



Monkton Wood Academy

CERTIFICATE ISSUE

PROCEDURE AND

RETENTION POLICY

2025/26

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	November 2026

Key staff involved in the policy

Role	Name(s)
Head of centre	Hannah Jones
Exams officer	Laura Moore
Senior leader(s)	Louise Husband

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 Monkton Wood Academy issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Monkton Wood Academy 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 Exams Officer.

Arrangements for the issue of certificates

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

Letter sent re: Certificate Collection Process (includes: information on checking name, date of birth and expected grade)

- Students invited to site for collection in person
- Sign to say they have received
- Any not collected by deadline given send via recorded post

This occurs once certificates received and checked on site.

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

Signature of collection of certificates required (as noted above). This is supported by centralised list records kept in accordance with CLF GDPR.

Retention of certificates

Monkton Wood Academy will:

- retain all unclaimed certificates under secure conditions 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 the Exams Officer.

Retention policy

Monkton Wood Academy does not retain certificates. All uncollected certificates are sent via recorded delivery.