



# Enquiries about results guide (March series)

## A guide for exams officers

We carry out extensive checks before we issue results. However, in case you ask us to check the results of particular candidates, we do offer a range of enquiry about results services.

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

- how to submit an enquiry about results

We charge 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. We will start to send invoices 6–8 weeks after the enquiries about results deadline.



### Important information

Enquiries about results are not available for component exemptions. You can find details of which candidates you have exempted from which component(s) by checking the spreadsheet you submitted to us.

Service name	Details of service	Availability of service
<b>Clerical re-check:</b> Service 1	A re-check of all procedures leading to the issue of a result. This service checks all parts of the script were marked, that the marks were totalled correctly, and that the marks were recorded correctly.	Available for <b>externally assessed components</b> .
<b>Clerical re-check with copy of script:</b> Service 1S	The same as Service 1 but we also upload a copy of the script to <a href="#">Direct</a> .	Available for <b>externally assessed components</b> except for Art & Design syllabuses.
<b>Review of marking:</b> Service 2	A review of the original marking to check that the agreed mark scheme was applied correctly. This service also includes the re-checks detailed in Service 1.	Available for <b>externally assessed components</b> except for multiple-choice question papers.
<b>Review of marking with copy of script:</b> Service 2S	The same as Service 2 but we also upload a copy of the script to <a href="#">Direct</a> .	Available for <b>externally assessed components</b> except for multiple-choice question papers and Art & Design syllabuses.
<b>Re-moderation of coursework with report:</b> Service 5	A review of the moderation of the centre's coursework for a component, and a report on the assessment of the candidates' coursework.  If you have submitted a different enquiry for any of the candidates within the group we will complete that enquiry first before producing the Service 5 report. In these cases we will upload the report to <a href="#">Direct</a> within 28 days of completing any other enquiries concerning the candidates in the group.	Not available for individual candidates and can only be used for the whole cohort.  Available for <b>internally assessed components</b> .



Service name	Details of service	Availability of service
<p><b>Report on the work of a group of candidates:</b> Service 9</p>	<p>A report on the work of a group of no fewer than five and no more than fifteen candidates for a given exam. The report is for the information of teachers only and does not involve any review of marking. The report is designed to give teachers a better understanding of their candidates' performance on a particular component. Because of the date by which the reports are produced they cannot be used to inform decisions about retake entries.</p> <p>Once you order this service for a candidate, you cannot request any other service for the component for that particular candidate. We start processing reports once the deadline for enquiries about results has passed and in the order in which we receive them.</p> <p>If you have submitted a different enquiry for any of the candidates within the group we will complete that enquiry first before producing the report. In these cases we will upload the report to <a href="#">Direct</a>.</p>	<p>Available for <b>externally assessed components</b> except for multiplechoice question papers.</p> <p>Available for Cambridge IGCSE, Cambridge O Level, Cambridge International AS &amp; A Level and Cambridge Pre-U.</p>

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




<p><b>Enquiries for a NO RESULT (X Grade) or PENDING (Q Grade)</b></p>	<p>We usually issue a 'NO RESULT' if the candidate appears not to have completed all the components of an assessment. 'PENDING' means that a result cannot be issued at present but will follow in due course. We can provide an explanation of 'NO RESULT' or 'PENDING' without charge, if requested by the Head of Centre.</p> <p>To submit your enquiry, visit the 'Administer exams' section of Direct and click on the 'Enquiries about results' tab. Click on the 'NO RESULT (X Grade)/PENDING (Q Grade)' tab and follow the <b>process for submitting an enquiry about results</b>. Any further correspondence will be sent by email.</p>
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### Group awards

