

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 (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.



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
Clerical re-check: 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 externally assessed components.
Clerical re-check with copy of script: Service 1S	The same as Service 1 but we also upload a copy of the script to <u>Direct</u> .	Available for <b>externally assessed components</b> except for Art & Design syllabuses.
Review of marking: 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.
Review of marking with copy of script: Service 2S	The same as Service 2 but we also upload a copy of the script to <u>Direct</u> .	Available for externally assessed components except for multiple-choice question papers and Art & Design syllabuses.
Re-moderation of coursework with report: 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">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 internally assessed components.

Service name	Details of service	Availability of service
work of a group of candidates: Service 9	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.	Available for externally assessed components except for multiplechoice question papers.  Available for Cambridge IGCSE, Cambridge O Level, Cambridge International AS & A Level and Cambridge Pre-U.
	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.	
	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 <u>Direct</u> .	

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

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Enquiries for a NO	We usually issue a 'NO RESULT' if the candidate appears not to have completed all the
RESULT (X Grade) or	components of an assessment. 'PENDING' means that a result cannot be issued at present but
PENDING (Q Grade)	will follow in due course. We can provide an explanation of 'NO RESULT' or 'PENDING' without charge, if requested by the Head of Centre.
	To submit your enquiry, visit the 'Administer exams' section of <u>Direct</u> . 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.

## **Group awards**

Recalculation of	A recalculation to make sure the results for a Cambridge ICE Certificate or	
Cambridge ICE	Cambridge AICE Diploma are correct. This recalculation must be requested by	
or the Cambridge	email (info@cambridgeinternational.org) and not through Direct.	
AICE Diploma		



### 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.
- Associate Centres should submit enquiries about results to their Cambridge
   Associate through <u>Direct</u>. 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 <u>website</u>.
   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
- 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.



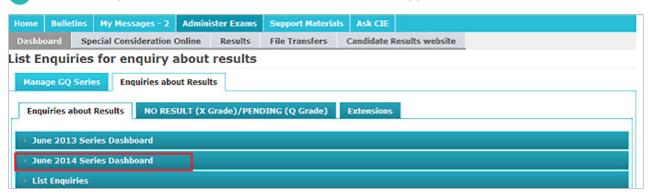
#### How to submit an enquiry about results

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.

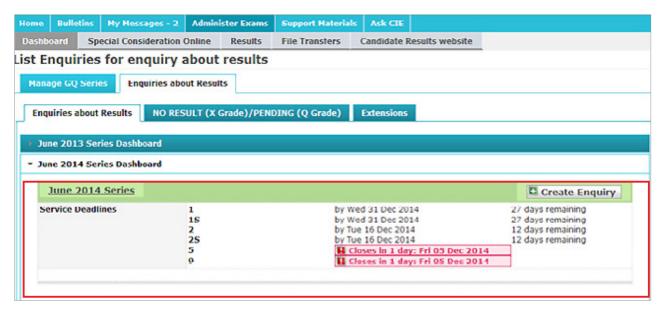
1 Log in to Direct and select the 'Administer Exams' tab.



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



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'.



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**

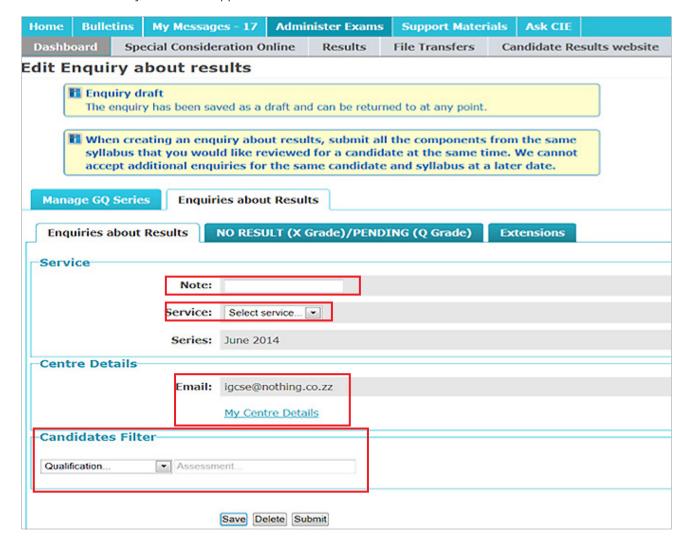
- **Note:** This box is only for your reference but we recommend you enter the candidate name into the box. The candidate name is not automatically listed on the 'List Enquiries' screen, so this 'Note' box will allow you to search for your enquiry using the candidate name at a later date. If you do not 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**

