Proof of postage - candidates' work	Proof of postage (Certificate of postage) of sample of candidates' work submitted to awarding body moderators. Proof of postage of candidates' scripts to awarding body examiners/markers -secure postage records signed and barcode read by Parcel Force for tracking.	To be retained until after the deadline for RoRs or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Resolving timetable clashes information	Any hard copy information relating to the resolution of a candidate's clash of timetabled exam papers	Until the end of the Academic Year. Centre policy to be retained for 5 years.	Confidential disposal
Results information	Broadsheets of results summarising candidate final grades by subject by exam series.	Records for current year plus previous 6 years to be retained as a minimum.	Confidential disposal
Seating plans	Plans showing the seating arrangements of all candidates for every exam taken.	To be retained until after the deadline for RoRs or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Keep signed records of the seating plan, the invigilation arrangements and the centre's copies of the attendance registers for each examination. The awarding bodies may need to refer to these records. The centre must keep them until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Special consideration information	Any hard copy information relating to a special consideration application which has been submitted to an awarding body for a candidate and signed evidence produced by a senior leader in support of the application.	To be retained until after the deadline for RoRs or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Where a candidate is present but disadvantaged for a timetabled written examination a proportion of cases will be sampled for quality assurance purposes. Where a candidate is absent from an examination for an acceptable reason a proportion of cases will be sampled for quality assurance purposes.	Confidential disposal

Record type	Record(s) description (where required)	Retention information/period	Action at end of retention period (method of disposal)
		All applications must be supported by signed evidence produced by a member of the senior leadership team. The centre must retain this evidence until after the publication of results. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	
Suspected malpractice reports/outcomes	Any hard copy information relating to a suspected or actual malpractice investigation/report submitted to an awarding body and outcome information from the awarding body.	To be retained until after the deadline for RoRs or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal
Transferred candidate arrangements	Any hard copy information relating to a transferred candidate arrangement. Applications submitted online via CAP.	To be retained until the transfer arrangements are confirmed by the awarding body. in the exam storeroom for a year, then the archive room.	Confidential disposal
Very late arrival reports/outcomes	Any hard copy information relating to a candidate arriving very late to an exam. Reports submitted online via CAP.	To be retained until after the deadline for RoRs or until any appeal, malpractice or other results enquiry has been completed, whichever is later. Then stored in the exam storeroom for 1 year, then boxed and labelled in the school's archive room.	Confidential disposal