

## EXAM FAQs

### When do I get my results?

This varies depending on the type of qualification and the units you have studied. Most students studying Level 3 qualifications (including BTEC) will get their results on the third Thursday in August and those studying Level 2 qualifications (including BTEC and GCSE) will get their results on the fourth Thursday in August. Your results will be available for collection from the college on the above days. Information regarding the collection of your results will be posted on the college website prior to the results days.

### Can someone else collect my results/certificate on my behalf?

Yes! However, if you are sending someone else to collect your results/certificate they will need to present photographic ID for themselves as well as for you. Please note, this cannot be a photograph of your/their ID i.e. picture on your phone, it must be the actual ID. You will also have to send an email to the exams team informing them that you give permission for this person (giving their full name and relationship to you) to collect your results/certificate. The exams email is: [Exam@waltham.ac.uk](mailto:Exam@waltham.ac.uk)

### When will I know if I have a place in university?

If you are completing a Level 3 qualification or higher, you should know if you have a university place, via UCAS, by 8:00am on the morning that your results are released. This is because the awarding organisations release your results to UCAS at the same time they release your results to us (see 'When do I get my results?' above). If you are waiting for GCSE results as part of your conditional offer for university, UCAS will not be automatically informed. Instead, you will have to wait until your results are issued the following week and inform UCAS/your chosen university yourself.

### When will I receive my certificate?

The College usually receive certificates for GCSE qualifications in the October/November following the summer exams or March for the November resit exams. BTEC and all other vocational qualification certificates arrive at different times following the issue of results, from as early as the end of August through to December. For short qualifications (those lasting less than a year) your tutor should be able to advise you. Once your certificate has arrived at the centre, you will be contacted via email or text, at which time you will be invited in to collect your certificate in person.

## **If I am unhappy with my grade, can I ask for a Review of Marking?**

Yes! This is often referred to as a 'remark'. Please note, papers are never remarked. The awarding organisations offer Post-Result Services (PRS) following the release of results, all of which carry a fee. These services are only available for externally assessed components of both unitised and linear BTEC, GCE and GCSE specifications. Many boards are now extending Post Result Services to other qualifications. To find out if you are eligible to apply please speak to a member of the Examinations Team.

The services available are:

- Service 1: Clerical Re-check – This service will include a check on whether all parts of the script have been marked, check the totalling of marks and the recording of marks is correct.
- Service 2: Review of Marking (RoM) – This service checks to ensure the marking scheme has been applied correctly. In some instances, human error can occur, or an examiner may apply an unreasonable exercise of judgement. A RoM will not re-mark your script but will act to correct any errors identified in the original marking.
- Service 2a: Priority Review of Marking – This service is the same as service 2 but is only available for GCE A-Level qualifications.
- Service 3: Access to Scripts (ATS) – You may be able to ask for a copy of your marked script prior to or after having made an application for a RoM.

Please note not all services are available for every exam series. Please contact the exams team for more information following receipt of your results. Some boards also offer a variation of the above services for other qualifications. The Exams Team should be able to provide this information upon request. Information about Post Results Services, fees and how to apply, will be available on the College website prior to the release of your results.

## **My name is spelt incorrectly on my certificate, what do I do?**

If you notice a mistake on your certificate(s), you will need to return it to the Exams Department who, in most cases, will order a replacement certificate free of charge. In some instances, you may have to pay for the replacement yourself i.e. if you have studied with the College for a whole year with an incorrect spelling on your enrolment but failed to contact the Exams Department, you will be expected to pay for the replacement yourself. If you require a replacement, you can hand your certificate to the Exams Department in person, explaining the issue. Alternatively, you can post it with a covering letter explaining the correction to:

Exams Department  
Waltham Forest College  
Forest Road  
London  
E17 4JB

Please note, Exam Awarding Organisations will not issue a replacement certificate unless the incorrect certificate is returned. If you choose to return your certificate by post, you should bear in mind that the College will not accept responsibility for any certificate that does not reach us.

707 Forest Road, Walthamstow,  
London, E17 4JB

Principal and Chief Executive:  
Janet Gardner

Telephone: 020 8501 8501  
Email: [myfuture@waltham.ac.uk](mailto:myfuture@waltham.ac.uk)  
Website: [www.waltham.ac.uk](http://www.waltham.ac.uk)

**Waltham Forest College** 

### **I have lost my certificate. Can I get another copy?**

If you have lost your certificate and it is within 1 year of you leaving the College, the Exams Department will contact the awarding organisation to request a replacement on your behalf. This service carries a fee and you will be notified of the fee and how to pay prior to your request being processed.

If the time since you left WFC exceeds 1 year, you will have to contact the Awarding Organisation and make this request yourself. If you are not sure what exam board you should contact, you can contact the Exams Department who will assist you with this information.

Once you know the exam board you wish to contact, you can search google for the board + replacement certificate. Most boards require you to apply for a replacement certificate by completing and submitting your request using their online form. There is a fee involved with this service and information regarding the cost of your replacement should be available on the Awarding Organisations website.

If you left education some years ago and believe that the Awarding Organisation that was used no longer exists or, you do remember which Awarding Organisation issued your certificates, you may be able to apply via the government website <https://www.gov.uk/replacement-exam-certificate>.

Please note however, that some Awarding Organisations do not issue replacement certificates. In such circumstances the Awarding Organisation will issue a Certifying Statement of Results.