<p><b>Recalculation of Cambridge ICE or the Cambridge AICE Diploma</b></p>	<p>A recalculation to make sure the results for a Cambridge ICE Certificate or Cambridge AICE Diploma are correct. This recalculation must be requested by email (<a href="mailto:info@cambridgeinternational.org">info@cambridgeinternational.org</a>) and not through <a href="#">Direct</a>.</p>
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## 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 for 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.
- All the components you want us to review for a candidate must have a mark from an exam or from moderation. We will not consider any requests which include a component where we have calculated an assessed mark.
- We deal with enquiries in the order in which we receive them. We will 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 send you an email when the following documents are available on  Direct:
  - acknowledgement 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 marking and grading, please direct them to the guides available on our **website**. You can find more information about script marking and tolerances on the 'How to understand the marks on candidates' scripts' factsheet. This is available from the enquiries about results area of our website:  
**[www.cambridgeinternational.org/ear](http://www.cambridgeinternational.org/ear)**
- If you would like to make amendments to an enquiry, or to cancel an enquiry, these must be made within 24 hours of your enquiry being acknowledged. Any changes after this time will incur an administration fee.



## Important dates

Deadlines for submitting enquiries about results:

**11 June**

These deadlines also apply to enquiries about NO RESULT (X Grade) or PENDING (Q Grade) outcomes.

## How to submit an enquiry about results

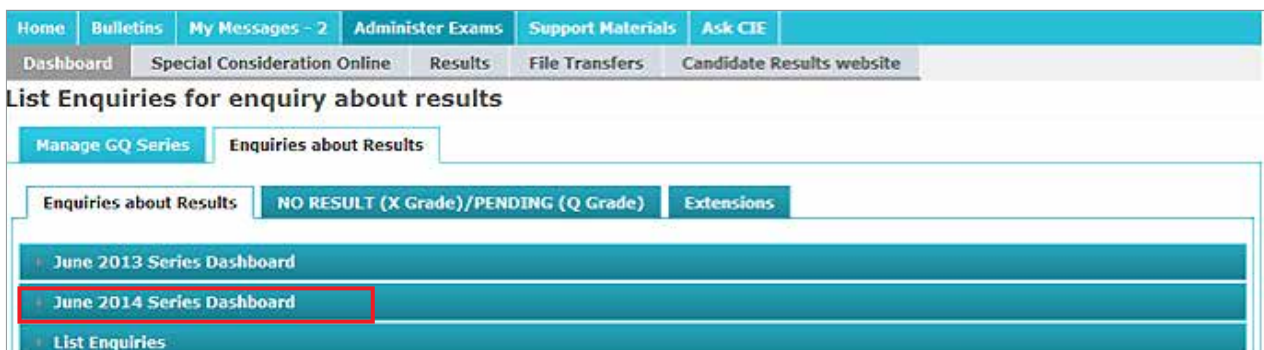
Follow the steps below to submit your enquiry. For a brief overview of the process, watch the **video tutorial** in the 'Exams administration' section of our website.

- 1 Log in to Direct and select the 'Administer Exams' tab.



The screenshot shows the CIE Direct website interface. The top navigation bar includes 'Home', 'Bulletins', 'My Messages - 2', 'Administer Exams' (highlighted with a red box), 'Support Materials', and 'Ask CIE'. Below the navigation bar, the main content area is titled 'Welcome to CIE Direct' and 'The online tool for Cambridge Exams Officers'. On the left, there is a 'New features' section with a list of updates. In the center, there are sections for 'Latest bulletins' (with a link to 'Cambridge Handbook 2014 - Chinese translation (14 Feb 2014)') and 'Administer exams' (with links for 'Download and upload files', 'View entries and results', and 'Manage the Candidate results website'). On the right, there is a 'Last login' status, an 'Ask CIE' support icon, and a 'CIE Direct Support' section with links to 'CIE Direct factsheet' and 'CIE Direct User Guide'. At the bottom right, there is a 'CIE Direct feedback' section.

- 2 Select the 'Enquiries about Results' tab. A list of exam series will appear. Select the relevant series.



