

AQA can only provide confirmation of results taken with our board or one of our predecessor boards. If you are unsure which examination board your exams were taken through, contact all possible examining boards as well to ensure you find all the results you require. Alternative examining boards are listed at the end of this section.

Listed below are the exam boards for which AQA holds the records of past results. Please note we have two main offices: Guildford and Manchester. It is important to send your application to the correct office to avoid delays. Each office must be applied to separately.

AQA holds a variety of qualifications including GCE O-Level, GCE A-Level, GCSE, UET and UETESOL before 2000 (please see below for qualifications after 2000). Please note AQA Manchester also holds some City & Guilds GNVQ qualifications prior to 2000. For past C&G GNVQ qualifications AQA can issue replacement certificates at a cost of £35.90.

Examination boards administered by AQA Manchester	Examination boards administered by AQA Guildford
<ul style="list-style-type: none"> • Joint Matriculation Board (JMB) • Northern Examinations and Assessment Board (NEAB) • Northern Examining Association (NEA) 	<ul style="list-style-type: none"> • Associated Examining Board (AEB) • Southern Examining Group (SEG)

CSE (Certificate of Secondary Education) 1965 – 1987

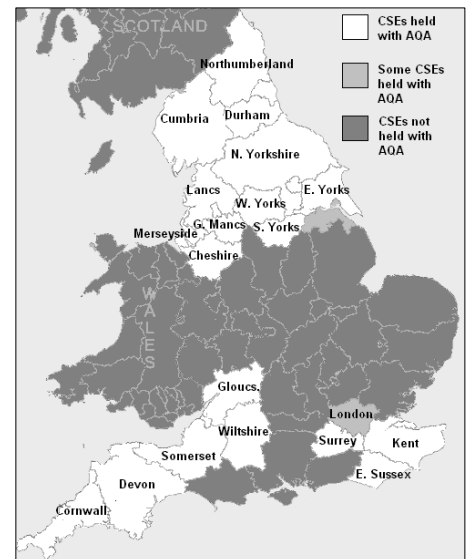
CSE examinations were administered by regional exam boards so results are held according to the region the exams were taken in. Here is a map of the areas covered by our Manchester and Guildford offices and a list of the examination boards which dealt with these regions. Please note: some areas (particularly the Yorkshire-Lincolnshire border and London) are also covered by other exam boards. For areas not covered by AQA, see the list of alternative examining boards overleaf.

AQA Manchester

- 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)

AQA Guildford

- South Eastern Regional Examinations (SEREB)
- South West Regional Examinations Board (SWREB)



Qualifications from 2000 onwards



AQA was established in 2000 and from that point results have been held according to the centre where the exams were taken. Here is a map showing the regions covered by our Guildford and Manchester offices and a list of corresponding centre numbers. If you are unsure of your centre number, your school or college should be able to provide this information.

Manchester centre numbers

- 20000-20999
- 23000-26999
- 28000-49999
- 68000-70999
- and overseas 72000-79999

Guildford centre numbers

- 09001-19999
- 22000-22999
- 27000-27999
- 50000-67999
- 71000-71999

Other examination boards 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 THIS BEFORE SUBMITTING YOUR APPLICATION FORM**1. I have lost my certificate. What can I do?**

AQA can supply you with a 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 examinations boards offer this in place of a certificate. See the description of services sheet.

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

Unfortunately, AQA 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 examination 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 Examinations Officer at your school or college to check if they have the original certificates. Otherwise, you will need to apply for a Statement of Results.

3. 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 of Results To A Third Party on the description of services sheet). 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 Statement of Results. AQA abides by Data Protection principles and requires that all those who supply or use data also adhere to these principles. There is a charge of £10 for providing details following a subject access request.

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

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

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

As all queries are urgent, AQA processes applications in strict date order. AQA ask that applicants allow 28 days to process an application. If a university/employer is asking to see proof of exam results before this time, we advise you to inform them of the procedures and explain that there is a waiting time.

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

If your name has not changed since the time of the examinations, 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.

Please send photocopies and not the original documents.

7. 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.

8. What is the cost of the services?

For the 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.

For the Confirmation 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.

All payments are also applicable per board. For example if you took exams with SEG (held at Guildford office) and with NEAB (held at Manchester office) then you need to apply to both offices and you need to make two payments, even if the exams were taken in the same year. For more information about examination boards, see the section titled Does AQA hold your records?

Please note: the cost for the above services are revised each September and new prices will be applicable within three months from this period.

9. Can I pay for the service by credit/debit/visa card?

We can only accept payment by cheque or postal order made payable to AQA. Please note that we can no longer accept Canadian Postal Orders.

10. I am an overseas applicant, how can I pay for the required service?

We can accept payment from a relative living in the UK, or you may wish to arrange a banker's draft in sterling with your bank, or use our Bankers Automated Clearing Service (BACS) in sterling. Please note that AQA will only accept payment made in pounds sterling and will only make refunds in this currency. If you are using the BACS systems please quote the following information.

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@qa.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. Please state which office (Manchester, Guildford, or both) is dealing with your application and include your name, address and country of origin.

11. What if I send in all that money and you don't find any records for me?

AQA 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 AQA 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@qa.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.