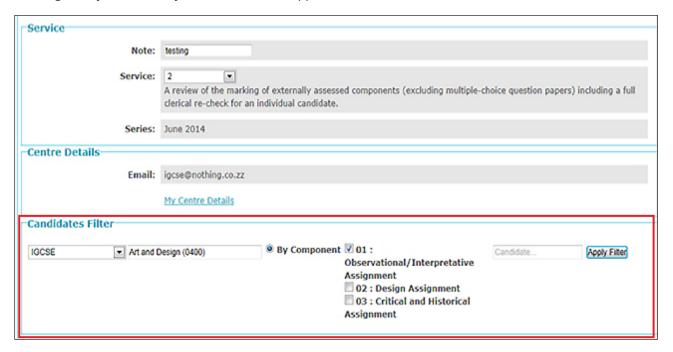
• It is important that you check your centre's email address. If it is incorrect, update your details by selecting 'My Centre Details'.

#### **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.



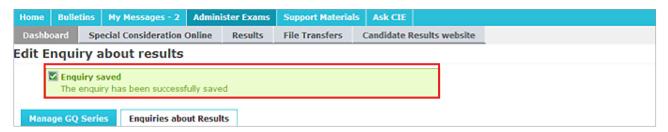
- 5 Once you have completed the box marked 'Assessment', the options in the screen below will appear.
- Select 'By Component'.
- Select the component(s) you would like to submit your enquiry about. Submit at the same time all the components within the same syllabus that you want us to review for a candidate 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.



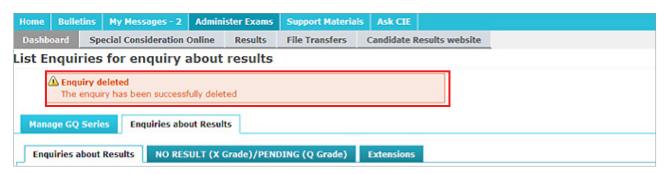
6 Select the relevant candidate(s). You can only submit your enquiry once you have selected your candidate(s). If any candidates already have an existing enquiry open for that syllabus, they will be highlighted in grey and you will be notified by an information box on screen.



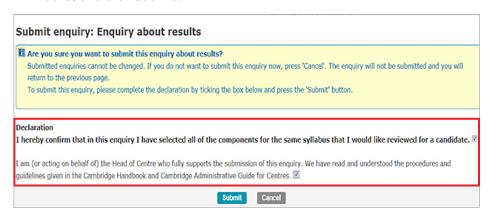
You can save or delete your enquiry at any stage. If you click 'Save', a message confirming your enquiry has been saved will appear. By clicking 'Save' you have not submitted your enquiry and we will take no action. You can make further changes before submitting.



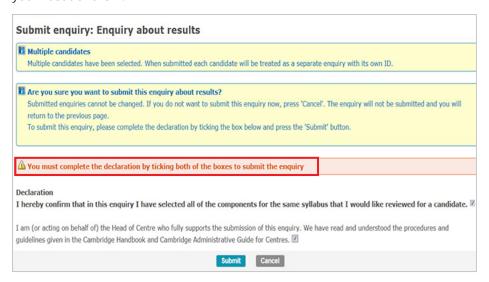
If you click 'Delete', a message confirming your enquiry has been deleted will appear and you will be redirected to the 'Enquiries about Results' tab.



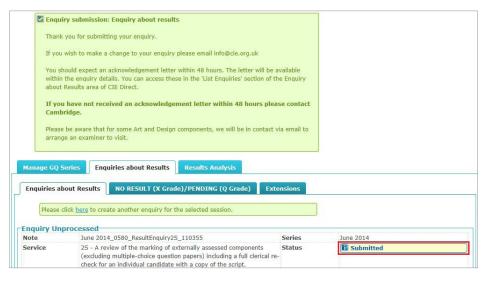
All the components you want us to review for a candidate within the same syllabus must be submitted at the same time. We cannot accept additional component enquiries for the same candidate and syllabus at a later date. If you select 'Submit', an information window will appear. Read the declarations, tick the check boxes and click 'Submit'.



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

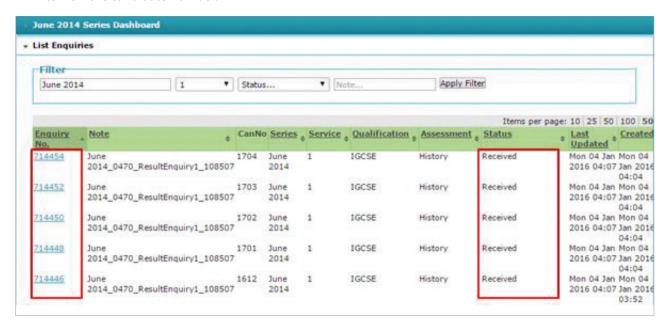


8 Once you have ticked the check boxes and clicked 'Submit', you will see the following page and the status of your enquiry will display as 'Submitted'.

