



Certificate Issue Procedure and Retention Policy (Exams)

Peacehaven Community School

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Centre name	Peacehaven Community School
Centre number	56471
Date policy first created	23/09/2026
Current policy approved by	Head of Centre
Current policy reviewed by	Head of Centre
Date of review	23/09/2026
Date of next review	23/09/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Rachel Henocq
Senior leader(s)	Joshua Burns - Assistant Headteacher, Outcomes
Exams Officer	Becky Platt
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Peacehaven Community School 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 Peacehaven Community 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

Peacehaven Community 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 Exams Officer.

Arrangements for the issue of certificates

Candidates are informed that certificates are legal documents and exam boards charge a replacement cost in excess of £25.00 per certificate. For this reason, we do not post certificates so if candidates are unable to attend the certificate evening which takes place once all certificate are at the centre, they are asked to collect their certificates from the school. Candidates are informed that if they would like someone else to collect them on their behalf, they must give written permission (including a signature) to the school for them to collect, addressed to the Exams Officer. The person collecting must also bring photographic ID which they must show upon arrival.

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

- A letter is sent out to all candidates inviting them to the certificate evening and providing details on collection should they not be able to attend.

Where unable to claim/collect certificates under the normal arrangements

We do not post certificates so if candidates are unable to attend the certificate evening which takes place once all certificate are at the centre, they are asked to collect their certificates from the school. Candidates are informed that if they would like someone else to collect them on their behalf, they must give written permission (including a signature) to the school for them to collect, addressed to the Exams Officer. The person collecting must also bring photographic ID which they must show upon arrival.

Record of issued certificates

A record is kept of issued certificates that includes the candidate's name, signature, and the date they collected their certificates. An electronic copy of this document is retained for 6 years after the candidate has left the centre.

Additional information:

Retention of certificates

Peacehaven Community 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 Exams Officer.

Retention policy

Any original certificates unable to be presented to a candidate will be retained for two years after the candidate has left the centre.

Additional information:

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