



Certificate Issue Procedure and Retention Policy 2025/26

Sacred Heart High School

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Centre name	Sacred Heart High School
Centre number	39257
Date policy first created	14/09/2023
Current policy approved by	Mr M Cousins
Current policy reviewed by	Mr M Cousins
Date of review	07/10/2025
Date of next review	01/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mrs S Howell
Senior leader(s)	Mr M Cousins
Exams officer	Mr G Pyle
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Sacred Heart High 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 Sacred Heart High 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

Sacred Heart High School 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 exams officer.

Arrangements for the issue of certificates

Certificates are checked in using the lists supplied by the exam boards and collected in to poly pockets for distribution to students. The certificates are collated into folders by year groups and placed in main reception for those that have left while those who have remained in school these are distributed accordingly. A list is prepared to confirm receipt and a receipt is signed by the student upon collection

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

- Candidates are informed that certificates will be available late November whilst in school via assembly.

Where unable to claim/collect certificates under the normal arrangements

The school does not post out certificates unless paid for by student and only sent via signed for due to value of the certificate. Any enquiry is directed to the exams officer who can arrange to leave the certificate with main reception for collection upon receipt of identification

Record of issued certificates

Year group lists are held showing which certificates have been collected and those that have not

Additional information:

n/a

Retention of certificates

Sacred Heart High 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 Officer.

Retention policy

The school will hold certificates for longer than the minimum period but no longer than 5 years

Additional information:

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