



Policy 2025-26 Certificate Issue Procedure and Retention Policy

The Piggott School

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Centre name	The Piggott School
Centre number	51609
Date policy first created	12/10/2023
Current policy approved by	Mr Alex MacLeod, Head of Centre
Current policy reviewed by	Mrs Vicky Middleton, Examinations Officer
Date of review	29/10/2025
Date of next review	01/10/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mr A MacLeod, Deputy Head Teacher
Senior leader(s)	Mrs R Alexander, Head Teacher
Exams officer	Mrs V Middleton
Other staff (if applicable)	

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

The Piggott 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 Mrs Vicky Middleton, Examinations Officer.

Arrangements for the issue of certificates

- Certificates are provided to exam centres by awarding bodies after results have been confirmed.
- If it is not possible to hold an awards event for the distribution of examination certificates, they must be collected from The Piggott School Reception in person by prior arrangement.
- Candidates are required to check all details (name, date of birth, etc) on their certificates are correct and that the correct final grade(s) is/are shown.
- Candidates will be required to provide a signed confirmation of certificate(s) accuracy and receipt.
- Certificates must be collected by the published deadline.
- The Piggott School is unable to issue certificates via post.

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

- - Certificate collection dates will be shared along with the candidate statement of results slip and/or on the centre website.
- Certificates are not released prior to the pre-arranged dates.
- Certificates not collected are retained for 12 months and can be collected by candidates or their pre-authorized representative. After this time, you will need to contact the awarding body to purchase a replacement, this will be at your own expense.

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.

- The Piggott School is unable to issue certificates via post.

Record of issued certificates

The Exams Officer will keep a record of all certificates issued and signed for.

Additional information:

Not applicable

Retention of certificates

The Piggott 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 Mrs Vicky Middleton, Examinations Officer.

Retention policy

See actions above.

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