The screenshot shows the CIE Direct website interface with the 'Administer Exams' tab selected in the top navigation bar. Below the navigation bar, there is a sub-navigation bar with 'Dashboard', 'Special Consideration Online', 'Results', 'File Transfers', and 'Candidate Results website'. The main content area is titled 'List Enquiries for enquiry about results'. There are two tabs: 'Manage GQ Series' and 'Enquiries about Results' (selected). Under the 'Enquiries about Results' tab, there are three sub-tabs: 'Enquiries about Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. Below these tabs, there is a list of exam series: 'June 2013 Series Dashboard', 'June 2014 Series Dashboard' (highlighted with a red box), and 'List Enquiries'.

- 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'.

**List Enquiries for enquiry about results**

Manage GQ Series | Enquiries about Results

Enquiries about Results | NO RESULT (X Grade)/PENDING (Q Grade) | Extensions

June 2013 Series Dashboard

- June 2014 Series Dashboard

June 2014 Series		Create Enquiry	
Service Deadlines	1	by Wed 31 Dec 2014	27 days remaining
	1S	by Wed 31 Dec 2014	27 days remaining
	2	by Tue 16 Dec 2014	12 days remaining
	2S	by Tue 16 Dec 2014	12 days remaining
	5	<b>Closes in 1 day: Fri 05 Dec 2014</b>	
	0	<b>Closes in 1 day: Fri 05 Dec 2014</b>	

Please note 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 populate this box, it will be populated by default 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 or [click here](#).

## 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.

The screenshot shows the 'Edit Enquiry about results' interface. At the top, there is a navigation menu with links: Home, Bulletin, My Messages - 17, Administer Exams, Support Materials, and Ask CIE. Below this is a secondary menu with Dashboard, Special Consideration Online, Results, File Transfers, and Candidate Results website. The main heading is 'Edit Enquiry about results'. There are two yellow informational boxes: one stating 'Enquiry draft' and another warning that only one enquiry per candidate and syllabus is allowed. Below these are tabs for 'Manage GQ Series' and 'Enquiries about Results'. Under 'Enquiries about Results', there are sub-tabs for 'Enquiries about Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Service' section includes a 'Note' text box, a 'Service' dropdown menu, and a 'Series' field set to 'June 2014'. The 'Centre Details' section shows an 'Email' field with 'igcse@nothing.co.zz' and a 'My Centre Details' link. The 'Candidates Filter' section has a 'Qualification' dropdown and an 'Assessment' text box. At the bottom are 'Save', 'Delete', and 'Submit' buttons.



- 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.

**Service**

Note:

Service:  A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate.

Series:

**Centre Details**

Email:

[My Centre Details](#)

**Candidates Filter**

**By Component**  **01 :**

**02 : Design Assignment**

**03 : Critical and Historical Assignment**

- 6 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, they will be highlighted in grey and you will be notified by an information box on screen.

**Existing Enquiries**  
The candidates highlighted in grey below cannot be selected as they have been included in another enquiry.

<input type="checkbox"/>	Cand No.	Name
<input type="checkbox"/>	1106	GQQISM:RBCBMW W R
<input type="checkbox"/>	1107	WL:KXFCDS S Q
<input type="checkbox"/>	1108	KANH:MABZBDKFZ C N
<input type="checkbox"/>	1110	OGTXL:DVUQCQ J N
<input type="checkbox"/>	1111	KDAMJ:MEKJRE D
<input type="checkbox"/>	1112	QMPOSU:JXRO X
<input type="checkbox"/>	1202	FLHPMK:ICMS J K G

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

Home Bulletins My Messages - 2 Administer Exams Support Materials Ask CIE

Dashboard Special Consideration Online Results File Transfers Candidate Results website

### Edit Enquiry about results

**Enquiry saved**  
The enquiry has been successfully saved

Manage GQ Series
Enquiries about Results

If you click 'Delete', a message confirming your enquiry has been deleted will appear and you will be redirected to the 'Enquiries about Results' tab.

