



Certificate Issue Procedure and Retention Policy

Daylesford Academy

Certificate Issue Procedure and Retention Policy

Centre name	Daylesford Academy
Centre number	20771
Date policy first created	27/10/2023
Current policy approved by	Tina Whitehouse
Current policy reviewed by	Carly Costa
Date of review	01/11/2025
Date of next review	03/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Tina Whitehouse
Senior leader(s)	Tina Whitehouse, Head Teacher Nicola Capok, Deputy Head
Exams officer	Carly Costa
Other staff (if applicable)	

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

Daylesford 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

Certificates must be collected in person from the school site. Please bring identification, which will be checked before any certificates are released.

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

- Telephone call or text.

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, etc...

Record of issued certificates

School keeps a record of all certificates issued.

Additional information:

A signature is required from recipient of certificates.

Retention of certificates

Daylesford 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

School will keep the examination certificate for one year after issue, upon which time it is returned to awarding body.

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 September 2023, no centre-specific updates or changes were applicable to this document.