

AQA can only provide confirmation of results taken with our awarding organisation (exam board) or one of our predecessor boards. Please note that we may not hold all the results you require. See the attached list of other awarding organisations for further details.

AQA holds numerous qualifications including GCE O-Level, GCE A-Level, GCSE, UET, UETESOL and some City & Guilds GNVQ qualifications prior to 2000. You may also need to contact City & Guilds for GNVQ exams (see the attached list). Please note AQA can only issue replacement certificates for past C&G and GNVQ qualifications.

*Exam boards administered by AQA
Between 1908 and 1999 AQAs predecessor boards were:
<ul style="list-style-type: none"> • Joint Matriculation Board (JMB) 1908-1992 • Northern Examining Association (NEA) 1988-1992 • Northern Examinations and Assessment Board (NEAB) 1993-1999 • Associated Examining Board (AEB) 1953-1999 • Southern Examining Group (SEG) 1987-1999

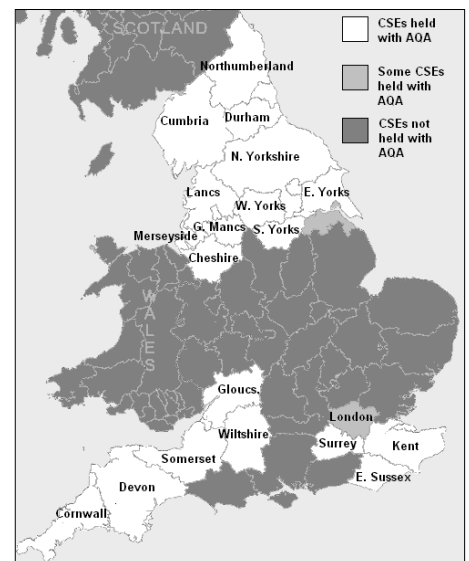
CSE (Certificate of Secondary Education) 1965 – 1987

CSE exams were administered by regional exam boards. Records are held according to the area the school was based in. The attached map indicates which areas are covered by the predecessor CSE boards listed below.

Please note: some areas (particularly the Yorkshire-Lincolnshire border and London) are covered by other CSE exam boards. Alternative CSE examining boards are listed overleaf.

*Predecessor CSE Boards

- Associated Lancashire Schools Examinations Board (ALSEB)
- North Regional Examinations Board (NREB)
- North West Regional Examinations Board (NWREB)
- The West Yorkshire and Lindsey Regional Examinations Board (TWYLREB)
- Yorkshire and Humberside Regional Examinations Board (YHREB)
- Yorkshire Regional Examinations Board (YREB)
- North West Secondary Schools Examinations Board (NWSSEB)
- South Eastern Regional Examinations (SEREB)
- South West Regional Examinations Board (SWREB)



Other awarding organisations and useful contact details

OCR www.ocr.org.uk Tel: 01223 553 998	MEG, O&C, UCLES, UODLES, OCEAC, OCSEB, RSA, CPVE, EAEB, EMREB, SREB, SUHB, WMEB and CPVE. Also CSEs in the Midlands, Dorset, Hampshire, Oxfordshire, Isle of Wight, W Sussex, Channel Islands and overseas.
EdExcel www.edexcel.org.uk Tel: 0870 240 9800	ULEAC, B-TEC, LEAG, TEC, BEC, JCBSPA, LREB, M&MREB, UESEC, ULSEB, HND, ONC/OND and EAEB. Also CSEs in East Anglia and some London Boroughs.
City & Guilds www.city-and-guilds.co.uk Tel: 0207 294 2800	NVQ (National Vocational Qualification), Modern Apprenticeships, GNVQ and various other vocational qualifications.
WJEC www.wjec.co.uk Tel: 0292 026 5000	WJEC qualifications and Joint RSA.
CCEA www.ccea.org.uk Tel: 0289 026 1200	NISEAC (Northern Ireland Schools Examinations Council) and NISEC (Northern Ireland Schools Examinations and Assessment Council).
SQA www.sqa.org.uk Tel: 0845 279 1000	Scottish qualifications.
NCFE www.ncfe.org.uk Tel: 0191 239 8000	NCTEC ("Northern Counties"), Northern Union of Mechanics' Institutes (NUMI), Northern Advisory Council for Further Education (NACFE).
CENTRA www.centra.org.uk Tel: 0125 724 1428	ULCI (Union of Lancashire and Cheshire Institutes), NWRAC (North Western Regional Advisory Council) and Catering NVQs.
CACHE www.cache.org.uk Tel: 0172 781 8616	CEYA and NNEB (Nursery Nursing Qualifications).
UK NARIC www.naric.org.uk Tel: 0870 990 4088	Can provide information regarding overseas grade equivalency.
OUVS www.open.ac.uk/validate/p3.shtml Tel: 01908 332 851	OUVS (Open University Validation Services) has taken responsibility for the maintenance and access to CNNA (Council for National Academic Achievement) records.

