



Sibford
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Certificate Issue Procedure and Retention Policy

Sibford School

Certificate Issue Procedure and Retention Policy

Centre name	Sibford School
Centre number	62211
Date policy first created	19/09/2023
Current policy approved by	Rebecca Evans
Current policy reviewed by	Sarah Lake
Date of review	21/10/2025
Date of next review	01/10/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Rebecca Evans
Senior leader(s)	Jessica Boyle - Assistant Head (Academic and Operations)
Exams officer	Sarah Lake
Other staff (if applicable)	

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

Sibford 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 Examinations Officer.

Arrangements for the issue of certificates

- Certificates are normally issued by recorded delivery post for candidates no longer at the school
- Postal records will be kept to evidence proof of posting, as well as exams office records
- Certificates are normally collected in person for candidates who remain at the school. Candidates will be required to sign on collection
- Candidates must check their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown, and inform the Examinations Officer of any errors as a matter of urgency
- Certificates will not be issued to overseas addresses. These will be retained within the centre

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

- Communication alongside the issue of examinations results

Where unable to claim/collect certificates under the normal arrangements

- Candidates may arrange for certificates to be collected on their behalf by providing the Examinations Officer with written or email permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

- Records of issued certificates are kept in the exams office. These records date back to Summer 2019, and will be retained indefinitely.

- Records of certificates sent by recorded delivery are kept in the reception office. These records are retained for 7 years.

Additional information:

Not applicable

Retention of certificates

Sibford School will:

- retain securely all unclaimed certificates for a minimum of 12 months from the date of issue (GR 5.14)
- any unclaimed certificates after retaining them for a minimum of 12 month (GR 5.14) will be filed in the student file, in the school archives
- not destroy certificates until after the candidate turns 25 years old (or 30 where the candidate has Special Educational Needs). Certificates will then be destroyed 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 Examinations Officer.

Retention policy

- Any unclaimed certificates after retaining them for a minimum of 12 month (GR 5.14) will be filed in the student file, in the school archives.
- School archive files are retained until candidates turn 25, or 30 where the candidate has Special Educational Needs.
- In the event that certificates remain unclaimed after this period the certificates will be shredded with the student file. Records of destroyed certificates will not be kept if they remain unclaimed when the candidate turns 25/30.

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, the job title of Jessica Boyle has been updated.