



Certificate Issue Procedure and Retention Policy

SUTTON COMMUNITY ACADEMY

Certificate Issue Procedure and Retention Policy

Centre name	SUTTON COMMUNITY ACADEMY
Centre number	28146
Date policy first created	31/01/2025
Current policy approved by	Mr R. Fegan
Current policy reviewed by	Mrs A. Blues
Date of review	31/01/2025
Date of next review	31/01/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mr L. Taylor
Senior leader(s)	Mr R. Fegan
Exams officer	Mrs A. Blues
Other staff (if applicable)	Not applicable

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

SUTTON COMMUNITY 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

Mrs A. Blues - Examinations Officer

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Arrangements for the issue of certificates

Letters are sent to all students advising them of the dates when their certificates are available for collection

Records are kept of when certificates are issued / collected

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

- All candidates are sent a letter to notify them of the dates for certificate collection

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.

In exceptional circumstances certificates may be posted via a secure delivery method

Record of issued certificates

Certificates are signed for on collection and records kept.

Details are retained for any certificates posted via a secure delivery method

Additional information:

Not applicable

Retention of certificates

SUTTON COMMUNITY 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

Mrs A. Blues -Exams Officer

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Retention policy

Unclaimed certificates are retained for 12 months

After this period, unclaimed certificates are securely destroyed

Records are kept of the certificates destroyed

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

Upon review in January 2025, no centre-specific updates or changes were applicable to this document