

## Generic instructions for Students How to open a case (closed centre)





## Dear Learner,

We need you to register your details with us and provide some evidence so that we can confirm your identity before we communicate with you about your qualification and results. Please log your details with us via our **contact portal**.

You will first be asked for details about your query. You can complete this section as shown below:

Tell us about your issue	
*What kind of customer are you?	
Students & Parents	<b>‡</b>
Centre Number	
00000	
*Issue Type	
Exam Processes & Results	<b>‡</b>
*Category Type	
Results & Post Results	<b>‡</b>
*Subcategory Type	
What Are My Results?	<b>‡</b>
*Qualification	
Select Qualification	<b>‡</b>
*Qualification Subject	
Select Qualification Subject	;
*Describe the issue you're experiencing	
Please provide all information relevant to your case.  Have attachments? You can add them at the end, once you have submitted the case.	
Please provide the name of your school, college, or training provider here	



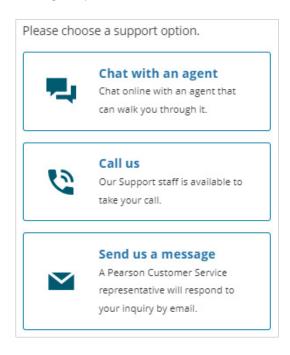


Once you've clicked the 'Next' button you will be asked to provide your contact details.

Tell us about yourself	
*First name	*Last name
*Email address	*Phone number
*Country	*Language
United Kingdom ‡	English ‡
*School, College, Institution, WBL provider or Associate Role	
I'm not a robot	
reCAPTCHA Privacy Terma	

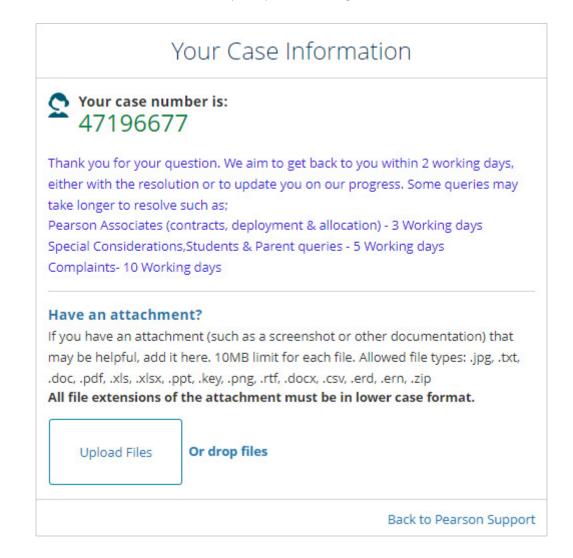
In the section for \*School, College, Institution, WBL provider or Associate Role, please ensure that you add the name of your school, college or training provider.

One you've submitted your contact details you'll be given three options. Please select the 'Send us a message' option.





You will be given a case number and you can then attach a copy of your identification evidence (such as a passport, driving license or birth certificate).



Please be reassured that we will do everything we can to make sure you get your results in a timely manner. If you have any concerns, please don't hesitate to contact our **Students**, **Parents and Carers support team**.

Thank you.