Home Bulletins My Messages - 2 Administer Exams Support Materials Ask CIE

Dashboard Special Consideration Online Results File Transfers Candidate Results website

### List Enquiries for enquiry about results

**Enquiry deleted**  
The enquiry has been successfully deleted

Manage GQ Series
Enquiries about Results

Enquiries about Results
NO RESULT (X Grade)/PENDING (Q Grade)
Extensions



- 7 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. If you select 'Submit', an information window will appear. Read the declarations, tick the check boxes and click 'Submit'.

**Submit enquiry: Enquiry about results**

**Are you sure you want to submit this enquiry about results?**  
 Submitted enquiries cannot be changed. If you do not want to submit this enquiry now, press 'Cancel'. The enquiry will not be submitted and you will return to the previous page.  
 To submit this enquiry, please complete the declaration by ticking the box below and press the 'Submit' button.

**Declaration**  
 I hereby confirm that in this enquiry I have selected all of the components for the same syllabus that I would like reviewed for a candidate.

I am (or acting on behalf of) the Head of Centre who fully supports the submission of this enquiry. We have read and understood the procedures and guidelines given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

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

**Submit enquiry: Enquiry about results**

**Multiple candidates**  
 Multiple candidates have been selected. When submitted each candidate will be treated as a separate enquiry with its own ID.

**Are you sure you want to submit this enquiry about results?**  
 Submitted enquiries cannot be changed. If you do not want to submit this enquiry now, press 'Cancel'. The enquiry will not be submitted and you will return to the previous page.  
 To submit this enquiry, please complete the declaration by ticking the box below and press the 'Submit' button.

**⚠ You must complete the declaration by ticking both of the boxes to submit the enquiry**

**Declaration**  
 I hereby confirm that in this enquiry I have selected all of the components for the same syllabus that I would like reviewed for a candidate.

I am (or acting on behalf of) the Head of Centre who fully supports the submission of this enquiry. We have read and understood the procedures and guidelines given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

- 8 Once you have ticked the check boxes and clicked 'Submit', you will see the following page and the status of your enquiry will display as 'Submitted'.

**Enquiry submission: Enquiry about results**

Thank you for submitting your enquiry.

If you wish to make a change to your enquiry please email [info@cie.org.uk](mailto:info@cie.org.uk)

You should expect an acknowledgement letter within 48 hours. The letter will be available within the enquiry details. You can access these in the 'List Enquiries' section of the Enquiry about Results area of CIE Direct.

**If you have not received an acknowledgement letter within 48 hours please contact Cambridge.**

Please be aware that for some Art and Design components, we will be in contact via email to arrange an examiner to visit.

Manage IQ Series
**Enquiries about Results**
Results Analysis

**Enquiries about Results**   **NO RESULT (X Grade)/PENDING (Q Grade)**   Extensions

Please click [here](#) to create another enquiry for the selected session.

Enquiry Unprocessed		Series	June 2014
Note	June 2014_0580_ResultEnquiry25_110355		
Service	25 - A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate with a copy of the script.	Status	<b>Submitted</b>

- 9 We will process your submitted request and assign an enquiry number. The status of your enquiry will display as 'Received'. Please use your enquiry number in all related communications with us. If your enquiry number is not available within 24 hours of submitting your enquiry, contact our Customer Services team by emailing [info@cambridgeinternational.org](mailto: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 number.

June 2014 Series Dashboard

List Enquiries

Filter: June 2014 | 1 | Status... | Note... | Apply Filter

Items per page: 10 | 25 | 50 | 100 | 500

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
714454	June 2014_0470_ResultEnquiry1_108507	1704	June 2014	1	IGCSE	History	Received	Mon 04 Jan 2016 04:07	Mon 04 Jan 2016 04:04
714452	June 2014_0470_ResultEnquiry1_108507	1703	June 2014	1	IGCSE	History	Received	Mon 04 Jan 2016 04:07	Mon 04 Jan 2016 04:04
714450	June 2014_0470_ResultEnquiry1_108507	1702	June 2014	1	IGCSE	History	Received	Mon 04 Jan 2016 04:07	Mon 04 Jan 2016 04:04
714448	June 2014_0470_ResultEnquiry1_108507	1701	June 2014	1	IGCSE	History	Received	Mon 04 Jan 2016 04:07	Mon 04 Jan 2016 04:04
714446	June 2014_0470_ResultEnquiry1_108507	1612	June 2014	1	IGCSE	History	Received	Mon 04 Jan 2016 04:07	Mon 04 Jan 2016 03:52

