

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 8DQ

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. It may be that your record is still under a previous name so we need this to help with our search.

If you require a change of name please ensure that the person who is certifying this form has either seen some documentation to prove this 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, please complete the **Delivery details** section.

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

Please note that 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 for example 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.

We have a 15 working day timescale to complete orders. However, if you make your order after 9 December, we will not be able to complete it until January.

All certificates are posted second class.