We carry out extensive quality checks before we release results. However, we do offer a range of enquiry about results services if you would like us to check the results for particular candidates.

This guide provides step-by-step advice to help you submit enquiries about results. The links below will take you to this information:

- how to submit an enquiry about results.

There is an administrative fee for enquiries and appeals. See our fees list in the ‘My Messages’ section of Cambridge International Direct for details. We will not charge the fee if the enquiry leads to a change in syllabus grade. You will receive invoices from October for the June series and from March for the November series.

<table>
<thead>
<tr>
<th>Service name</th>
<th>Details of service</th>
<th>Availability of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerical re-check: Service 1</td>
<td>This service checks that all parts of the script were marked, and that the marks were totalled and recorded correctly.</td>
<td>Available for components we have assessed.</td>
</tr>
<tr>
<td>Clerical re-check with copy of script: Service 1S</td>
<td>The same as service 1 but you also receive a copy of the script.</td>
<td>Available for components we have assessed. Not available for Art &amp; Design syllabuses.</td>
</tr>
<tr>
<td>Review of marking: Service 2</td>
<td>A review of the original marking to check the agreed mark scheme was applied correctly. This service also includes the re-checks in service 1.</td>
<td>Available for components we have assessed. Not available for multiple-choice question papers.</td>
</tr>
<tr>
<td>Review of marking with copy of script: Service 2S</td>
<td>The same as service 2 but you also receive a copy of the script.</td>
<td>Available for components we have assessed. Not available for multiple choice question papers or Art &amp; Design syllabuses.</td>
</tr>
<tr>
<td>Re-moderation of coursework with report: Service 5</td>
<td>A re-moderation of a component you have assessed, and a report on how you assessed it. If you have submitted a different enquiry for any of the candidates in the group we will finish that enquiry before we produce the report.</td>
<td>Available for components you have assessed. Not available for individual candidates. We will only re-moderate the work of the candidates in the original sample.</td>
</tr>
</tbody>
</table>
**Service name** | **Details of service** | **Availability of service**
--- | --- | ---
Report on the work of a group of candidates: Service 9 | A report on the work of a group of 5 to 15 candidates for a component we have assessed. We do not review any marking. The report is designed to give teachers a better understanding of their candidates’ performance in a particular component. You cannot use the reports to decide about retake entries. We process enquiries in the order that we receive them. If you submit a different enquiry for any candidates in the group after the Service 9 submission, the enquiry status will show as ‘pending’. Once the Service 9 enquiry is completed and the report uploaded to Direct, we will process the ‘pending’ enquiries and change their status. We advise you submit all other services first before submitting a Service 9. Available for components we have assessed. Not available for multiple-choice question papers.

**NO RESULT (X Grade) or PENDING (Q Grade)**

Enquiries for a NO RESULT (X Grade) or PENDING (Q Grade) | We usually issue a ‘NO RESULT’ if we think the candidate has not completed all the components of an assessment. ‘PENDING’ means we cannot issue a result at the moment but will do this soon. If the Head of Centre asks us, we can explain ‘NO RESULT’ or ‘PENDING’ outcomes free of charge. We will ask you to send us any evidence that shows our records may be wrong, for example, an attendance register or a coursework mark. If we say that we cannot issue a result we will:
- confirm which component(s) we have no mark for.
- explain again why we cannot award a result, for example, that we did not receive documents, coursework marks or information to confirm that the candidate did or did not take a particular exam.

**Group awards**

Recalculation of Cambridge ICE or the Cambridge AICE Diploma | A recalculation to make sure the results for Cambridge ICE or the Cambridge AICE Diploma are correct. Email info@cambridgeinternational.org to ask for this. Do not use Direct.
Important information

• You can only submit enquiries about results at component level.

• All the components you want us to review for a candidate within the same syllabus must be submitted at the same time. We cannot accept additional component enquiries for the same candidate and syllabus at a later date.

• For clerical re-check or review of marking services, you may only select one type of review or re-check service. For example, you cannot ask for a Service 1S for one component and then a Service 2S for another component if they are in the same syllabus. You cannot ask for the same or another service for the same syllabus for the same candidate if a previous request has already been submitted.

• We deal with enquiries in the order in which we receive them. We normally communicate the outcome of your enquiry to you within 30 days of receiving it. However, due to the ongoing impact of the Covid-19 pandemic, it may take us longer than normal to share the outcome with you.

• Associate Centres should submit enquiries about results to their Cambridge Associate through Direct. Cambridge Associates can then approve the enquiry and send it to us or reject the enquiry. For more information, see page 14 of this guide.

• Please make sure your centre’s email address is correct before submitting an enquiry.

• After you have submitted an enquiry, we will email you to tell you when the following documents are available on Direct:
  – acknowledgment letter (this will display as ‘Ack’ on Direct).
  – outcome letter (‘Out’).
  – report, where applicable (‘Rpt’).
  – copy of script, where applicable (‘Cos’).

