



Certificate Issue Procedure and Retention Policy

Budmouth Academy

Certificate Issue Procedure and Retention Policy

Centre name	Budmouth Academy
Centre number	55385
Date policy first created	04/07/2024
Current policy approved by	Mr P Hudson, Vice-Principal - Exams
Current policy reviewed by	Mrs J Whitehead
Date of review	10/09/2025
Date of next review	10/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mrs S Mashike
Senior leader(s)	Mr P Hudson, Vice-Principal - Exams Mrs S Emms, Vice-Principal and SENDCo
Exams officer	Mrs J Whitehead
Other staff (if applicable)	

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

Budmouth 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

Candidates are notified that their exam certificates are ready for collection, ideally in person. Should they ask someone else to collect the certificates they must provide a letter of authorisation.

Candidates are informed of these arrangements on Results Day and informed that some awarding bodies do not offer a replacement certificate service.

Where students are unable to claim/collect certificates under the normal arrangements uncollected certificates will be retained by Budmouth Academy.

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

- Letter sent to all students.

Where unable to claim/collect certificates under the normal arrangements

Candidates:

May arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates.

Reception/Main Office:

Send certificates by recorded delivery to students unable to collect them in person.

Record of issued certificates

Keeps a record of all certificates issued and stores all certificates that are not delivered for a minimum of 12 months.

Additional information:

No applicable.

Retention of certificates

Budmouth 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

Certificates for students no longer on roll are posted and the details of the postage are entered onto the certificate log .

Keeps a record of all certificates issued and stores all certificates that are not delivered for a minimum of 12 months

After storing certificates for a minimum of 12 months will securely dispose of certificates and keep a record of this for four years from the date of their destruction.

Additional information:

No 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 Sept 2024, no centre specific updates or changes were applicable to this document.