PLEASE READ THE FOLLOWING INFORMATION BEFORE SUBMITTING YOUR APPLICATION FORM

1. How long will it take to process my application?

Please allow 28 working days to process your application. We do not offer a fast track service and all applications are treated in strict date order. We receive a high volume of applications, particularly between August to December, and we advise you to allow the full 28 working days. If you require a copy of your results for entry to university, you are advised to apply six weeks in advance of the date you need the results.

Incomplete or insufficient details on application forms will cause delays as we may return the form and begin the 28 working day process upon next receiving the completed application form.

2. I have lost my certificate. What can I do?

AQA can supply you with a Certified statement of results, which will be accepted in the same way as a certificate. The statement is a certified document with an official AQA hologram. Please note: most major awarding organisations offer this in place of a certificate. See the application form.

3. What if I did not receive an original certificate at the time?

Unfortunately, we cannot issue replacements where originals have not been collected from the school or college. Original certificates are despatched to centres approximately three months after the exam results are published and schools are required to retain certificates for a period of 12 months. If you took your exams within the last year, you should contact the Exams Officer at your school or college to check if they have the original certificates. Otherwise, you will need to apply for a Certified statement of results.

4. Can I just get a letter with a list of my results?

AQA can send a letter confirming your results to a third party, such as an employer or a university (see Confirmation letter of results to a third party on the application form). However, this cannot be sent to your own address. If you need a copy of your results for your own reference, you can apply for the Certified statement of results. AQA abides by Data Protection principles and as a candidate you are entitled to all records held by our organisation. There is a £10 administration fee for providing a letter containing your exam details.

5. I need to know my results straight away. Can I get them over the phone?

For security and Data Protection purposes, we cannot give out results over the phone. You will need to complete the application form and return to it to AQA.

6. I need my results urgently for a job interview/university place. Can my application be fast-tracked?

We appreciate your query is urgent, for this reason all applications are processed in strict date order. Please allow 28 working days to process your application. If a university/employer is asking to see proof of exam results before this time, please inform them of the procedures and explain that there is a waiting time.

7. I'm not sure what ID documents I need to send.

If your name has not changed since the time of the exams, then we will just need to see a copy of an official ID document showing your full name and date of birth: passport, driving licence or birth certificate.

If you have changed your name we will also need to see evidence of your name change for Data Protection purposes. You will need to send us a copy of your marriage certificate (decree absolute if you are divorced) or change of name deed as well as a copy of your passport, driving licence or birth certificate. If you have lost these documents, replacements can be obtained from the registry office or solicitors – whoever issued the original document. We will also accept CRB documents.

Please send photocopies and **not** the original documents.

8. Can a relative / teacher / employer complete the application form on my behalf?

No, we need the applicant to sign and date the declaration, together with valid proof of ID (to include your name at the time of the exam and any name changes and your date of birth) to enable us to comply with Data Protection and access any records we may hold for you.

