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Guidance

Useful contacts

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This publication is available at https://www.gov.uk/government/publications/ofqual-student-guide-to-exams-and-assessments-in-2026/useful-contacts

Ofqual

You can find the most up to date information about the arrangements for 2025 to 2026 on Ofqual's latest updates page (https://www.gov.uk/guidance/ofqual-rolling-update?utm_source=2026+student+guide&utm_medium=2026+student+guide).

Ofqual's grading toolkit (https://www.gov.uk/government/collections/understanding-grading-toolkit-for-schools-and-colleges?utm_source=2026+student+guide&utm_medium=2026+student+guide) explains how GCSE and A level qualifications are graded, from exam marking to the setting of grade boundaries.

Ofqual's YouTube channel (https://www.youtube.com/@ofqual/videos) contains videos about exam and assessment arrangements.

Contact Ofqual (https://www.gov.uk/guidance/contact-ofqual?utm_source=2026+student+guide&utm_medium=2026+student+guide) - click on the 'enquiries' option.

Telephone: 0300 303 3344

Our phone line is normally open from 9am to 5pm on weekdays – please check our website for opening times on and after results days.

If you want to complain to Ofqual about an exam board or awarding organisation, for example, because you think they have not followed their own policies or Ofqual's rules, see our complaints procedure (https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure?utm_source=2026+student+guide&utm_medium=2026+student+guide). We would usually expect you to give the awarding organisation a chance to resolve your complaint by using their complaints process before coming to us.

Queries about your qualifications



If you have any questions about the qualifications you are taking, or about preparing for your exams and assessments, you should talk to your school or college first. Your school or college will then contact the relevant awarding organisation on your behalf if necessary.

Details of all awarding organisations that deliver qualifications that Ofqual regulates are available via Ofqual's find a regulated awarding organisation (https://www.gov.uk/check-awarding-body-recognised) service.

Joint Council for Qualifications (JCQ)

JCQ (https://www.jcq.org.uk/) is the membership organisation for exam boards (AQA, OCR, Pearson and WJEC). Exam boards use JCQ to set common policies and procedures that schools and colleges must follow.

JCQ has published information for students (https://www.jcq.org.uk/exams-office/information-for-candidates-documents/) on the 2025 to 2026 arrangements.

JCQ's members also include CCEA, City and Guilds, NCFE and SQA, developing and delivering many vocational and technical qualifications (including T Levels) in England.

Information and contact: JCQ website (https://www.jcq.org.uk/)

National Careers Service

The National Careers Service (https://nationalcareers.service.gov.uk/) provides free and impartial careers advice, information and guidance, including on T Levels and VTQs (https://nationalcareers.service.gov.uk/explore-your-education-and-training-choices).

UCAS

UCAS (https://www.ucas.com/), the Universities and Colleges Admissions Service, is the UK's shared admissions service for higher education.

For any questions about higher education application and admissions, you should contact the relevant institution directly.

Telephone: 0371 468 0 468

Lines are open Monday to Friday, 8:30am to 6pm.

Equality Advisory and Support Services (EASS)

Equality Advisory and Support Service (EASS) (https://www.equalityadvisoryservice.com/) advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales.

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Mental health support

Always make sure you speak to somebody if you are feeling anxious or struggling with your mental health. This might be a parent, carer or

someone else you trust.

You may find it helpful to read our resources on preparing for exams (https://ofqual.blog.gov.uk/2022/02/10/what-sorts-of-things-might-help-you-prepare-for-exams/?utm_source=2026+student+guide&utm_medium=2026+student+guide) – including Ofqual's guide to coping with exam pressure (https://www.gov.uk/government/publications/coping-with-exam-pressure-a-guide-for-students?utm_source=2026+student+guide&utm_medium=2026+student+guide) and our blog on what schools can do about exam and test anxiety (https://ofqual.blog.gov.uk/2019/03/15/what-can-schools-do-about-examination-and-test-anxiety/?utm_source=2026+student+guide&utm_medium=2026+student+guide).

Other organisations

Childline (https://www.childline.org.uk/) is a service provided by the NSPCC offering confidential support and advice to children and young people.

Mind (https://www.mind.org.uk/) is a charity providing mental health support for anyone experiencing a mental health problem.

Young Minds (https://www.youngminds.org.uk/) is a charity working to improve emotional well-being and mental health amongst children and young people.

NHS - Mental health support for children and young people (https://www.nhs.uk/nhs-services/mental-health-services/mental-health-services-for-young-people/children-young-people-mental-health-services-cypmhs/) are services that work with children and young people who have difficulties with their mental health or wellbeing.

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