

PAST RESULTS AND LOST CERTIFICATES

OxfordAQA Guidance

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v1.3

PAST RESULTS AND LOST CERTIFICATES

We provide a lost certificate and confirmation of results service for OxfordAQA International Qualifications.

SERVICES WE PROVIDE

- Certified Statement of Results – to replace a lost certificate
- Confirmation letter to a third party – e.g. universities or employers

WE CAN'T PROVIDE

- full replacement certificates
- results over the telephone or via email due to regulations (GDPR and the Data Protection Act 2018) and security.

WHAT YOU NEED TO KNOW

- It takes **up to 4 weeks** to process your application.
- There is **no fast track or priority service**.
- There is a **non-refundable** £48.75 fee for this service.
- We need photocopies of proof of identity.
- We can only amend name changes made by deed poll if the deed poll was in place before the day your results were issued.
- No one else can apply on your behalf.

HOW TO APPLY

STEP 1 OF 3 – PHOTOCOPY OR SCAN YOUR PROOF OF IDENTITY

If your name hasn't changed since your exam, we need a photocopy or scan of one of the following:

- birth certificate
- current driving licence
- current passport or ID card.

If your name has changed since your exams, we also need documentary evidence of this (for example a marriage certificate).

If you have any questions about the identity documents that you need to provide, please contact PastResultService@aqa.org.uk

STEP 2 OF 3 – COMPLETE THE APPLICATION FORM

Download and save a copy of the [application form](#).

Please do not use Apple Preview or Chrome PDF Viewer to fill out this form. Use either the desktop version of Adobe Acrobat/Reader or the Adobe Reader mobile app (for iOS or Android). You also need to save your own version ('Save as' rather than just 'Save').

Then email the completed form, along with all relevant documentation to PastResultService@aqa.org.uk

STEP 3 OF 3 – PAY BY BANK TRANSFER

A £48.75 fee covers the search and administration involved. If you ask us to send results overseas by DHL to you or a third party add £20 for each delivery.

We can only accept payment by bank transfer.

Beneficiary	AQA
Sort code	600950
Account Number	26165570
IBAN (for international bank transfers)	GB18NWBK60095026165570
BIC	NWBKGB2L
Bank	National Westminster Bank plc
Branch	Guildford High Street (A) Branch
Bank Address	151 High Street, Guildford, Surrey, GU1 3AH

Make a note of your:

- payment reference (please use REC followed by your surname then forename)
- date of payment
- sort code
- account number

CANCELLATIONS AND REFUNDS

If you need to cancel your application, please let us know by writing to PastResultService@aqa.org.uk. We can only give you a full refund if we receive written notice within five working days after we confirm receipt of your application. After this time, we can't give any refunds as the fee paid covers the administration costs of logging the request and searching for results.

We may cancel your application for the following reasons:

- we don't receive the appropriate application fee
- there are irregularities in the application such as insufficient ID or school information
- you have not responded to our query within seven working days.

If your application is cancelled, you will need to submit a new application form to retrieve your results.

GET HELP AND SUPPORT

Visit our website for information, guidance, support and resources at oxfordaqa.com



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