- 10 Once we have received your enquiry, we will upload an acknowledgement 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.

June 2014 Series Dashboard

List Enquiries

Filter: June 2014 | Service... | Status... | Note... | Apply Filter

Items per page: 10 | 25 | 50 | 100 | 500

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
714454	June 2014_0470_ResultEnquiry1_108507	1704	June 2014	1	IGCSE	History	Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 04:04
714452	June 2014_0470_ResultEnquiry1_108507	1703	June 2014	1	IGCSE	History	Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 04:04
714450	June 2014_0470_ResultEnquiry1_108507	1702	June 2014	1	IGCSE	History	Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 04:04
714448	June 2014_0470_ResultEnquiry1_108507	1701	June 2014	1	IGCSE	History	Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 04:04
714446	June 2014_0470_ResultEnquiry1_108507	1612	June 2014	1	IGCSE	History	Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 03:52

- 11 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 'AckLetter' 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 candidates' entries page.

**View Enquiry**

Manage GQ Series | Enquiries about Results

Enquiries about Results | NO RESULT (X Grade)/PENDING (Q Grade) | Extensions

**Enquiry 525208**

Note	June 2014_0509_ResultEnquiry1_36234	Series	June 2014
Service	1 - A full clerical re-check for an individual candidate.	Status	<input checked="" type="checkbox"/> Acknowledged
Centre Email	examsoffice@nothing.co.zz		
Qualification	IGCSE	Assessment	First Language Chinese (0509)
Components	Reading 13		
Syllabus Level	No		
Date Created	Tue 02 Dec 2014	Last Updated	Tue 02 Dec 2014 10:56

**Files**

File Type	Name	Description	Created	Updated
AckLetter	<a href="#">00000 Ack_525208</a>	Acknowledgement Letter: 00000 Ack 525208.pdf	Tue 02 Dec 2014 10:56	

- 12 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 'OutLetter' and your copy of script will be shown as 'CoSLetter' 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 hard copy statement of results.

**Files**

File Type	Name	Description	Created	Updated
AckLetter	<a href="#">Ack 526488</a>	Acknowledgement Letter: Ack 526488.pdf	Mon 02 Mar 2015 04:06	
OutLetter	<a href="#">Out 526488 9093 23</a>	Outcome Letter: Out 526488 9093 23.pdf	Tue 03 Mar 2015 04:07	
CoSLetter	<a href="#">COS 526488 9093 23</a>	Copy of Scripts: COS 526488 9093 23.pdf	Tue 03 Mar 2015 04:11	

If the service you have selected includes a copy of the script, the enquiry will not display as 'Completed' on Direct until the outcome letter and copy of the script are uploaded.

## 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. Extensions cannot be requested by centres.



## For Service 9 enquiries only

When requesting 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.

**Existing Enquiries**  
The candidates highlighted in yellow below have open enquiries in progress. Any new enquiries submitted for these candidates may take longer to process.

<input type="checkbox"/> Cand No.	Name	Option
<input type="checkbox"/> 9007	FBQJPIUBG:MVGCN F S	AX
<input type="checkbox"/> 9011	ICWUARCZ:ZYPUGI A Z	AX
<input type="checkbox"/> 9115	PLZPBAZ:SMX K Q	AX
<input type="checkbox"/> 9121	FKQBYIZ:BQIB I	AX
<input type="checkbox"/> 9133	VJDAW:STXJ S E	AX
<input type="checkbox"/> 9137	QVVVSKQSM:SHWZZA P Q	AX



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 check boxes and select 'Submit'.

