



Frequently Asked Questions

1. I need confirmation of my qualifications. What options do I have?

If you have lost your certificate or need confirmation of your qualifications, you can apply for either a Certifying Statement of Results or Letter of Confirmation.

Please complete the application form which can be printed from our website or we can post one to you.

2. What is a Certifying Statement of Results?

This is an official WJEC statement of the final examination results achieved by a candidate for each session. WJEC certificate stationery is used which has an official WJEC hologram proving its authenticity. The title at the top of the statement states 'Certifying Statement of Results'.

Details of the fees for this service are on the application form.

3. What is a Letter of Confirmation?

WJEC can send a 'Letter of Confirmation' confirming your qualifications direct to an official third party, such as an employer or university/college. 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 Certifying Statement of Results.

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

No, we need the candidate to sign and date the declaration, together with valid proof of ID (to include your name at the time of the examination, 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.

5. I am an employer / university / college / screening company / training organisation and need proof of an applicant's qualifications. What should I do?

You need to ask the candidate to apply for Certifying Statement of Results or Letter of Confirmation via WJEC's application form. The candidate must complete and sign the application form although we do accept payment from another person or company. Please see payment details on the form.

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

Unfortunately, we cannot issue replacements certificates where originals have not been collected from the school or college. Original certificates are despatched to centres approximately ten weeks after the examination results are published and schools/colleges are required to retain certificates for a period of 12 months from the date of issue. If you took your examinations within the last year, you should contact the Examination's 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.

7. Can I just get a list of my results?

WJEC can only provide you with a Certifying Statement of Results. Please contact your school/college who may be able to supply you with a list of your qualifications.

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

Please allow **at least fifteen working days** to process your application. All applications are processed in strict date order.

Incomplete or insufficient details on application forms will cause delays and we may have to return the form to you.

9. 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 WJEC requesting a Certifying Statement of Results.

10. 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 **at least fifteen 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.

11. What postal services are used?

Certifying Statement of Results are sent via first class Royal Mail Recorded Delivery in the UK and Airmail for overseas applicants.

Letters of Confirmation are sent via first class Royal Mail in the UK and Airmail for overseas. 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 do not offer special delivery services.**

12. Can you fax or email my results to me?

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

13. What ID documents do I need to send?

If your name has not changed since the time of the exams, then we will just need to see a **photocopy** of an official ID document such as your Passport page, Driving Licence or Birth Certificate.

I have recently changed my name by:

Marriage

If you have changed your name by marriage, we will need to see evidence of your name change. Please send us a **photocopy** of your Marriage Certificate (Decree Absolute if you are divorced). If this is not available we will accept a **photocopy** of a current Driving Licence (card or paper) or Passport page as well as your Birth Certificate. We need to have evidence of the two names you are applying under.

Deed Poll

If you have changed your name by Deed Poll you would need to send a **photocopy** of this document.

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.

14. Can I have my certificates re-issued in my new name?

WJEC can only issue Certifying Statement 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 by Deed Poll or marriage.

Please do not hesitate to contact WJEC for more information with regard to amendments and for circumstances other than those relating to Deed Poll or marriage.

15. What is the cost of the services?

Please see the application form for fees and payment methods.

16. Is there a central organisation that I can contact to get all my results?

There is no single organisation that holds records of qualification results awarded by all the different Examination Boards. Examination Boards offer different qualifications and courses in many subjects.

There are four Examination Awarding Organisations in England and Wales:

Wales: WJEC

England: AQA, EDEXCEL and OCR

17. I can't remember which Examination Board I took my exams with. Will WJEC be able to find my results anyway?

We can only find official confirmation of examinations taken with WJEC. If you are unsure which Examinations Board you took your examinations with, we advise you to contact your school/college or other Examination Boards.

18. I phoned my old school but they have given me the names of four Examination Boards. How do I find out which Examination Board it is?

Many schools do not keep records of which Examination Boards they used many years ago, so it is still advisable to contact the other Examination Boards as well. We cannot guarantee that we hold your records until you have completed an application form allowing us to search our archives.

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

19. Can you search for my examination qualifications before I send in the application form?

We can't search for your records until we've received your application form. Your former school / college / training provider may be able to tell you which Examination Board it used. If you're still unsure about which Examination Board you took your qualifications with, we recommend that you check with some of the other Examination Boards at the same time as applying to WJEC.

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

WJEC must show all results obtained with our Examination Board in a given session on the statement. For example, if you took three subjects with WJEC in one session, you cannot request that we only show one of them. This is to ensure that the statement we issue, accurately reflects the information which would have appeared on the original certificate.

21. 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 information as possible, including whether the exams were taken in May/June (summer), November (autumn), January (winter), March (spring) etc. session.

22. I took the examinations 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 separately.