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. However, 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 AQA holds your records until you have completed an application form allowing us to search our archives. (See the section titled Does AQA hold your records?).

Please note: many schools and colleges use different examination boards for different subjects. You may need to contact the examination boards separately.

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

AQA can only find results of exams taken with our board or with one of our predecessor boards. If you are not sure which board you took your exams through then we advise that you contact some of the other exam boards as well as AQA to make sure you find the results you need. (See the section titled Does AQA hold your records?).

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

Please note that AQA must show **all** passing grades obtained with our board in a given session on the Statement of Results/confirmation of results/replacement certificate. 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 'examination details' section on the form. Otherwise, we will send out all the results we find for that year regardless of whether we have found your required subject.

15. I am not sure of the year(s) that I sat my examinations. 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 detail 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 in AQA Manchester and from 1955 in AQA Guildford so even if you took your exams a long time ago we should still be able to trace them.

19. Should I send my application to Guildford or Manchester?

See the section titled Does AQA hold your records? For more information on which records are held with each office. If you are not sure which board will hold your records, we advise that you apply to **both** offices, to avoid delays in processing your request. If you have applied to both offices, please indicate this by ticking the box at the top of the application form.

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

Please allow 28 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 days. If you require a copy of your results for entry to university, you are advised to apply before this time.

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

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

We can provide some explanatory notes of equivalencies for exams taken with our predecessor boards, eg: a grade 1 at CSE level is accepted as a grade C pass at O-level standard. Refer to www.qaa.ac.uk/academicinfrastructure/FHEQ for further details or www.naric.co.uk for comparability information for UK and international qualifications.

Candidate records

AQA
Devas Street
Manchester
M15 6EX

Candidate records

AQA
Stag Hill House
Guildford
Surrey
GU2 7XJ

Original CSE board	Regions covered	Awarding body now holding records
South East/South West Regional Examinations 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	AQA Guildford Tel: 01483 506 506
Yorkshire and Humberside Regional Examinations 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 Middlesborough	AQA Manchester Tel: 0161 953 1180
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	
Associated Lancashire Schools Board	Metropolitan Districts of Bolton, Manchester, Oldham, Rochdale and Salford and parts of Derbyshire	
Southern Regional Exams Board	Berkshire, Buckinghamshire, Dorset, Hampshire, Isle of Wight, Oxfordshire, West Sussex, Channel Islands and schools overseas	OCR (MEG) Tel: 01223 553 998
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.	Edexcel Tel: 0870 240 9800
Welsh Joint Education Committee	All of Wales	WJEC Tel: 01222 575 994

Before posting your application please see our Checklist Sheet to make sure you haven't forgotten anything. Incomplete applications may be returned or delayed.

Please tick if you have applied to both offices

Which service you are applying for?

Confirmation letter of results to a third party

Certified statement of results for the candidate

Replacement certificate (if eligible)

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 Statement of results.

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

1. Candidate details

Current full name and title:

Full name at time of examination:

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 of queries.)

2. Exam details

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

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

3. Third party details

If you are applying for the confirmation of results to a third party, provide details of the third party below, including name, contact number and full postal address.

Full name and title:

Job title:

Address (including post code):

Telephone number (including STD code):

4. Reason for replacement certificate

If you qualify for a replacement certificate, explain the reason below (eg fire/theft/flood). Please also include documentary evidence.

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.

Birth certificate Driving licence Passport

If appropriate (see question six of the Frequently asked questions) you must also include a photocopy of one of the following:

Marriage certificate Decree absolute Deed poll

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 (**payable to AQA**) for the total amount listed below. See question eight in the Frequently asked questions section for more information. Please note that AQA will only accept payment made in pounds sterling and will only make refunds in this currency. Please note that we can no longer accept Canadian Postal Orders.

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 (**overseas applicants only**). Please see FAQ 10 for details.

Please indicate country of origin

Please tick if you would like DHL delivery (**for international deliveries only**).

Please provide a telephone number for the recipient

If you require DHL delivery please add an additional £16 to the total fee.

Please check that you have completed all relevant sections of the form, enclosed payment and proof of identity and signed the form below. Failure to complete all appropriate sections may result in your application being returned or delayed.

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.
A parent, guardian, or third party cannot sign in their place.

**Please note that Candidate Records receives a high number of phone calls on a daily basis.
Phone calls for updates on the progress of your application causes delays in processing applications**

To see how AQA complies with the Data Protection Act 1988 please see our Privacy Statement at aqa.org.uk

For office use only

Amount received	Over-paid?	Date	Initials	Refund Slip	Sheet number	Cheque number	Account name

CHECKLIST SHEET

Before posting your application form please consult this checklist sheet to make sure the form has been completed to the best of your ability.

Have you:

Enclosed identification (photocopies only)

Enclosed proof of name change if appropriate (photocopies only)

Enclosed payment (cheque or postal order made payable to AQA)

(If you are an overseas applicant paying by BACS
please indicate this clearly on the application form)

Completed the Exam Details section with accurate information

Signed the application (applicant must do this themselves)

**PLEASE ALLOW 28 DAYS FOR US TO
PROCESS YOUR APPLICATION FORM**