• If any of your candidates or their parents have questions about results, direct them to our website. There is more information on how we mark and grade exam papers.

• If you want to make amendments to an enquiry, or to cancel an enquiry, you must do this within 24 hours of your enquiry being acknowledged. We will charge an administration fee for any changes after this time.

Important dates

Deadlines for submitting enquiries about results

June 2020 series
We did not run exams in the June 2020 series.

November 2020 series
– 26 February 2021
These deadlines also apply to enquiries about NO RESULT (X Grade) or PENDING (Q Grade) outcomes.
How to submit an enquiry about results

Follow the steps below to submit your enquiry. For a brief overview of the process, watch the **video tutorial** in the ‘Exam administration’ section of our website.

1. Log in to **Direct** and select the ‘Administer exams’ tab.

   ![CIE Direct login](image)

   **Welcome to CIE Direct**

   The online tool for Cambridge Exams Officers

   - Latest bulletins
   - Administrator exams

   **Download and upload files**

   Exchange files securely with CIE using **File Exchange**.

   **View entries and results**

   View your entries and results by qualification or by Candidate.

   **Manage the Candidate results website**

   Set up and administer access to your Candidate results website.

2. Select the ‘Enquiries about results’ tab. A list of exam series will appear. Select the relevant series.

   ![List Enquiries](image)

   **List Enquiries for enquiry about results**

   - June 2013 Series Dashboard
   - June 2014 Series Dashboard

   **Enquiries about results**

   - NO RESULT (X Grade)/PENDING (Q Grade) Extensions

   **About the process**

   

Please share this guide with teaching staff in your centre.
3. Once you have selected the relevant series, you will see the services available to you, the deadlines and the number of days remaining before the deadlines. Click 'Create Enquiry'.

![Enquiries about results guide (International) 2020 continued](image)

The dates in these screenshots are for illustration only.
4. This will take you to the screen below. Complete the fields as follows.

**Service**
- **Note:** This box is only for your reference but we recommend you enter the candidate name into the box. The candidate name is not automatically listed on the ‘List Enquiries’ screen so this ‘Note’ box will allow you to search for your enquiry using the candidate name at a later date. If you do not fill in this box, it will be automatically filled in with the series, syllabus and enquiry number.
- **Service:** Select the service from the drop down menu. To see which services are available, read the table at the beginning of this guide.

**Centre Details**
- It is important that you check your centre’s email address. If it is incorrect, update your details by selecting ‘My Centre Details’.

**Candidates Filter**
- Select the relevant qualification from the drop down menu.
- In the box marked ‘Assessment’, type either the syllabus name or number. When you start typing the syllabus name or number a list of syllabuses will appear.

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**Enquiries about results guide (International) 2020 continued**

Please share this guide with teaching staff in your centre.
5. Once you have completed the box marked 'Assessment', the options in the screen below will appear.

- Select 'By component'.
- Select the component(s) you would like to submit your enquiry about. Submit at the same time all the components within the same syllabus that you want us to review for a candidate or group of candidates. We cannot accept additional component enquiries for the same candidate and syllabus at a later date.
- In the box marked 'Candidate', you can input the candidate number and click 'Apply Filter'. If the candidate number starts with '0' (zero), you need to omit the '0' when you enter the candidate number in the box. For example, if the candidate number is 0713, type 713 in the box and click 'Apply filter'. Alternatively, you can click 'Apply Filter' straightaway and a list of your candidates will appear.
Select the relevant candidate(s). You can only submit your enquiry once you have selected your candidate(s). If any candidates already have an existing enquiry open for that syllabus, an information box will tell you and they will be highlighted in grey.

You can save or delete your enquiry at any stage. If you click 'Save', a message will appear confirming your enquiry has been saved. By clicking 'save' you will not submit your enquiry and we will take no action. You can make further changes before submitting.

If you click 'delete', a message will appear confirming your enquiry has been deleted and you will be redirected to the 'Enquiries about Results' tab.
7 You must submit all the components you want us to review for a candidate within the same syllabus at the same time. We cannot accept additional component enquiries for the same candidate and syllabus at a later date. If you select 'Submit', an information window will appear. Read the declarations, tick the checkboxes and click 'Submit.'

If you select 'Submit' without ticking both checkboxes, a warning message will appear to inform you that you must tick them.

8 Once you have ticked the checkboxes and clicked 'Submit', you will see the following page and the status of your enquiry will display as 'Submitted.'
We will process your submitted request and assign an enquiry number. The status of your enquiry will display as 'Received.' Use your enquiry number when you contact us about the enquiry. If your enquiry number is not available within 24 hours of submitting your enquiry, please contact our Customer Services team by emailing info@cambridgeinternational.org. If we have questions about your enquiry we will contact you. The candidate number will be listed next to each enquiry.

For service 5 requests, the word 'All' appears instead of the candidate numbers. For service 9 requests, a question mark appears instead of the candidate numbers. Hover over the question mark to view the candidate numbers.

