

Certificate Issue Procedure and Retention Policy 2025/26

The Basildon Upper Academy

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Centre name	The Basildon Upper Academy
Centre number	16133
Date policy first created	02/10/2025
Current policy approved by	Rebecca Rees
Current policy reviewed by	Sophie Rowe
Date of review	02/10/2025
Date of next review	02/10/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Rebecca Rees
Senior leader(s)	Sharon Szuszkiewicz Simon Bellenie
Exams officer	Sophie Rowe
Other staff (if applicable)	

This procedure/policy is reviewed and updated annually to ensure that certificates at The Basildon Upper 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 The Basildon Upper 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 Basildon Upper 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 Sophie Rowe - Exams Officer.

Arrangements for the issue of certificates

As certificates come in, we match up the students personal details against what we have on our system. Before the examinations started, a letter was sent to every parent for them to confirm the correct details for their child, including their full name and date of birth. Any changes were then updated on our system - which would have reflected the correct details to the awarding bodies when entries were made.

Once we check everything is as it should be on the certificate, we ask for students to come to the school to collect their certificates. We do not post these out, unless we have to.

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

- A letter, or text will be sent round to all parents of the students to advise them of the upcoming arrangements to collect any certificates.

Where unable to claim/collect certificates under the normal arrangements

Candidates can arrange a for a family member or friend to collect these on their behalf. However, the person collecting must bring written permission (or the student can email in to the exams officer granting permission/ authorisation) stating they have sent this person to collect the certificates on their behalf. The person collecting must bring ID to prove who they are.

Under exceptional circumstances, we may consider posting out a students certificate, if for example they have moved out of the area.

Record of issued certificates

When students come to collect their certificates, they are asked to sign on a sheet of paper next to their name

and date it. This is for our record, so that we know what students have collected their certificates. We try and keep these records for up to 5 years, in case students claim to not have collected their certificates when they

have. Any lost certificates at fault of a student will need to be dealt with by them. If we have lost any certificates, then we will need to take responsibility and order new certificates for the student.

Additional information:

not applicable

Retention of certificates

The Basildon Upper 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 exams officer..

Retention policy

The Basildon Upper Academy will keep unclaimed certificates for at least one year. Students will be given one last chance to collect the unclaimed certificates. If they still do not come and claim them within reasonable timing then the certificates will be destroyed.

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

Upon review in October 2025, there have been no centre specific changes for the academic year 2025/26.