9. What is the cost of the services?

For the Certified statement of results or Replacement certificate, the charge is £35.90 per session and per level. For example, if you took eight GCSEs with AQA (or predecessor board) in summer 1997, you would pay for one session, ie £35.90. But if you took GCSEs in the summer and then took a re-sit in the winter, you would pay for two sessions, ie £71.80. You also need to pay separately for different levels of qualification so if, for example, you took GCSE and a GNVQ in the same year then you would need to make two payments.

All payments are also applicable per board. For example if you took exams with SEG and the NEAB, then you need to make two payments, even if the exams were taken in the same year. For more information about exam boards, see the section titled Does AQA hold your records?

For the Confirmation letter of results to a third party the charge is £17.95 per session, per level and per addressee. For example, if you took GCSEs in summer 1989 and you need us to confirm them to one university then you need to pay £17.95. But if you took GCSEs in summer 1989 and need to confirm them to three universities then you need to send three payments, ie £53.85.

Please note: the cost for the above services are revised each September and new prices will be applicable within three months from this period. We cannot accept old versions of the application form.

10. What payments methods are accepted?

- Cheque (made payable to AQA)
- Postal order (available from a post office)
- BACS (Bankers Automated Clearing Service)*

*We can only accept payment made in pounds sterling and will only make refunds in this currency (see FAQ question 10).

When using the BACS service **it is important to provide sufficient payment to cover the total cost of your order, plus any bank administration fees, as failure to do so may result in delays in processing your order.**

Please send your payment quoting the following information:

Beneficiary	AQA
Bank:	National Westminster Bank plc
Branch:	Guildford University of Surrey Branch University of Surrey Guildford Surrey GU2 5XS
Sort Code:	60 09 50
Account No:	26165570
IBAN:	GB18NWBK60095026165570
BIC:	NWBKGB2L

Please notify our accounts department at bacs@aqa.org.uk or telephone 01483 506 506 and ask for the Accounts department before the date the payment is due to arrive in our bank. You will need to quote your name, address and country of origin. Do not e-mail your application form to the BACS e-mail address as it will be delayed in reaching the Records office. Please see the checklist for the Records e-mail address.

11. What if I send in my payment and you don't find any records for me?

We will only charge if results are sent out. So, for example, if you pay for two sets of results and only one set is found then a refund will be issued for the cost of one set of results. If we do not hold your records then you will receive a full refund in sterling, within a minimum 28 day period from our accounts department. Please contact salesledger@aqa.org.uk if you have any queries about your refund, or if you wish to provide UK bank details for a refund to be made directly into your bank account. Refunds can only be made directly to UK bank accounts by BACS. Do not e-mail your application form to the salesledger e-mail address as it will be delayed in reaching the Records office.

12. I phoned my old school and they told me to contact AQA. Does that mean all my exams were definitely taken with you?

Schools often advise previous candidates to contact us because we are one of the larger exam boards. Many schools do not keep records of which boards they used many years ago, so it is still advisable to contact the other exam boards as well. We cannot guarantee that we hold your records until you have completed an application form allowing us to search our archives. (See the section titled Does AQA hold your records?).

Many schools and colleges use different exam boards for different subjects. You may need to contact each of them separately.

13. I can't remember which exam board I took my exams with. Will AQA be able to find my results anyway?

We can only find official confirmation of exams taken with AQA or one of our predecessor boards. If you are unsure with whom you took your exams with, we advise you to contact other awarding organisations (exam boards).

14. If I am only looking for particular subjects, can I specify that on the form?

AQA must show **all** passing grades obtained with our board in a given session on the documents provided. So, for example, if you passed three subjects with AQA in one session, you **cannot** request that we only show one of them. This is to ensure that the documents we issue accurately reflect the information which would have appeared on the original certificate.

If you need confirmation of a particular subject, for example Maths, you should specify this under the 'Exam details' section on the form. We will contact you if there are any queries.

15. I am not sure of the year(s) that I sat my exams. Does this matter?

You do need to be as accurate as possible when requesting records to be checked as your application may be delayed for additional searches. Please complete the application form, providing as much information as possible and include details regarding whether the exams were taken in a summer or winter session.

