



<b>Document Title</b>	<b>Certificate Issue Procedure and Retention Policy</b>
<b>Author/Owner (Name and Title)</b>	Caitlin Rodgers (Exams Manager)
<b>Version Number</b>	V3
<b>Date Approved</b>	September 2025
<b>Approved By</b>	Liam Ransome (Principal)

## Summary of Changes from Previous Version

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Note/Summary of Revisions</b>
V1	October 2023	Exams Manager	Complete policy re-write
V2	October 2024	Exams Manager	Please refer to summary of changes page 4
V3	September 2025	Exams Manager	Please refer to summary of changes page 4

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## KEY STAFF INVOLVED IN THE POLICY

Role	Name(s)
Head of centre	<b>Andy Hopkin</b>
Senior leader(s)	<b>Mike Swann, Ameeta Jandu, Simon Lines, Lorna Slasor</b>
Exams Manager	<b>Caitlin Rodgers</b>
Exams Officer	<b>Lianne Cooper</b>

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

Reference in the procedure/policy to **GR** relates to relevant sections of the current JCQ publication **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 Wath Academy issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

## ISSUE OF CERTIFICATES

JCQ 2025/2026 requires centres to maintain a digital log of certificate distribution including candidate signatures and dates.

Exams Manager must ensure candidates are informed of certificate collection procedures via multiple channels including email and SMS.

Wath Academy 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 via QR code link to Microsoft forms in order to keep a digital record of certificate collection including candidate signature or via written signed collection forms that are kept on file (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 the Exams Team.

## ARRANGEMENTS FOR THE ISSUE OF CERTIFICATES

Candidates are made aware via a letter and via social media communication of a certificate collection evening, where they can come and collect their certificates in school. Candidates are informed that their certificates will only be available to collect for 12 months after the date of collection evening and must therefore make suitable collection arrangements within this period. Candidates must sign once they collected their certificates.

## WHERE UNABLE TO CLAIM/COLLECT CERTIFICATES UNDER THE NORMAL ARRANGEMENTS

Written or email permission must include candidate name, authorised person name, and date of collection.

Exams Manager must verify the identity of authorised persons collecting certificates and retain ID records for inspection.

Candidates may arrange for certificates to be collected on their behalf by providing the exams team with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

## RECORD OF ISSUED CERTIFICATES

Candidates all sign a collection form when collecting their certificates, which is then kept on file within the Exams Office.

### **Additional information:**

Not applicable.

## RETENTION OF CERTIFICATES

JCQ 2025/2026 requires centres to notify candidates of certificate retention and disposal timelines via formal communication.

Unclaimed certificates must be stored in a secure, access-controlled location with audit logs.

Wath Academy will:

- retain all unclaimed certificates under secure conditions 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 (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

Reviewed: OCTOBER 2024

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 Team.

## RETENTION POLICY

Certificates will be held for the minimum 12 month period. After this time, they will be disposed of and a record of certificates disposed will be kept on file for 4 years.

### **Additional information:**

Not applicable.

## CHANGES 2025/2026

**New and updated compliance statements under:**

- **Issue of certificates**
- **Where unable to claim/collect certificates**
- **Retention of certificates**

## CENTRE-SPECIFIC CHANGES

Updated procedure to align with 'digital' log to be kept for certificate issue procedure including candidate signature.