### Submit enquiry: Enquiry about results

**⚠ Selected candidates with existing open enquiries**  
 The following candidates have existing open enquiries. Continuing with these candidates selected may delay the processing of this enquiry. If you do not want to submit this enquiry now, press 'Cancel':

Candidate

**ℹ Are you sure you want to submit this enquiry about results?**  
 Submitted enquiries cannot be changed. If you do not want to submit this enquiry now, press 'Cancel'. The enquiry will not be submitted and you will return to the previous page.  
 To submit this enquiry, please complete the declaration by ticking the box below and press the 'Submit' button.

**Declaration**  
 I hereby confirm that in this enquiry I have selected all of the components for the same syllabus that I would like reviewed for a candidate.

I am (or acting on behalf of) the Head of Centre who fully supports the submission of this enquiry. We have read and understood the procedures and guidelines given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

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 the report is uploaded. This may take longer than our normal 30-day turnaround

Home | Bulletins | My Messages - 2 | Administer Exams | Support Materials | Ask CIE

Dashboard | Special Consideration Online | Results | File Transfers | Candidate Results website

### View Enquiry

**Enquiry submission: Enquiry about results**

Thank you for submitting your enquiry.

If you wish to make a change to your enquiry please email [info@cie.org.uk](mailto:info@cie.org.uk)

You should expect an acknowledgement letter within 48 hours. The letter will be available within the enquiry details. You can access these in the 'List Enquiries' section of the Enquiry about Results area of CIE Direct.

**If you have not received an acknowledgement letter within 48 hours please contact Cambridge.**

**Manage GQ Series** | **Enquiries about Results**

**Enquiries about Results** | **NO RESULT (X Grade)/PENDING (Q Grade)** | **Extensions**

Please click [here](#) to create another enquiry for the selected session.

Enquiry Unprocessed			
Note	Series	June 2014	
Service	9 - A report on the work of a group of no fewer than five and no more than 15 candidates for a given examination. If there are other open enquiries about results for a selected candidate with the same syllabus and component this enquiry may take longer to process.	Status	Pending

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

Associate Centres 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.

The screenshot shows the 'Enquiries about Results' section of the Cambridge Associates Direct interface. The 'Status' dropdown is set to 'Awaiting Approval'. A table lists enquiries, with one entry highlighted: 'June 2014\_0470\_ResultEnquiry2S\_110360'. The status for this enquiry is 'Awaiting Approval', and there are 'Download' and 'View' links. At the bottom, a red box highlights the actions available for selected enquiries: 'Approve & Submit to Cambridge' and 'Reject & Return to Centre'.

Note	Centre	CanNo	Service	Qualification	Assessment	Status	Enquiry Report (CSV)	Released on
June 2014_0470_ResultEnquiry2S_110360		0080	2S	IGCSE	0470 - History	Awaiting Approval	Download	View

When the acknowledgement letter is uploaded 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.

The screenshot shows the 'Enquiries about Results' section of the Cambridge Associates Direct interface. The 'Status' dropdown is set to 'Acknowledged'. A table lists enquiries, with one entry highlighted: 'June 2014\_0470\_ResultEnquiry2S\_110360'. The status for this enquiry is 'Acknowledged', and there are 'Last Updated' and 'Created' timestamps. A red box highlights the 'Acknowledged' status.

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
717658	June 2014_0470_ResultEnquiry2S_110360	0080	June 2014	2S	IGCSE	History	Acknowledged	Tue 29 Mar 2016 03:47	Tue 29 Mar 2016 03:37



To send the acknowledgement letter to the Associate Centre's Direct account, the Cambridge Associate should:

1. Select the relevant enquiry by ticking the check box 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 acknowledgement letter are correct. If any errors are found, they should contact their Cambridge Associate immediately. The Cambridge Associate must email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)

All errors must be reported to us within 24 hours of the acknowledgement letter being issued.