16. The school I attended has changed its name. Does this matter?

We need the name and full address of the school at the time when you took the exams, rather than the new name, as we hold separate school records for each year. Please include any details of school mergers or a name change when you attended the school.

17. I took the exam as a night class / external candidate, do I mention this?

Please include this information on your application form, as the records regarding this may be held in a separate location.

18. How far back do your records go?

Our records start from 1908, so even if you took your exams a long time ago we may still be able to trace them.

19. Can I check if my exams taken previously with your board are equivalent to the current exams or acceptable for international qualifications?

We provide some explanatory notes of equivalencies for exams taken with our predecessor boards on the reverse of the document provided. Refer to www.qaa.ac.uk/academicinfrastructure/FHEQ for further details or www.naric.co.uk for comparability information for UK and international qualifications.

20. When will I receive my request?

We process all requests within 28 working days and send documents using first class Royal Mail, Airmail (where appropriate) or by DHL for international deliveries (where requested at a cost of £16). We cannot guarantee how long it will take for you to receive the documents as it depends on the postal service, and the destination address. We recommend that you check with your local post office about international delivery times.

Original CSE board	Regions covered	Awarding organisation now holding records
Associated Lancashire Schools Exam Board	Metropolitan Districts of Bolton, Manchester, Oldham, Rochdale and Salford and parts of Derbyshire	<p>AQA Manchester Tel: 0844 209 6614</p>
North Regional Examinations Board	Cleveland (part) Durham and Northumberland, Districts of Gateshead, Newcastle-upon-Tyne, North Tyneside, South Tyneside and Sunderland	
North West Regional Board	Cheshire, Lancashire, Isle of Man, Parts of Cumbria, the Metropolitan Districts of Knowsley, Liverpool, St Helens, Sefton, Wirral, Bury, Stockport, Tameside, Trafford, Warrington and Wigan	
Yorkshire and Humberside Regional Examinations Board & The West Yorkshire and Lindsey Regional Exam Board	North Yorkshire and Humberside, Metropolitan Districts of Barnsley, Doncaster, Rotherham, Sheffield, Leeds, Bradford, Calderdale, Kirklees and Wakefield and parts of Cleveland, Lincolnshire, Dewsbury, Huddersfield, York, Halifax, Workington and Middlesbrough	
South East/South West Regional Exam Board	East Sussex, Kent, Surrey, London Boroughs of Bexley, Bromley, Kingston upon Thames, Merton, Richmond upon Thames, Sutton, Avon, Cornwall, Devon, Gloucestershire, Exeter, Somerset and Wiltshire	
Southern Regional Exams Board	Berkshire, Buckinghamshire, Dorset, Hampshire, Isle of Wight, Oxfordshire, West Sussex, Channel Islands and schools overseas	<p>OCR (MEG) Tel: 01223 553 998</p>
East Midlands/West Midlands Exam Board	Derbyshire, Leicestershire, Northamptonshire, Nottinghamshire, Hereford & Worcester, Staffordshire, Shropshire, Warwickshire and the districts of Grimsby, Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall, Hertfordshire and Wolverhampton	
London and East Anglian/London Regional/Metropolitan Exams/Middlesex Exams Boards. The London Regional Board came from a merger between the Metropolitan and Middlesex Boards in 1979.	Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Middlesex, Norfolk, Suffolk, London Boroughs of Berking, Barnet, Brent, Bromley, Croydon, Ealing, Enfield, Haringey, Harrow, Havering, Hillingdon, Hounslow, Kingston, Merton, Newham, Richmond, Sutton, Redbridge and Waltham Forest.	<p>Edexcel Tel: 0870 240 9800</p>
Welsh Joint Education Committee	All of Wales	<p>WJEC Tel: 01222 575 994</p>

We cannot acknowledge receipt of application forms and incomplete applications will be returned or delayed.

Which service you are applying for?

