



# **Certificate Issue Procedure and Retention Policy**

Sackville School

## Certificate Issue Procedure and Retention Policy

Centre name	Sackville School
Centre number	65219
Date policy first created	07/05/2026
Current policy approved by	Peter Cowlin
Current policy reviewed by	Peter Cowlin
Date of review	06/11/2025
Date of next review	01/11/2026

### Key staff involved in the procedure/policy

Role	Name
Head of centre	Jo Meloni
Senior leader(s)	Peter Cowlin, Deputy Headteacher Paul Street, Deputy Headteacher James Collett, Assistant Headteacher
Exams officer	Julie Beswick
Other staff (if applicable)	Suzanne Anderson - Deputy Exams Officer

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

### Issue of certificates

Sackville 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 Julie Beswick.

### Arrangements for the issue of certificates

Certificates should be collected in person by the candidates or their requested representative. The certificate will be signed for on collection. If the student continues at the school they certificates will be distributed and signed for via the Form Teacher. Any unclaimed certificates will be returned to the Exams Office. Students are advised to check the certificate and report any errors as soon as possible. Only by prior request are the certificates posted out. This will be by 2nd class post and only under the agreement that the candidate accepts all responsibility if they fail to arrive at their destination.

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

- Information on School Website
- Further information about certificate distribution given when collecting exam results

### 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/ emailed permission. Authorised persons must be able to provide ID evidence on collection of certificates.

### Record of issued certificates

Certificate Issue log details :

1. Candidate name, number of certificates, when dispatched, signature, relationship
2. Records are kept in archive as long as space allows

**Additional information:**

**Retention of certificates**

Sackville 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 Julie Beswick.

**Retention policy**

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
- Kept in archive as long as space allows
- 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 (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)

**Additional information:**

## **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