



Certificate Issue Procedure and Retention Policy

Bradford AP Academy

Certificate Issue Procedure and Retention Policy

Centre name	Bradford AP Academy
Centre number	37237
Date policy first created	08/01/2024
Current policy approved by	Local Advisory Board
Current policy reviewed by	Claire Tattersall
Date of review	25/11/2025
Date of next review	24/11/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Deborah Hudson
Senior leader(s)	Richard Bottomley
Exams officer	Claire Tattersall
Other staff (if applicable)	Suzy Zito

This procedure/policy is reviewed and updated annually to ensure that certificates at Bradford AP 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 Bradford AP 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

Bradford AP 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 Claire Tattersall.

Arrangements for the issue of certificates

Certificates are collected in person from either the Aireview or Jesse Street Sites.

Candidates will be issued with instructions for checking their personal details are correct and that the correct final grade(s) is/are shown

Candidates will sign to confirm that certificates that have been collected and confirm the details are correct

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

- Candidates exam pack
 - Text or Email via SchoolComms/Arbor communications
 - In person, by the Head of Centre or Exams Officer on results day

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 or email permission/authorisation

Authorised persons must provide photographic ID evidence on collection of certificates

Record of issued certificates

Details of the collection of examination certificates will be kept on record for a minimum of 24 months

Information will be stored in the exam secure storage

Paper records will be stored in the secure, examinations store

Additional information:

No additional information.

Retention of certificates

Bradford AP 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 Claire Tattersall.

Retention policy

Bradford AP Academy will retain unclaimed or uncollected certificates for a minimum of 36 months

Bradford AP Academy will endeavour to contact candidates to collect unclaimed/uncollected certificates every 12 months.

Bradford AP Academy will confidentially destroy unclaimed or uncollected certificates after the retention period

Instructions will be given to candidates about unclaimed/uncollected certificates in Candidate Exam Packs

Additional information:

Bradford AP Academy will ensure JCQ regulations (GR5.14) are met and ensure consistency by the centre enabling certificate enquires to be effectively dealt with by any member of staff

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 November 2025, no centre specific updates or changes were applicable to this document