



Meridian Trust

Certificate Issue Procedure and Retention Policy

Certificate Issue Procedure and Retention Policy

Centre name (the Academy)	Sawtry Village Academy
Centre number	22227
Date policy first created	31/10/2024
Current policy approved by	Simon Parsons
Current policy reviewed by	Joanne Scott David Bridgeman
Date of review	27/10/2025
Date of next review	31/12/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Simon Parsons
Senior leader(s)	David Bridgeman Ashley Yeomans Michelle McCloskey Corinne Wheeler Thomas Hill
Exams officer	Joanne Scott
Other staff (if applicable)	Jade Cox (exams assistant)

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

The 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 (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 Joanne Scott, Exams Officer and Jade Cox, Exams Assistant.

Arrangements for the issue of certificates

Certificates for the students that have moved into the Academy sixth form are issued during registration periods in the autumn term.

For students who leave the Academy or move on to alternative education can collect their certificates in person from the Academy reception. If a candidate is unable to collect these personally then they may nominate someone to do this on their behalf, they must provide signed consent, and appropriate details before the certificates are released.

Candidates are asked to check that their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown.

Each candidate (or designated nominee) is required to sign that their certificates have been collected/confirming they are correct.

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

- Candidates are advised when certificates are ready to be issued by letter and the Academy social media page.

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

Record of issued certificates

When certificates are collected by the candidate or an approved nominee, they are asked to sign and date for the qualifications that the certificate(s) cover. These records are retained so that we have a clear history of the certificates that

were either collected or returned to the exam board/destroyed. Details of the candidate name, candidate number and series in which exams were sat are kept on file.

Retention of certificates

The 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 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

Exams Officer/Exams Assistant

Retention policy

Certificates are retained for 5 years. After this time they are shredded. A record of the certificates destroyed is held on file for a further 5 years. Candidates are informed prior to leaving the school that certificates are important official documents, which are expensive to replace. They should be collected and filed safely.

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 October 2025, no centre-specific updates or changes were applicable to this document.