The screenshot shows the 'Enquiries about Results' interface. At the top, there are tabs for 'Manage Sub-Centre Exams', 'Manage', 'GQ Series', and 'Enquiries about Results'. Below these are sub-tabs for 'Manage Deadlines', 'Entries', 'Internally Assessed Marks', 'Forecast Grades', and 'Enquiries about Results'. The 'Viewing' section shows '2014' and 'June 2014'. The 'Filter by' section shows 'All Service Types', 'IGCSE', and 'All Assessments'. The 'Operations' dropdown is set to 'Release Acknowledgement Letter' and the 'Proceed' button is highlighted. Below the filters is a table with columns: Note, Centre, CanNo, Service, Qualification, Assessment, Status, Enquiry Report (CSV), and Released on. One row is selected, showing 'June 2014\_0470\_ResultEnquiry2S\_110360' with a status of 'Acknowledged'. A 'Download' button is visible next to the status. At the bottom right, the 'Release Acknowledgement Letter' button is highlighted in a red box.

When the outcome letter is uploaded 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.

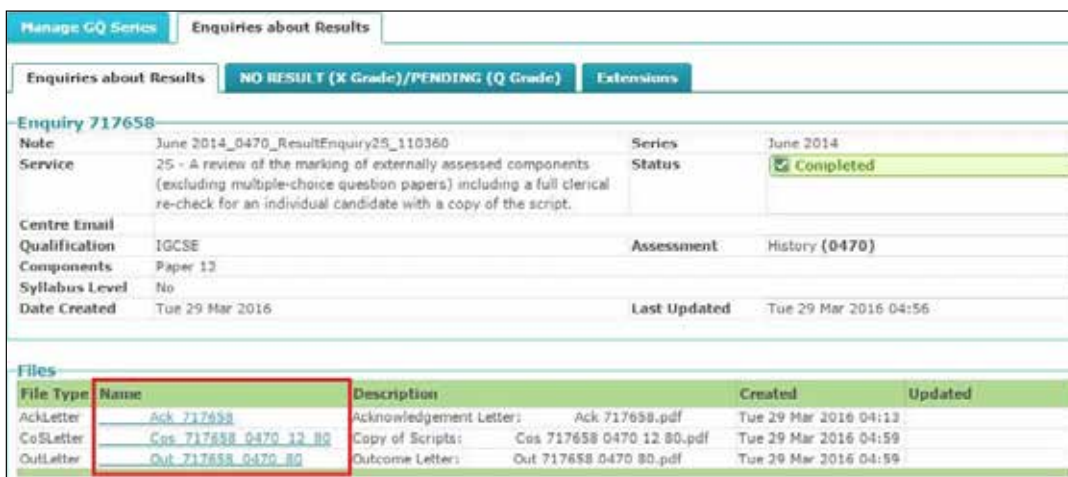
The screenshot shows the 'Enquiries about Results' interface. At the top, there are tabs for 'Manage GQ Series' and 'Enquiries about Results'. Below these are sub-tabs for 'Enquiries about Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'June 2014 Series Dashboard' is visible. The 'List Enquiries' section has a filter box with 'June 2014', '25', 'Completed', and 'Note...'. Below the filter is a table with columns: Enquiry No., Note, CanNo, Series, Service, Qualification, Assessment, Status, Last Updated, and Created. One row is selected, showing '717658' with a status of 'Completed'. The 'Completed' status is highlighted in a red box.

To send the outcome letter to the Associate Centre's Direct account, the Cambridge Associate should:

1. Select the relevant enquiry by ticking the check box on the left-hand side of the screen.
2. Select 'Release Outcome Letter' from the 'Operations' drop-down menu and click 'Proceed'.
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 section in the back of the Cambridge Handbook, which can be found at [www.cambridgeinternational.org/examsofficersguide](http://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, email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)