Once we have received your enquiry, we will upload an acknowledgment letter to Direct. We will email you when this letter is available. The status of your enquiry will change to 'acknowledged.' If your acknowledgement letter is not available after two working days of submitting your enquiry contact us or your Cambridge Associate immediately, as this may mean we have not received your enquiry.
To view and download your acknowledgement letter, go to ‘List Enquiries’ and search for your enquiry. Click on the relevant enquiry number. Your letter will be shown as ‘Ack Letter’ in the ‘Files’ section. Download your letter by clicking on the file name. If you click the candidate’s name under ‘candidates’ you will be redirected to the candidate’s entries page.

We will upload the outcome of your enquiry and any copies of scripts and reports to the 'Enquiries about results' section of Direct. We will email you when an outcome is available. Your outcome letter will be shown as ‘Out Letter’ and your copy of script will be shown as ‘Cos Letter’ in the ‘Files’ section. Download your letter or copy of script by clicking on the file name. If your enquiry leads to a change in syllabus grade, you will receive an updated printed statement of results.

If the service you have selected includes a copy of the script, the enquiry will not display as ‘Completed’ on Direct until we upload the outcome letter and copy of the script. At this stage, notes on the script will be available in the ‘Support materials’ section of Direct.
Extensions

On rare occasions, we may need to investigate other candidates’ grades following your enquiry. If we extend your enquiry to other candidates, we will post any information about the extension in the ‘Extensions’ tab. You cannot ask for extensions.

For service 9 enquiries only

When you ask for a service 9 enquiry, you will be alerted at **Step 6** if any of the candidates in the group have existing enquiries open. Candidates with an existing enquiry will be highlighted in yellow.
You can still select and submit a service 9 enquiry for candidates who have existing enquiries. However, we will wait until we complete existing enquiries before producing the service 9 report. When you click 'Submit', a warning message will show you whether any selected candidates have existing enquiries. You can either click 'cancel' and select another candidate, or you can tick the declaration checkboxes and select 'Submit.'

If you have submitted a service 9 enquiry for candidates with existing enquiries, the status for the service 9 enquiry will display as 'Pending.' Once the existing enquiries are complete, the status for the service 9 enquiry will change to 'Submitted.' The enquiry will not display as 'Completed' on Direct until we upload the report. This may take longer than our normal 30 day turnaround.

We will email you when your report is available. To view and download your report, go to the 'Enquiries about Results' tab, click on 'List Enquiries' and search for your enquiry. Click on the relevant enquiry number. Your report will be shown as 'Rpt' in the ‘Files’ section. Download your report by clicking on the file name.
Cambridge Associates

Cambridge Associate Schools should submit enquiries about results to their Cambridge Associates through Direct. Cambridge Associates will then approve the enquiry and send it to us or reject the enquiry.

When we upload the acknowledgement letter to the Cambridge Associate's Direct account, the Cambridge Associate will receive an automated notification email. The status of the enquiry will change to 'Acknowledged' in the Cambridge Associate's Direct account and the Associate Centre's Direct account.
To send the acknowledgement letter to the Associate Centre's Direct account, the Cambridge Associate should:

1. Select the relevant enquiry by ticking the checkbox on the left-hand side of the screen.
2. Select 'Release Acknowledgement Letter' from the 'Operations' drop-down menu and click 'Proceed'.
3. Click 'Release Acknowledgement Letter'.

Associate Centres should check all the details in the acknowledgment letter are correct. If they find any errors, they should contact their Cambridge Associate immediately. The Cambridge Associate must email info@cambridgeinternational.org

The Cambridge Associate must report all errors to us within 24 hours from when we issue the acknowledgement letter.

When we upload the outcome letter to the Cambridge Associate's Direct account, the Cambridge Associate will receive an automated notification email. The status of the enquiry will change to 'Completed' in the Cambridge Associate’s Direct account and the Associate Centre's Direct account.
To send the outcome letter to the Associate Centre’s Direct account, the Cambridge Associate should:
1. Select the relevant enquiry by ticking the checkbox on the left-hand side of the screen.
3. Click ‘Release Outcome Letter’.

The Cambridge Associate should follow the same process to release other documents relating to enquiries about results to their Associate Centres, such as copies of scripts and reports. Once the Cambridge Associate has released documents to their Associate Centre, the Associate Centre can access them by clicking on the enquiry and double clicking on the link in the ‘Name’ column.

Appeals
If you would like to appeal against the outcome of an enquiry about results, a two-stage appeals process is available. For more information please refer to the Appeals Regulations and Guidance in the back of the Cambridge Handbook which can be found at www.cambridgeinternational.org/examsofficersguide

Please share this guide with teaching staff in your centre. We value feedback from our customers. If you have any questions about submitting an enquiry about results, or comments on how we can support you further, please email info@cambridgeinternational.org