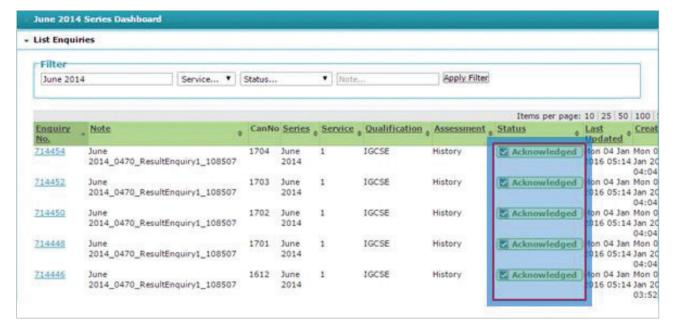


We will process your submitted request and assign an enquiry number. The status of your enquiry will display as 'Received'. Please use your enquiry number in all related communications with us. If your enquiry number is not available within 24 hours of submitting your enquiry, contact our Customer Services team by emailing info@cambridgeinternational.org. If we have questions about your enquiry we will contact you. The candidate number will be listed next to each enquiry.

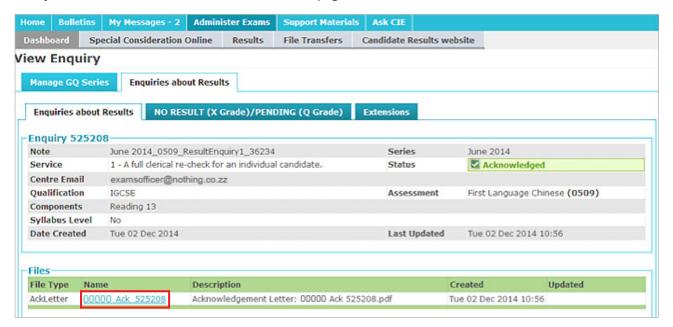
For Service 5 requests, the word 'All' appears instead of the candidate numbers. For Service 9 requests, a question mark appears instead of the candidate numbers. Hover over the question mark to view the candidate number.



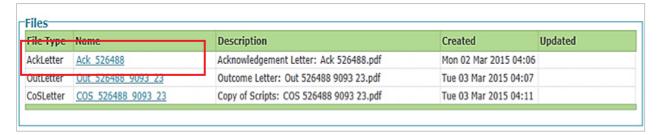
Once we have received your enquiry, we will upload an acknowledgement letter to Direct. We will email you when this letter is available. The status of your enquiry will change to 'Acknowledged'. If your acknowledgement letter is not available after two working days of submitting your enquiry, contact us or your Cambridge Associate immediately, as this may mean we have not received your enquiry.



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.



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.



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.

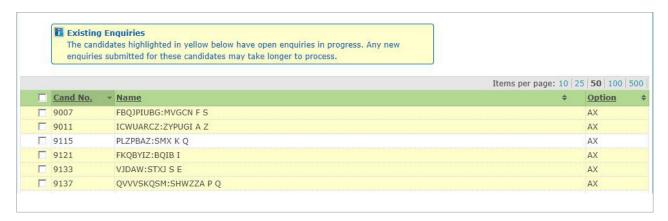
#### **Extensions**

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.

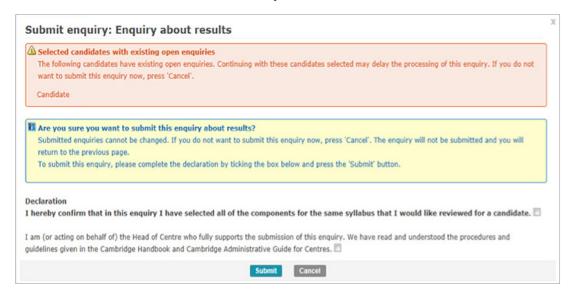


#### For Service 9 enquiries only

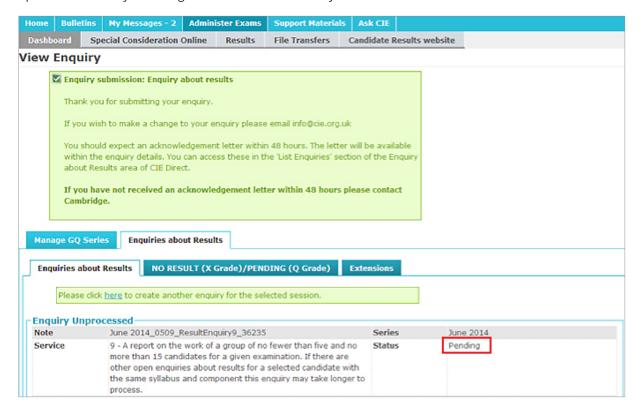
When requesting a Service 9 enquiry, you will be alerted at **Step 6** if any of the candidates in the group have existing enquiries open. Candidates with an existing enquiry will be highlighted in yellow.



