



Saint Benedict

A Catholic Voluntary Academy

Part of the Ralph Sherwin Multi-Academy Trust

Certificate Issue Procedure and Retention Policy 2025-2026

Saint Benedict CVA

Certificate Issue Procedure and Retention Policy 2025-2026

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| Centre name | Saint Benedict CVA |
| Centre number | 23354 |
| Date policy first created | 02/12/2025 |
| Current policy approved by | Angela King and Abbie Thompson |
| Current policy reviewed by | Angela King and Abbie Thompson |
| Date of review | 02/12/2025 |
| Date of next review | 02/12/2026 |

Key staff involved in the procedure/policy

| Role | Name |
|-----------------------------|----------------|
| Head of centre | Hazel Boyce |
| Senior leader(s) | Angela King |
| Exams officer | Abbie Thompson |
| Other staff (if applicable) | |

This procedure/policy is reviewed and updated annually to ensure that certificates at Saint Benedict CVA 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 Saint Benedict CVA issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Saint Benedict CVA 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

Where possible certificates will be presented in person to the candidate at an annual presentation evening. Where this is not possible, alternative arrangements for the collection of certificates will be decided and communicated to candidates and parents/carers. A record will be kept by the Exams Officer of all certificates issued.

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

- Candidates are sent official invitations usually during the Advent Term 1 by the Head of Year.

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.

Record of issued certificates

A record will be kept in the secure filing cabinet with the certificates by the Exams Officer of all certificates issued.

Additional information:

Retention of certificates

Saint Benedict CVA 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 Senior Leader of Exams, Exams Officer.

Retention policy

Please see the Exams Archiving Policy for further details.

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

Upon review in September 2025, no centre-specific updates or changes were applicable to this document.