



Heddingham School & Sixth Form

Certificate Issue Procedure and Retention Policy 2026

Reviewed by Mrs Powell, Exams Officer

Approved by the Curriculum and Personnel Committee on:	
It was ratified by the Full Governing Body on:	
Next review due by:	Ongoing

Certificate Issue Procedure and Retention Policy

Centre name	Hedingham School and Sixth Form
Centre number	16519
Date policy first created	22/02/2024
Current policy approved by	John Pearson
Current policy reviewed by	Nina Powell
Date of review	17/02/2026
Date of next review	17/02/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Paul Finch
Senior leader(s)	John Pearson
Exams officer	Nina Powell
Other staff (if applicable)	

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

Issue of certificates

Hedingham School and Sixth Form 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 Nina Powell, the Exams Officer..

Arrangements for the issue of certificates

Exam certificates are available in school for collection, normally from the end of November, once all certificates have been sent in from the exam boards.

Students are expected to collect their exam certificates in person so that they can check all of the information shown on their certificates is correct and accurate (name, dob, final grade etc). If all of this is in order then the student will sign and date a form which confirms that their certificates are correct and that they have received them.

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

- Students are informed of this before they leave the centre via email and notices are placed on the school website and social media once certificates are available

Where unable to claim/collect certificates under the normal arrangements

Students may allow a third party to collect their certificates on their behalf, providing the person collecting the certificates brings a letter of authorisation from the candidate and their own proof of identity.

Record of issued certificates

A record of issued certificates is kept in the Exams Office. These records show the name, student signature and the date they collected their certificates confirming they had checked all of the details on their certificates was correct and they had taken receipt of them.

Additional information:

Not applicable

Retention of certificates

Hedingham School and Sixth Form 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 Nina Powell, the Exams Officer..

Retention policy

Unclaimed or uncollected certificates will be kept for a minimum of the required retention period in a secure environment after which they may be placed in confidential recycling for destruction.

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 February 2026, no centre-specific updates or changes were applicable to this document.