SAIL Academy Exams:

Certificate Issue Procedure

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Centre name	SAIL Academy
Date process first created	13/05/2025
Current process approved by	Daniel Goldstraw
Date of review	13/07/2026
Date of next review	13/07/2027

Key staff involved in the procedure

Role	Name
Head of centre	Daniel Goldstraw (SENCo, DDSL)
Exams officer	Andrew Fulker
Other staff (if applicable)	

This procedure is reviewed and updated annually to ensure that certificates at SAIL Academy are managed in accordance with current requirements and regulations.

Reference in the procedure/procedure 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

The purpose of this procedure is to confirm how SAIL Academy issues examination certificates to candidates and the procedure for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

SAIL Academy will:

- obtain and maintain accurate candidate contact information to ensure the correct and secure dispatch 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

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 informed of this via email and through the school website 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 they have received them.

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

Students are informed of the exam certificate collection procedure when they collect or receive their exams results. Once certificates are ready for collection students are reminded of the procedure via email and the school website.

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 permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

Certificates are kept for 5 years

Retention of certificates

SAIL 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 (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 procedure

Certificates are retained for 5 years.