

# **Certificate Issue Procedure and Retention**

City Academy Birmingham

## Certificate Issue Procedure and Retention

Centre name	City Academy Birmingham
Centre number	20238
Date policy first created	28/02/2025
Current policy approved by	Rebbeca Bakewell
Current policy reviewed by	Abdelah Touaiti
Date of review	
Date of next review	07/09/2025

## Key staff involved in the procedure/policy

Role	Name
Head of centre	Rebbeca Bakewell
Senior leader(s)	R Bakewell, A Dowe, A Payne, P Mills, P Colby, G Patel
Exams officer	Abdelah Touaiti
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at City Academy Birmingham 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 City Academy Birmingham issues examination certificates to candidates and the policy for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

## Issue of certificates

City Academy Birmingham 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

Abdelah Touaiti - Exams officer

.

## Arrangements for the issue of certificates

- A notice will be sent out via text and post to all students making them aware of the date for the awards evening.
- On collection students will be asked to double check their personal details are correct along with their grades.
- If everything is in order they must sign our collection sheet to confirm receipt of certification.

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

- Via post and text

## Where unable to claim/collect certificates under the normal arrangements

Students may authorise someone else to collect on their behalf. In this case, they must provide us with written confirmation indicating the name of the individual who will be collecting the certificate. Additionally, the designated person must bring a form of identification with them.

## Record of issued certificates

Records are kept in the exams safe, these contain who and when the certificates were collected.

Certificates are stored with City Academy for 5 years.

**Additional information:****Retention of certificates**

City Academy Birmingham 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

Abdelah Touaiti - Exams officer

.

**Retention policy**

The certificates are retained for a minimum of 12 months from the issue date. They are then confidentially destroyed by means of shredding.

**Additional information:**

**Changes 2024/2025**

In terms of JCQ regulations for 2024/2025, no changes are applicable to this procedure/policy.

**Centre-specific changes**