Guidance on requesting a replacement certificate for a Care Experienced learner.

To request a replacement certificate please complete and return the Replacement Certificate Application Form and email it to replacement.certificates@sqa.org.uk or post it to:

Centre Support
Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow
G2 8 DQ

Fields marked with an asterisk (*) are mandatory, so please make sure you have completed each one.

The name you provide in 'Current name' is the name that you want to be shown on your certificates. If you were known by any other name in the past, you must include this in the **Previous details** section to help us locate your record.

If you require a change of name, please ensure that the person who is certifying this form has either seen or knows you under both names.

Your current address and your delivery address can be different. Please supply your current address so that we can keep your record up to date. However, if you would like us to send your certificates to another address, such as a college, a university or employer, please complete the **Delivery details** section.

If you do not know your Scottish Candidate Number (SCN) you must ensure you provide as much information as you can about the schools you have attended and subjects you have taken.

Please note, SQA does not hold attendance registers or school leaving certificates. SQA can only issue certificates for subjects that were achieved – we do not certificate fails or no-sits.

The person certifying this application must be able to confirm your care-experienced background and any change of details. This may include your:

- Doctor
- Teacher
- Guardian (whoever is your named guardian)
- Who Cares? Scotland worker
- Advocate
- Housing Officer

SQA may contact you when processing your order if we require more information.
The turnaround time to complete orders is 15 working days. However, if you submit an order after 9 December, we will not be able to process it until January.

All certificates are posted Royal Mail 2nd Class post.
Further Information

MySQA is a free service that you can access to view your qualifications and check your personal details held by SQA. You will need your SCN if you wish to access MySQA. Please contact candidate.records@sqa.org.uk if you do not know your SCN and they will be able to help you. You can sign up to MySQA here

Free replacement certificate application form can be found here.