

Exams' Frequently Asked Questions

Q1. How will I know when my next exam is?

A1. You will receive an email to your [college email address](#) with all the necessary information.

Q2. How will I receive my exam results?

A2. Your results will be sent to your [college email address](#) on Results Day. For help accessing your college email you should contact the College's IT support. You can update your password at [Update Password](#).

Q3. When will I get my certificate?

A3. You will be advised by email when your certificate is available to collect from the College. You will need photo ID in order to collect it (or you may authorise someone you trust to collect it for you). If you are unable to collect it yourself, you may request for it to be sent to you. Fees will apply. Please [contact us](#) to arrange this. Any certificates not collected within 12 months are destroyed.

Q4. What should I do if I have lost my certificate?

A4. Sometimes certificates get lost or damaged and you need a replacement. We do not hold copies of certificates, but we may be able to provide an electronic certificate for some (but not all) *recent* qualifications. Please [contact us](#) with as many details as you can provide about the qualification, dates you studied at the College etc and we will do our best to help.

If you require a replacement of a hard copy certificate, you will need to contact the awarding body (exam board) directly to request it, we can't do this for you. Fees will apply. These links will take you to relevant webpages of the most common awarding bodies we work with:

AQA (GCSE Maths & GCSE English Language 2024+)	Ascentis	City and Guilds	EAL
Gateway	Laser	NCFE	NOCN
OCR	Pearson (Edexcel) (Functional Skills)	VTCT	WJEC (GCSE English Language pre-2024)

If you're unsure, or if the awarding body doesn't appear on the list above, we can check the records we hold for qualifications completed in the *past seven years*. Please [contact us](#) and provide as many details as you can.

If you completed your qualification more than seven years ago, we will do our best to assist you but we will hold limited records.