

OxfordAQA

Schools and Exam officers Guidance for missing certificates corrections and replacements

September 2026

Missing certificates

If a certificate is missing, check that the student has received a result that can be certificated and that you have entered an award code for the student – see more details [on our website](#) for Late awards and very late awards.

If there is a different reason for the missing certificate, please email centrecertificates@aqa.org.uk with the information.

Correcting a certificate

If you are a past student who needs an original certificate amending, please visit our [Parents and Students page](#) on our website.

Grade change

If a student's grade has changed, you can get a corrected version for free.

If a student's grade has gone down, you must return their original certificate and CSoR to AQA. We can't process your request until we've received the original certificate and CSoR in the post.

Use recorded delivery to send the incorrect certificate and tell us what needs correcting on centre headed paper. Use the following address:

Results team (Centre correction)
AQA
Devas Street
Manchester
M15 6EX

If a student's grade has increased, you'll need to securely destroy their original certificate.

Please email centrecertificates@aqa.org.uk with the following information:

- Your centre number
- Candidate name(s), candidate number(s) along with UCI(s)
- Qualification type (eg GCSE or AS/A-level)
- Qualification year and series (e.g. 6X26 M/J)
- The date you destroyed the certificate(s).

You must keep a record of any certificates you destroy for four years from the date of destruction.

All other corrections

If you need a correction for any other reason than a grade change, certificates will need to be destroyed securely. There's a fee of £50.25 per student and you'll be invoiced for this.

You'll need to send the following information to centrecertificates@aqa.org.uk:

- Centre and student details
- Tell us what needs correcting
- Let us know which certificates have been destroyed and the date of destruction.

Replacing a certificate

If a student's certificate is lost, then you can request a certified statement of results to replace the lost certificate.

Only the entering centre where the student took the exam(s) and received the result(s) can apply for this service. There's fee of £50.25 per student and you'll be invoiced for this.

You'll need to send the following to centrecertificates@aqa.org.uk:

- Centre details (centre number and address, including postcode)
- Student details (candidate number, candidate name, candidate UCI Number)
- Year and series of the qualification (e.g. 6X26 M/J)
- Qualification type (e.g. GCSE)
- Confirmation that you will pay an invoice of £50.25 per student for this service once completed.

If you're a past student who needs a replacement certificate due to loss or damage, please see our [Amendments to original certificates web page](#).

How long it will take to correct or replace a certificate

We aim to provide the corrected certificate or replacement certified statement of results within 20 working days of receiving your request.

We'll only begin to process your request once we've received either the original certificate via post or the information we need via email, as outlined above.

If we need any further information, we'll contact you directly.