- Confirmation letter of results to a third party £17.95 per document (this is sent to the third party only)
- Certified statement of results for the candidate £35.90 per document (this is similar to the original certificate)
- Data Protection letter £10.00 per document (this is produced on AQA headed paper)
- Replacement certificate £35.90 per document (if eligible, please see astrix* notes below)

Please see section 6 for further details on payment.

***If you apply for a replacement certificate you must provide appropriate documentary evidence of your eligibility. If not, your application will be processed as a request for a Certified statement of results.**

Please complete all relevant sections in black ink and block capitals.

1. Candidate details

Current full name and title: (please refer to section 5 of application form)

Your full name at time of exam (if different from above, appropriate proof of ID required – see section 5 of application form)

Date of birth:

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Current address (including post code):

Daytime telephone number:
Mobile telephone number:

e-mail address:

(Please provide up-to-date contact details in case we need to contact you to regarding your request)

2. Exam details

Please provide as much information as possible and attach a separate sheet, if necessary, for additional schools and exams.

**Name and address of school/college	Centre number (if known)	**Year and month of exam (eg June 1995)	**Qualification type (eg GCSE, O-Level)	Required subjects (please note we may not hold all the subjects you require)

**** Mandatory information required. Incomplete details can result in us being unable to locate records and will cause delays.**

3. Third party details

Please complete with full details of the third party below, to include a contact name and telephone number. Include any additional third party details on the sheet at the end of the application form.

Full name of third party contact :

Job title of third party contact:

Address of third party (including post code):

Telephone number (including STD code):

Please use a separate page for each third party address. We will charge a fee for each additional confirmation letter of results issued.

4. Reason for replacement certificate

Please include documentary evidence to support your request for a replacement certificate. Without this evidence we will continue to process your request as a certified statement of results at the same cost. (see [FAQ question 1](#))

5. Proof of identity

You **must** include a **photocopy** of one of the following. Please do not send original documents as AQA cannot be held responsible for the loss/damage of original documents (see [FAQ question 6](#)).

Birth certificate Driving licence Passport

If your name has changed since the time of the exam (see [FAQ question 6](#)) you must also include a photocopy of one of the following:

Marriage certificate Decree absolute Deed poll CRB check

Applications without the relevant documents will be returned and will cause a delay in processing your request.

6. Statement of fees

Please send a cheque or postal order (**made payable to AQA**) for the total amount listed below. See [FAQ question 8](#) for more information. We will only accept payment made in pounds sterling and will only refund in this currency.

Confirmation of results to third party	£17.95 per session/per addressee/per board/per level
Statement of results for the candidate	£35.90 per session/per board/per level
Replacement certificate	£35.90 per session/per board/per level

Please tick if you are paying by BACS. (see [FAQ question 9](#) for Bank payment details)

Country of origin and name of payee***

Please tick if you would like DHL delivery (for international deliveries only). Please add a further £16 to the total fee.

Contact name and telephone number for the recipient

***Include a copy of the completed bank transfer form (if available) with the application form.

Please check that you

- have completed all relevant sections of the form
- enclosed payment and proof of identity
- signed the form below.

Failure to complete all appropriate sections will result in your application being returned.

7. Declaration

I declare that the information on this form is correct to the best of my knowledge.

Signature

Date: _____

Please note: we require the applicant's signature to comply with the Data Protection Act 1998
(<http://web.aqa.org.uk/privacy.php>)

A parent, guardian, or third party **cannot** sign in their place (see FAQ question 7).

We appreciate all applications are urgent, but we ask that you do not contact the office unless your application has exceeded the 28 working day** deadline as this causes undue delays in processing requests. We will contact you if there are any queries with your application.**

**** This refers to Monday to Friday office hours and excludes Bank Holidays, Christmas and New Year. Please see our website aqa.org.uk for further details.

Please send your completed application form to:

**AQA Records department
Devas Street
Manchester
M15 6EX**

You can also e-mail your application to Examsrecords-n@aqa.org.uk. Please ensure you have signed the declaration and included details of how payment will be made if not by BACS.