

Policy Name:	Certificate Issue and Retention Policy (Exams)
Policy Type:	Statutory
Issue Date:	15 th January 2026
To be reviewed:	15 th January 2027
Approved by:	Board of Trustees
Policy Owner:	Steph Brown

Glossary of abbreviations

JCQ	Joint Council of Qualifications
JCQ GR	Joint Council of Qualifications : General Regulations

Summary of updates for 2025 - 26

Upon review, no centre-specific updates or changes were applicable to this document.

1. Aims

- 1.1. The purpose of this policy is to confirm how the centre issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations

2. Legislation and Guidance

- 2.1. Certificates are provided by awarding bodies after examination results have been confirmed.
- 2.2. Certificates always remain the property of the awarding bodies.

3. Issue of certificates

- 3.1. The centre will:
 - 3.1.1. obtain and maintain accurate candidate contact information to ensure the correct and secure dispatch of certificates (JCQ GR 5.14)
 - 3.1.2. distribute certificates to all candidates without delay and regardless of any disputes (JCQ GR 5.14)
 - 3.1.3. not withhold any certificate without prior permission from the relevant awarding body which will only be given in very exceptional circumstances (JCQ GR 5.14)
 - 3.1.4. keep a record of the certificates that are issued (JCQ GR 5.14)
 - 3.1.5. return any certificates requested by the awarding bodies as certificates always remain the property of the awarding bodies (JCQ GR 5.14)
- 3.2. The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by the Exam Officer

- 3.3. Certificates are made available for collection from Reception at specific times throughout the year and if unable to collect in person, postage can be arranged.
- 3.4. Candidates are informed of the arrangements for the issue of certificates when they receive their result packs.
- 3.5. Candidates may arrange for certificates to be collected on their behalf by providing the exams officer with written or email permission/authorisation.
 - 3.5.1. Authorised people must provide ID evidence on collection of certificates.
- 3.6. A digital copy of the confirmation of collection register is kept with the examination activity history for the academic year.

4. Retention of certificates

- 4.1. The centre will:
 - 4.1.1. retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (JCQ GR 5.14)
 - 4.1.2. destroy any unclaimed certificates after retaining them for a minimum of 12 months (JCQ GR 5.14)
 - 4.1.3. destroy certificates in a confidential manner or return them to the respective awarding body (JCQ GR 5.14)
 - 4.1.4. retain a record of certificates that have been destroyed for four years from their date of destruction (JCQ GR 5.14)
 - 4.1.5. (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 (JCQ GR 5.14)
- 4.2. The retention of unclaimed or uncollected certificates is managed by the Exam Officer
- 4.3. After disposal, candidates wanting to claim their certificates are informed to contact the Awarding Body.