



Certificate Issue and Retention Policy Appendix 17

Holy Trinity Academy

Certificate Issue and Retention Policy Appendix 17

Centre name	Holy Trinity Academy
Centre number	29330
Date policy first created	11/01/2024
Current policy approved by	School Governors
Current policy reviewed by	Claire Jones
Date of review	20/10/2025
Date of next review	20/10/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Angus Neal
Senior leader(s)	Amanda Welsh
Exams officer	Claire Jones
Other staff (if applicable)	Receptionist-Mrs Stephenson

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

Holy Trinity 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 .

Arrangements for the issue of certificates

Candidates collect certificates in person or provide a letter of authority/ID for persons collecting on their behalf from Reception. The candidate will sign/date a log to confirm collection.

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

- Candidates are informed by notification on the school website.

Where unable to claim/collect certificates under the normal arrangements

A parent etc collecting on the candidate's behalf must provide photo ID and a letter of authority from the candidate.

Record of issued certificates

A record of the collection of certificates will be retained in the exams office in line with the school's retention policy.

Additional information:

N/A

Retention of certificates

Holy Trinity 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 will be retained by the school for 12 months, after which they will be sent to confidential waste.

Additional information:

N/A

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

N/A