



Certificate Issue Procedure and Retention Policy

Thistley Hough Academy

Certificate Issue Procedure and Retention Policy

Centre name	Thistley Hough Academy
Centre number	30585
Date policy first created	03/10/2023
Current policy approved by	Michelle Lawrence
Current policy reviewed by	Lee Ford
Date of review	01/12/2025
Date of next review	01/12/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Michelle Lawrence
Senior leader(s)	Shapinder Minhas Lee Ford
Exams officer	Sarah Morgan-Hall
Other staff (if applicable)	

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

Thistley Hough 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 Sarah Morgan-Hall.

Arrangements for the issue of certificates

Students will be notified of a certificates collection day.

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

- Via a letter/email direct from the Academy.

Where unable to claim/collect certificates under the normal arrangements

Students will be able to contact the office to arrange collection of their certificates.

Record of issued certificates

Students are required to sign to say that they have collected their certificates. This information is held in a folder in the Exam Office and will be held for 10 years.

Additional information:

Not applicable.

Retention of certificates

Thistley Hough 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

Unclaimed certificates will be held in the Center for 7 years. During that time students will be able to make arrangements to collect

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

Not applicable