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'.



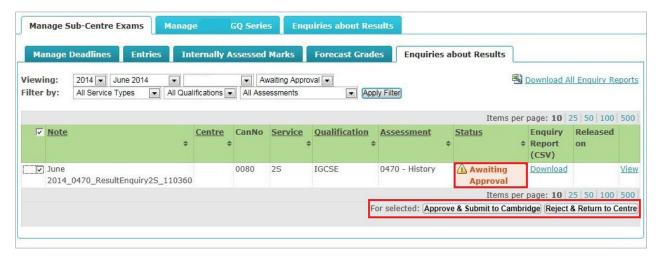
If you have submitted a Service 9 enquiry for candidates with existing enquiries, the status for the Service 9 enquiry will display as 'Pending'. Once the existing enquiries are complete, the status for the Service 9 enquiry will change to 'Submitted'. The enquiry will not display as 'Completed' on Direct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



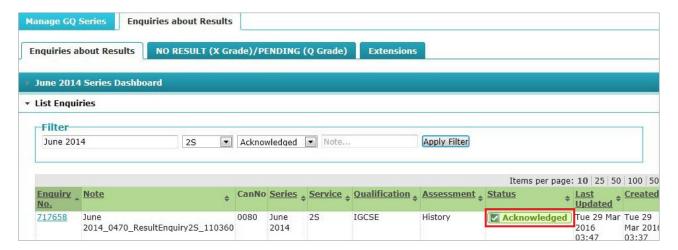
We will email you when your report is available. To view and download your report, go to the 'Enquiries about Results' tab, click on 'List Enquiries' and search for your enquiry. Click on the relevant enquiry number. Your report will be shown as 'Rpt' in the 'Files' section. Download your report by clicking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

#### **Cambridge Associates**

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



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.

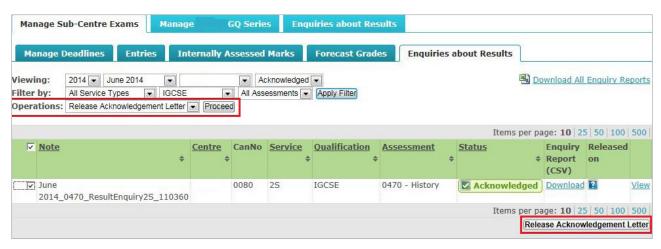


To send the acknowledgement letter to the Associate Centre's Direct account, the Cambridge Associate should:

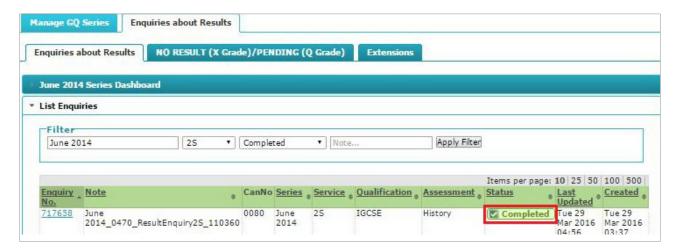
- 1. Select the relevant enquiry by ticking the check box on the left-hand side of the screen.
- 2. Select 'Release Acknowledgement Letter' from the 'Operations' drop-down menu and click 'Proceed'.
- 3. Click 'Release Acknowledgement Letter'.

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

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

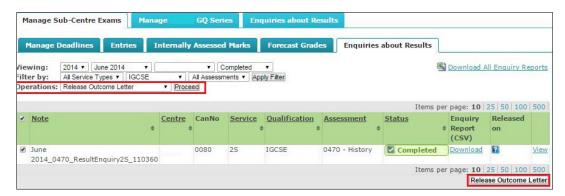


When the outcome letter is uploaded to the Cambridge Associate's Direct account, the Cambridge Associate will receive an automated notification email. The status of the enquiry will change to 'Completed' in the Cambridge Associate's Direct account and the Associate Centre's Direct account.

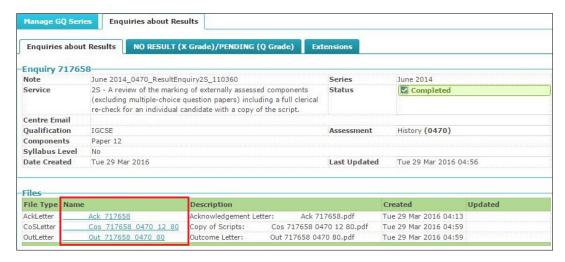


To send the outcome letter to the Associate Centre's Direct account, the Cambridge Associate should:

- 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, and you have a permitted reason to appeal, a two-stage appeals process is available.

We explain our appeals regulations in section 7 of the Cambridge Handbook, including the permitted reasons for an appeal and examples of when we will not consider an appeal: 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