

## Exam FAQs

### **When do I get my results?**

This varies depending on the type of qualification and the units you have studied. The majority of 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.

### **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, it has to be the actual ID. You will also have to send any 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.

### **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 boards offer a number of Post-Result Services, all of which carry a fee, and these services are only available for externally assessed components of both unitised and linear GCE and GCSE specifications.

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. An RoM will not re-mark your script but will act to correct any errors identified in the original marking.
- **Service 3: Priority Review of Marking** – This service is the same as service 2 but is only available for GCE A-Level qualifications.
- **Service 4: Access to Scripts (ATS)** – You may be able to ask for a copy of your marked script either prior to an RoM or after.

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.

## When will I receive my certificate?

Certificates for GCSE qualifications will not be available until 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.

## My name is spelt incorrectly on my certificate

If any of your certificates have an incorrect spelling, you will need to return them to the Exams Department who, in most cases, will order a replacement free of charge. In some instances, you may have to pay for a 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:

707 Forest Road, Walthamstow,  
London, E17 4JB

Principal and Chief Executive:  
Janet Gardner

Telephone: 020 8501 8501  
Email: myfuture@waltham.ac.uk  
Website: www.waltham.ac.uk

**Waltham Forest College** 

Exams Department  
Waltham Forest College  
Forest Road  
London  
E17 4JB.

Please note, Exam Boards will not reissue 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.

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

If you are not sure what exam board you should contact, you can contact the Exams Department to find out. Once you know the exam board you wish to contact do a google search for the board + replacement certificate. Most boards require you to apply for a replacement by completing and submitting your request using their online form. If you left education some years ago and believe that the Exam Board that was used no longer exists, you may be able to apply via the government website <https://www.gov.uk/replacement-exam-certificate>.