



JAMES MARKS ACADEMY

CERTIFICATE ISSUING AND RETENTION

POLICY 2025-26

This policy is reviewed and updated annually to ensure that certificates at James Mark Academy are managed in accordance with current requirements and regulations.

Reference in the policy to GR relates to relevant sections of the current JCQ document *General Regulations for Approved Centres*.

Approved/Agreed by			
Head of Centre Scott Martin	SLT Responsible Mark Reynolds	Exams Officer Alison Patel	SENDCo Ashley Purser
Date of next review		October 2026	

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

This policy confirms how the James Mark Academy issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issuing of certificates

James Mark 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 office manager.

Arrangements for the issue of certificates

Exam certificates are available in school for collection, normally from the end of November, once all certificates have been sent in form the exam boards. Pupils are informed by the office of their arrival and are expected to collect their exam certificates in person so they can check all of the information shown on the certificates is correct and accurate. If all of this is in order, then the pupil will sign and date a form which confirms that their certificates are correct and they have received them.

Candidates are informed of the arrangements for the issue of certificates by email during the summer term prior to the issue of certificates and again when certificates have been received.

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 permission. Authorised persons must provide ID evidence on collection of the certificates.

Record of issued certificates

A record of issued certificates is kept by the school office. These records show the Name/DOB/Pupil signature and the date they collected their certificates confirming they had checked that all of the details on their certificates was correct and they had taken receipt of them. These records are kept for 10 years.

Retention of certificates

James Mark 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 the Office Manager.

Retention policy

Any unclaimed certificates will be confidentially destroyed after keeping them under secure conditions for a minimum of 12 months. A record will be kept of any destroyed certificates for a minimum of four years.