



Certificate Issue Procedure and Retention Policy

Victory Park Academy

Certificate Issue Procedure and Retention Policy

Centre name	Victory Park Academy
Centre number	16630
Date policy first created	08/01/2024
Current policy approved by	SLT
Current policy reviewed by	Simon Quigley
Date of review	03/11/2025
Date of next review	03/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Eglantin Muca (Landi)
Senior leader(s)	Natalie Berryman-Brown (Teaching & Learning Lead)
Exams officer	Simon Quigley
Other staff (if applicable)	

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

Victory Park 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 .

Arrangements for the issue of certificates

A letter is sent to all candidates last known address to confirm that they are still living at this address. We provide a date from which examinations certificates can be collected in person from the Academy. If candidates are happy for their certificates to be posted out via Royal Mail, this will be done three weeks later.

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

- During the first week of November of each year, a letter is sent to all candidates invite them to collect their certificates in person..

Where unable to claim/collect certificates under the normal arrangements

Candidates may have their certificates collected by either a parent or a professional working with the individual, such as social worker or Youth Offending case worker. Authorised persons must have confirmation that they are permitted to collect certificates by providing a written consent or email.

Record of issued certificates

All certificates are photocopied and kept locked securely in the HR office.
A summary of certificate obtained is kept by the examinations officer, electronically.

Additional information:

Not Applicable

Retention of certificates

Victory Park Academy will:

- retain securely all unclaimed certificates 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 .

Retention policy

The retention of unclaimed or uncollected certificates is managed by Simon Quigley Examinations Officer and James Middleton Assistant Examinations Officer

Additional information:

Not Applicable

Changes 2025/2026

(Changed) Slight wording changes to prompts around what the records kept should list.

(Amended) The field against 'The retention of unclaimed or uncollected certificates is managed by' will need re-inserting.

Centre-specific changes