Certificate Issue Procedure and Retention Policy

Centre name	The Roundhill Academy
Centre number	25327
Date policy reviewed	31 October 2026
Policy approved by	Natalie Teece
Policy reviewed by	Julia Rann
Date of next review	30 September 2027

Key staff involved in the policy

Role	Names
Head of Centre	Natalie Teece
SLT Member with responsibility for Exams	Julia Rann
Examinations Manager	Tania Taylor

This procedure/policy is reviewed and updated annually to ensure that certificates at The Roundhill 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 publication **General Regulations for Approved Centres**.

To be read in conjunction with:

- Internal Appeals Procedure (Review of Results and Appeals)
- Exam Archiving Policy

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 The Roundhill 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

The Roundhill 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 The Examinations Manager.

Arrangements for the issue of certificates

Certificates are made available on a date agreed with Head of Centre. The students can come into the Academy to collect the certificates. A presentation evening will be arranged.

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

- Students will receive an email via their parents / carer informing them of when the certificates are available
- Emails will be sent to student school email accounts before being switched off

Where unable to claim/collect certificates under the normal arrangements

A student can collect their certificates after the official date by contacting the school via reception and collecting their certificates in person. They must provide some form of identification on collection. If someone is collecting on their behalf, they must also provide identification and a letter of authority from the recipient. All certificates collected must be signed for and the date of collection recorded.

Record of issued certificates

Certificates are kept securely for 12 months and a register is kept of all certificates that are outstanding and also of those which have been collected.

Retention of certificates

The Roundhill 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 The Examinations Manager.

Retention policy

Certificates are stored securely for 12 months. Those certificates which have not been collected after 12 months will be shredded and a record of destruction will be held for 4 years