



Frequently Asked Questions for LCCI students

Q: Where can I find an LCCI centre to take my examinations?

A: Please visit our [Find a centre](#) web page to find your nearest LCCI centre.

Q: Where can I find out the exam dates?

A: These vary for each LCCI centre, so you will need contact the centre you are taking your exams with.

Q: What will the fees be for the course and the examinations?

A: Again, these vary for each LCCI centre, so you will need to get in contact with the centre that you're taking your exams with.

Q: How do I apply for a diploma?

A: If you wish to apply for a diploma, there are two things you can do:

1) You can get in contact with the centre you are taking your exams with and speak to them about how to apply.

OR

2) You can complete our [diploma application form](#) and email it to us at pqs.internationalenquires@pearson.com). Once we have received this, a member of our friendly team will be in touch to discuss the payment process and any other details.

Q: How do I get a replacement certificate or diploma?

A: If you have lost your certificate or diploma you can get a replacement by either:

1) Getting in contact with the centre you took the exam with and apply directly through them.

OR

2) You can apply directly through us (please be aware that there will be a fee to do this), by emailing us at pqs.internationalenquires@pearson.com.

To do this, **you will need to provide us with:**

- Your full name as it appears on your certificate
- The Institution/centre where examination was taken
- Your candidate number or copy of original certificate

When we receive your request a member of the team will look to see if we can locate your records on our system. If we are able to locate you, our representative will provide you with the details on the methods of payment and next steps.

Q: What do I do if I want to obtain a copy of my transcript?

A: If you would like a copy of your transcript, you can do one of two things.

1) Again you can get in touch with the centre you took your exams at.

OR

2) You can apply directly to us at pgs.internationalenquires@pearson.com (Please be aware there will be a fee for this)

To apply through us **you will need to provide us with:**

- The full postal address and contact telephone numbers of the Institution/Centre you took the exam with
- Your postal address and contact number, your full name, so that we can arrange to have the transcript sent to you via courier service.
- Photocopies of all the LCCI Certificates/Diplomas that have been achieved.

Once we have received these details, we will confirm if we have been able to verify your certificates. If we are able to verify these details we will then provide you with a quote and methods of payment. Once payment has been received we will then re-issue you with a new transcript.

Q: When will my examination results be issued?

A: On-demand exams: results for on-demand, paper-based examinations are usually released six weeks after your examination date. Please contact your centre or the institution where you took the exams.

Series exams: results for series, paper-based examinations are usually released nine weeks after the date of your last examination in the series. Please contact your centre or the institution where you took the exams.

Q: What can I do if I am not happy with my grade? Can I ask for a script or a re-mark?

*A: Yes. If you feel the grade you have achieved is below what you expected, your Centre can submit an Enquiry about Results (EAR) on your behalf. Please be aware that there is fee for this service. Download the '**Enquiry about Results (EAR) Form**' [here](#)*