



Certificate Issue Procedure and Retention Policy

City of Peterborough Academy

Certificate Issue Procedure and Retention Policy

Centre name	City of Peterborough Academy
Centre number	22378
Date policy first created	19/03/2024
Current policy approved by	Amy Copland
Current policy reviewed by	Amy Copland
Date of review	24/09/2026
Date of next review	24/09/2027

Key staff involved in the procedure/policy

Role	Name
Head of centre	Amy Copland
Senior leader(s)	Mo Ladak
	Annette Hutchesson
Other staff (if applicable)	Tracey Cleaves

This procedure/policy is reviewed and updated annually to ensure that certificates at City of Peterborough Academy 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 City of Peterborough 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

City of Peterborough 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 Annette Hutchesson.

Arrangements for the issue of certificates

Certificates are issued during an awards event collected in person. All candidates are instructed to check that their personal details are correct and report anomalies to the Exams Officer.

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

- Candidate Exam Handbook - informs of certificate distribution.

Where unable to claim/collect certificates under the normal arrangements

Those candidates not attending the awards event will be sent a letter advising that the centre is holding certificates and when these are available for collection.

Record of issued certificates

Certificate records have the signature of candidates upon collection of certificates. These lists are held in a file with the certificates until all are collected. Any uncollected certificates are held in the Exams Office. The lists are retained in centre.

Additional information:

Not Applicable

Retention of certificates

City of Peterborough Academy will:

- retain securely all unclaimed certificates for a minimum of 12 months from the date of issue (GR 5.14)
- We keep all unclaimed certificates in the exams office
- 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 .

Retention policy

If candidates are unable to collect in person they 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 in order to collect certificates.

Additional information:

Not Applicable

Changes effective from 1 September 2026

In terms of JCQ regulations effective from 1 September 2026, no changes are applicable to this procedure/policy.

Centre-specific changes

Upon review in September 2026 no centre-specific updates or changes were applicable to this document.