



Co-op Academy
Leeds

Certificate Issue Procedure and Retention

Coop Academy Leeds

Certificate Issue Procedure and Retention

Centre name	Coop Academy Leeds
Centre number	37653
Date policy first created	28/09/2023
Current policy approved by	Natalie Jones
Current policy reviewed by	Natalie Jones
Date of review	02/09/2025
Date of next review	01/09/2026

Key staff involved in the procedure/policy

Role	Name
Head of centre	Natalie Jones
Senior leader(s)	Ruth Strachan
Exams officer	Samantha Walker
Other staff (if applicable)	Catherine Glover

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

Issue of certificates

Coop Academy Leeds 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 Exams Officer.

Arrangements for the issue of certificates

certificates are normally collected in person. Instructions are given to candidates about checking their personal details (name, date of birth, etc.) are correct and that the correct final grade(s) is/are shown. Candidates would then be required to sign that certificates have been collected/confirming they are correct, etc.

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

- via letters sent out to them during the Autumn term and then again reminding them of the date for collection closer to the time.

Where unable to claim/collect certificates under the normal arrangements

candidates unable to access certificates in the normal way 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 ID evidence on collection of certificates.

Record of issued certificates

Candidates have to sign for their certificates so the log is kept together with the certificate file. Any not collected are archived securely for a period of 12 months after the collection date.

Additional information:

Not applicable.

Retention of certificates

Coop Academy Leeds 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 Exams Officer.

Retention policy

the retention of unclaimed or uncollected certificates are retained 12 months after the collection date has passed. They are then shredded after this time and details of the shredding record is held, for 12 months. Instructions are given to candidates about unclaimed/uncollected certificates.

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 September 2025, no centre-specific updates or changes were applicable to this document.