



Certificate Issue Procedure and Retention Policy - Exams 25/26

Ormiston Denes Academy

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Centre name	Ormiston Denes Academy
Centre number	19133
Date policy first created	05/10/2023
Current policy approved by	Mrs K Williams
Current policy reviewed by	Ms R Day
Date of review	18/11/2025
Date of next review	18/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Mrs K Williams
Senior leader(s)	Mr A Donovan - Vice Principal
Exams officer	Ms R Day
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at Ormiston Denes 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 Denes 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 Denes 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 are received in centre from all awarding bodies. They are checked and collated and placed in individual candidate envelopes. A signing sheet of all candidates is produced from the MIS system.

Once all certificates have been received, a date will be arranged for candidates to come to the centre in person and sign for their certificates.

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

- Via Parentmail and social media announcements

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 & Raising Achievement Manager with written or email permission/authorisation. Authorised persons must provide photographic ID evidence on collection of certificates

Record of issued certificates

All certificate signing sheets and uncollected certificates are returned to the Exams and Raising Achievement Manager after the collection evening. These are then locked away in the Exams Office and all signing sheets retained.

Additional information:

Not applicable

Retention of certificates

Ormiston Denes 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 Ms R Day.

Retention policy

All unclaimed certificates are returned to the Exams Office and are kept securely.

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

N/A