



# Replacing lost certificates

## FAQs

Most of the frequently asked questions apply to all OCR qualifications. However, some of our procedures differ depending on the type of qualification, so please bear in mind the following distinction where it is indicated:

**14–19 qualifications include:** AEA, Asset Languages, CEE, CSE, Entry Level Certificate, FSMQ, GCE A/AS Level, GCE O Level, GCSE, GNVQ (post 2001), STEP and VCE.

**Vocational qualifications include:** Basic Skills, CBLC, CLAiT, CPC, Functional Skills, GNVQ completed prior to June 2001, Key Skills, NVQ, OCR Nationals, and former RSA examinations.

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

**A.** Examination centres are required to retain unclaimed 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 certifying statement of results (for 14–19 qualifications) or a replacement certificate (for vocational qualifications).

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

**A.** As all the applications we receive are urgent, we process all applications in strict date order – we do not offer a fast-track service. You must allow 28 days for your application to be processed. If a university/employer is asking to see proof of examination results before we have processed your application, we advise you to inform them of the procedures and explain that there is a waiting time. If required, we can supply them with a letter or email confirming that we have received and are processing your application.

**Q. What happens if I send the application fee and you don't find any records for me?**

**A.14–19:** Where results cannot be found, we will retain 50% of the fee to cover administration costs.

**Vocational:** While we endeavour to find your result, unfortunately, we cannot guarantee success. In such cases, we cannot offer a refund as the fee is charged for the search, not the certificate.

**Q. I called my old school and they told me to contact OCR. Does that mean all my exams were definitely taken with you?**

**A.** Not necessarily, though it is a good indication. You may be advised to contact AQA and Edexcel, in addition to us. They can be contacted as follows:

**AQA** - Assessment and Qualifications Alliance  
Tel: 0844 209 6614  
Email: eos@aqa.org.uk

**Edexcel Ltd**  
Tel: 0845 618 0440  
Email: replacementcertificates@edexcel.com

If you took your exams in Wales or Northern Ireland, we recommend that you contact the awarding bodies responsible for examinations there:

**Northern Ireland**  
**CCEA** - Council for the Curriculum, Examinations and Assessment  
Tel: 028 9026 1200  
Email: info@ccea.org.uk

**Wales**  
**WJEC**  
Tel: 029 2026 5000  
Email: info@wjec.org.uk

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

**A. 14–19:** Please note that we must show all ‘pass’ grades obtained with OCR in a given series on the certifying statement of results. For example, if you passed three subjects with OCR in one series (e.g. June 2000), you cannot request that we show only one of them. This is to ensure that the documents we issue accurately reflect the information which would have appeared on the original certificate. However, in some cases, training providers or educational establishments require proof of qualifications in specific subjects (e.g. Maths and English for PGCE courses). If you require confirmation of a specific subject, please indicate this on the form and we will let you know if we are unable to locate it. If you do not require a certifying statement showing the subjects we have found, please note that we will still charge 50% of the fee to cover administration costs.

**Q. I am not sure of the year(s) that I sat my examinations. Does this matter?**

A. Yes. You need to be as accurate as possible when requesting your results, as your application may be delayed if you don't provide enough details. Please complete your application form with as much information as possible, including details of the centre and the series in which the exams were taken.

**Q. The centre I attended has changed its name. Does this matter?**

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

**Q. I took the exam as a night class/external candidate. Should I mention this?**

A. Yes. Please include this information on your application form – this may help with our search.

**Q. Can you fax or email my results to me?**

A. To avoid potential fraud, and to comply with the Data Protection Act, we are unable to fax or email results.

**Q. I have recently changed my name by Deed Poll. Can I have my certificates re-issued in my new name?**

A. Certificates are issued in the name you are known by at the time. OCR can only issue replacement certificates or certifying statements of results to show your legal name at the time the award was made – they cannot be provided to accommodate any subsequent change of name (including a change by Deed Poll).

**www.ocr.org.uk**

OCR customer contact centre

**Vocational qualifications**

Telephone 024 76 851509

Facsimile 024 76 851633

Email [vocational.qualifications@ocr.org.uk](mailto:vocational.qualifications@ocr.org.uk)

**General qualifications**

Telephone 01223 553998

Facsimile 01223 552627

Email [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

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