



Certificate Issue Procedure and Retention Policy

Sharnbrook Academy

Certificate Issue Procedure and Retention Policy

Centre name	Sharnbrook Academy
Centre number	15163
Date policy first created	11/05/2025
Current policy approved by	Clare Raku
Current policy reviewed by	Laura Watt
Date of review	22/09/2024
Date of next review	22/09/2025

Key staff involved in the procedure/policy

Role	Name
Head of centre	Clare Raku
Senior leader(s)	Laura Watt
Exams officer	Sharon Whitelock
Other staff (if applicable)	Cheri West

This procedure/policy is reviewed and updated annually to ensure that certificates at Sharnbrook Academy 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 Sharnbrook 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

Sharnbrook 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

Sharon Whitelock, Exams Officer

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Arrangements for the issue of certificates

Certificates are issued to students who remain on roll via tutor time. For those students who have left roll, students are invited to collect certificates either on the designated late closure evening usually held in December or by making alternative arrangements directly with the achievement team. Candidates are instructed to check their personal details (e.g. name and date of birth) are correct and that the correct final grade(s) is/are shown. Candidates are required to sign the collection log on receipt of certificates.

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

- candidates remaining on roll via tutor time, candidates off-roll via social media posts.

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

Internally kept records of certificates that have been issued will confirm who collected the certificates, which certificates were collected, confirmation that the certificates were correct and when they were collected. These records will be maintained by Sharon Whitelock, Exams Officer.

Additional information:

Not applicable

Retention of certificates

Sharnbrook 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

Sharon Whitelock, Exams Officer, in liaison with Cheri West, Achievement Team Lead and GDPR

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Retention policy

In line with the above, certificates will only be retained for 12 months from date of receipt. Prior to confidential destruction we will attempt to make contact on at least two occasions (email and/or by phone) with the candidate using parental contact details as per their time on roll informing them in imminent destruction.

Additional information:

Changes 2024/2025

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

Centre-specific changes

Upon review in September 2024, Sharnbrook Academy has taken the decision not to offer the option of posting exam certificates to candidates.