



Certificate Issue and Retention Policy 2025-26

Whickham School

Certificate Issue and Retention Policy 2025-26

Centre name	Whickham School
Centre number	39145
Date policy first created	15/12/2025
Current policy approved by	P Wheatley
Current policy reviewed by	C Crabtree
Date of review	15/12/2025
Date of next review	30/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	F Turnbull
Senior leader(s)	P Wheatley S Maher L Wood D Crosland M Phillipson L Gainford
Exams officer	C Crabtree
Other staff (if applicable)	H Lawrence

This procedure/policy is reviewed and updated annually to ensure that certificates at Whickham 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 Whickham 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

Whickham School will:

- Certificates must be collected by the candidate or the person they nominate to collect their certificates
- 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 the Exams Officer and Exams Assistant.

Arrangements for the issue of certificates

Certificates

are collected by candidates or the person they have nominated to collect them on their behalf. Candidates are advised to check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown at the point of collection. Candidates are required to sign that certificates have been collected and that they are correct

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

- candidates are notified in writing, at the time of collecting their results, when certificates will be available to collect from school

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 emailed permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Candidates, or the person they have authorised to collect their certificates, must sign a certificate collection form upon collection of their certificates. This certificate collection form is kept for a minimum of 5 years.

Additional information:

Not applicable

Retention of certificates

Whickham 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 the Exams Office and Exams Assistant.

Retention policy

Certificates are retained for 5 years after which they are disposed of in confidential waste disposal. Electronic records of results are held on the school database for a maximum of 10 years (25 years for SEND pupils). Candidates are contacted annually after 12 months if they have not collected their certificates

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

Upon review in December 2025, no centre-specific updates or changes were applicable to this document