



Certificate Issue Procedure and Retention Policy

Armfield Academy

Certificate Issue Procedure and Retention Policy

Centre name	Armfield Academy
Centre number	46451
Date policy first created	05/05/2024
Current policy approved by	Samantha Sherwood
Current policy reviewed by	Joanne Staples
Date of review	11/03/2025
Date of next review	01/03/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mark Kilmurray
Senior leader(s)	Samantha Sherwood Rachel Hurst Leona Parkinson Marc Height Bradley Renouf (Senior Teacher) Leyla Cooke (senior Teacher)
Exams officer	Joanne Staples
Other staff (if applicable)	Coran Sharp (Assistant SENCo)

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

Armfield 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

Joanne Staples, Laura Harvey and Keeley Palmer

Arrangements for the issue of certificates

Certificates are issued during the presentation evening held in the autumn term. If a candidate does not attend the evening then they are able to collect their certificates from the main office during normal school hours.

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

- Through a letter regarding the results process.

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. The authorised person must provide identification to collect the certificates.

Record of issued certificates

Signed sheets are retained as proof of collection.

Additional information:

Retention of certificates

Armfield 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

Joanne Staples, Laura Harvey and Keeley Palmer

.

Retention policy

Certificates are kept for a minimum of 12 months. All efforts are made to contact the candidates viaphone and email to give them ample opportunity to collect them.

If a candidate has not collected their certificate 12 months after the certification and all efforts to contact them have been excused, the certificates will be confidentially destroyed and a record of their certificate numbers will be kept on record in the exams office.

Additional information:

Not applicable

Changes 2024/2025

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

Centre-specific changes

2022/23 were our first set of certificates and we still have a large number of certificates unclaimed. Further communication has been sent January-April to encourage leavers to collect their certificates.