Exams Certificate Issue Procedure and Retention Policy 2025-2026

St David's Centre

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Centre name	St David's Centre
Centre number	24157
Date policy first created	07/11/2026
Current policy approved by	Beverley Blower
Current policy reviewed by	Emma Newman
Date of review	07/11/2026
Date of next review	31/10/2027

Key staff involved in the procedure/policy

Role	**Name**
Head of centre	Beverley Blower
Senior leader(s)	Beverley Blower Nick James-Williams Jonathan Sheers Jenny Rooney Richard Brookes Alan Banks Sarah Mobbs Melissa Targett April Howard
Exams Officer	Emma Newman
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at St David's Centre are managed in accordance with current requirements and regulations and reflects centre practice.

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 St David's Centre issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

St David's Centre 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 may be collected in person or posted to a candidate’s home address upon receipt of a written request from the candidate. Where certificates are posted, the candidate must acknowledge in writing that they accept responsibility for any certificates lost in transit. Candidates are advised to check that all personal details, including their name and date of birth, are accurate and that the grades shown on the certificate are correct, including any amendments made following a Review of Results (RoR) or appeal. Any discrepancies should be reported to the centre as soon as possible so that appropriate action can be taken.

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

- In writing as soon as the certificates are received.

Where unable to claim/collect certificates under the normal arrangements

Candidates who are unable to collect their certificates in person may authorise another individual to collect them on their behalf by providing the Exams Officer with written or emailed permission. The authorisation must clearly state the name of the person nominated to collect the certificate(s). The authorised individual will be required to present valid photographic identification and sign to confirm receipt of the certificate(s) on the candidate’s behalf.

Record of issued certificates

The list of issued certificates is maintained electronically by the Exams Officer.

Additional information:

Not applicable.

Retention of certificates

St David's Centre 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

Unclaimed and uncollected certificates are stored in the Exams Office for 12 months as advised by JCQ - Notice to centres: unclaimed certificates. Reminders will be sent to candidates to collect them at different intervals. If the certificates are not collected, they will then be destroyed via confidential waste and a record kept of this.

Additional information:

Not applicable.

Changes effective from 1 Sepember 2026

In terms of JCQ regulations effective from 1 September 2026, no changes are applicable to this procedure/policy.

Centre-specific changes

Upon review in November 2026, no centre specific updates or changes were applicable to this document