



Certificate Issue Procedure and Retention Policy

Ormiston Sudbury Academy

Certificate Issue Procedure and Retention Policy

Centre name	Ormiston Sudbury Academy
Centre number	19347
Date policy first created	03/03/2025
Current policy approved by	Mr Mike Robin
Current policy reviewed by	Mr Mike Robin
Date of review	23/04/2026
Date of next review	01/10/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mrs Sally Morris
Senior leader(s)	Mr Dominic Howkins - Vice Principal Mrs Emma Price - Vice Principal Mr Leo Cox - Assistant Principal Mr Mike Robin - Assistant Principal
Exams officer	Miss Kirsty Phillips
Other staff (if applicable)	Mrs Lynsey Benson - Receptionist (Mon-Thur) Mrs Gail Fulbrook- Receptionist (Fri)

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

Ormiston Sudbury 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 Miss Kirsty Phillips - Exams Officer.

Arrangements for the issue of certificates

- Certificates are issued in person to candidates on results day
- Candidates must sign to say they've collected their certificates

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

- via exam handbook, exam assembly & the academy 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 or email permission/authorisation
- Authorised persons must provide ID evidence on collection of certificates and written permission/authorisation if not already given to the exams officer
- All written permission/authorisation are kept in centre as proof of collection

Record of issued certificates

- Records confirm candidate name
- Records are kept for 6 years
- Records are kept in reception

Additional information:

Not applicable

Retention of certificates

Ormiston Sudbury 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 Mrs Lynsey Benson - Receptionist.

Retention policy

- Certificates are retained for two year
- Certificates are confidentially destroyed via shredding
- Records of confidentially destroyed certificates held for 6 years
- Candidates are informed that any unclaimed/uncollected certificates will be destroyed

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

Upon review in 2026, no centre-specific updates or changes were applicable to this document.