



Certificate Issue Procedure and Retention Policy

Wreake Valley Academy

Certificate Issue Procedure and Retention Policy

Centre name	Wreake Valley Academy
Centre number	25172
Date policy first created	20/06/2024
Current policy approved by	Ben Rackley
Current policy reviewed by	Karen Stirk
Date of review	05/12/2025
Date of next review	04/12/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Ben Rackley
Senior leader(s)	Carl Atherton
Exams officer	Karen Stirk
Other staff (if applicable)	

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

Wreake Valley 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 The Examinations Officer.

Arrangements for the issue of certificates

Certificates are made available on a date agreed with Head of Centre. The students can come into the Academy to collect the certificates. Presentation / Collection evenings will be arranged at the discretion of the school.

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

- Students will receive an email via their parents / carer informing them of when the certificates are available for collection and this is also posted on the Wreake Valley Academy website

Where unable to claim/collect certificates under the normal arrangements

A student can collect their certificates after the official date by contacting the school via reception and collecting their certificates in person. They must provide some form of identification on collection. If someone is collecting on their behalf, they must also provide identification and a letter of authority from the candidate. All certificates collected must be signed for and the date of collection recorded.

Record of issued certificates

Certificates are kept securely for 12 months and a register is kept of all certificates that are outstanding and also of those which have been collected.

Additional information:

Not applicable

Retention of certificates

Wreake Valley Academy 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 .

Retention policy

Certificates are stored securely for 12 months. The certificates which have not been collected after 12 months will be shredded and a record of destruction will be held for 4 years.

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 small changes made to wording.