

## Cambridge International Direct - a guide for universities

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We know how important it is for you to be able to view and verify the results of a prospective student as quickly as possible. Read this guide to find out how to do just that using our secure site, Cambridge International Direct.

It's very easy to view and verify a prospective student's results.

Further information on how to use Direct can be found by watching the [video](#) on our Results services for universities webpage

## Step 1: Apply for access to our secure site, Direct

We provide universities with access to Direct so they can view and verify students' results online. To apply for this service you need to complete and return an application form. Go to <https://www.cambridgeinternational.org/exam-administration/results/verification-of-students-results/> to access information about Direct, including the online application form.

On receipt of your form we will review your application. If we have all the information we need, including a **person specific email address** (rather than a generic admissions team email address) to comply with data protection guidelines; and are satisfied that access to results is necessary for admissions purposes, we will set you up with a Direct account.

You can have up to **six separate user logins per your organisation's account**.

We will send you your login details in two stages by email. Keep these details secure. If you forget your password please contact our Recognition team at [recognitions@cambridgeinternational.org](mailto:recognitions@cambridgeinternational.org)

## Step 2: Log in to Direct

Go to <https://direct.cie.org.uk/login> , enter your username and password and select 'Log in'.

CIEDirect  
The online tool for Cambridge Exams Officers

Cambridge Assessment  
International Education

Log in

Username:

Password:  [Forgotten your password?](#)

Log in

Welcome to CIE Direct

CIE Direct is a website for Cambridge exams officers to submit entries, view results and exchange information with Cambridge securely. It can only be used by approved Centres.

All use is subject to the [Terms and Conditions](#).

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Cambridge  
Assessment

## Step 3: Search for Candidate Results

To access student's results you need to know their Cambridge centre and candidate numbers, the student's date of birth and the relevant examination series (identified by month and year e.g. June 2014)<sup>1</sup>.

To begin searching for results, click on the 'Candidate Results' tab at the top of the screen.

The first time you log in you will be asked to accept the [Terms and Conditions](#) before you can search for student results.

There are two methods of searching for student results: via

[Step 3.1: On Screen Search](#) or by uploading a csv file via [Step 3.2: Multiple Candidate Search](#).

### Step 3.1: On Screen Search

To search for student results, complete the fields: Centre number, candidate number, date of birth and assessment series. All four elements of information are necessary to return a student's results for a particular assessment series.

**CIEDirect** Cambridge Assessment International Education

Logged in as: recognitions, CIE Recognitions [Log out](#)

[Home](#) [Candidate Results](#) [My Messages](#) [My Details](#)

### Search for Candidate Results

[On-screen Search](#) [Multiple Candidate Search](#)

To search for candidate results, complete the fields below - all the fields are mandatory.  
You can add up to a maximum of 20 rows.

Centre Number	Candidate Number	Date of Birth	Series
AB123	1234	12/11/1998	Secondary 2005
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select

[Add row](#)

Display results: ☒ On screen ☐ Export to file (CSV) [Search](#)

I am missing the results for a candidate or some candidates. [Why is this?](#)

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<sup>1</sup> When you ask a student for this information you must inform them that you are going to use this information to access their data using the Direct site.

The date of birth must be entered in the following order: day, month, year, for example 22 February 1994.

From the drop-down menu under 'Series', select the assessment series (month and year) in which the student sat their exam. You can find this information on the student's examination certificate or statement of results. The series month and year are shown in chronological order on the drop-down menu, with the most recent first. Student results are available on Direct for **five** years after the session has taken place. You can request verification of results older than this through our results verification service<sup>2</sup>; please note that a fee applies for this service. And results will be returned within 28 days of receiving your applications.

If you have a student who has taken examinations in more than one assessment series, you will need to enter their data for the second assessment in another row in order to verify the results for both series.

You can also add up to 20 additional rows of student information. Click on the button 'Add row' below the existing search rows. To search for more than 20 student results combinations at one time, please use the Multiple Candidate Search tab (see [Step 3.2: Multiple Candidate Search](#)).

After entering the student information, select whether you would like the results returned to you 'on screen' or whether you would prefer these exported to a file. If you choose 'export to a file' you can store a copy of the file locally.

When you have added all the student details you wish to search for, click 'search'.


### Step 3.1.1: Viewing 'On Screen' Search results

Results are displayed below the student data fields (i.e. scroll down to view). If results have been found, the student name will be displayed.

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<sup>2</sup> Academic institutions can apply to Cambridge Assessment International Education for verification of results. If your institution needs to check a student's results, please ask the student to complete the **Verification of Results Application Form**. The result of each applicant is checked against our permanent record and the verification supplied is based wholly on that record. The form and further information about this service can be found [here](#).

## Cambridge International Direct – a guide for universities

**CIEDirect**

**Cambridge Assessment  
International Education**

Logged in as: recognitions, CIE Recognitions
 [Log out](#)

[Home](#)
[Candidate Results](#)
[My Messages](#)
[My Details](#)

### Search for Candidate Results

On-screen Search

Multiple Candidate Search

To search for candidate results, complete the fields below - all the fields are mandatory.  
You can add up to a maximum of 20 rows.

Centre Number	Candidate Number	Date of Birth	Series
AB123	1234	22 Nov 1994	January 2005
ZZ123	0001	01 Jan 1995	June 2013
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select
		dd mmm yyyy	Select


[Add row](#)

Display results: ☒ On screen ☐ Export to file (CSV) [Search](#)

I am missing the results for a candidate or some candidates. [Why is this?](#)


### Results

Candidate Name	Candidate Number	Date Of Birth	Gender	Centre	Country	Series	Expand all
	0001	01/Jan/1995		ZZ123		June 2013	Expand

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**Cambridge  
Assessment**

Click 'Expand' to see full results details.

Results				
Series	Qualification	Subject	Syllabus/Option	Result
June 2013	IGCSE	Biology	0610CY	A* (97)
June 2013	IGCSE	Business Studies	0450AY	A* (91)
June 2013	IGCSE	Chemistry	0620CY	A* (98)
June 2013	IGCSE	Economics	0455AY	A* (95)
June 2013	IGCSE	First Language English (Oral Endorsement)	0500CU	A (80)
June 2013	IGCSE	Foreign Language French	0520BY	A* (95)

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**Cambridge  
Assessment**

You can also download student results in a csv file, by selecting the alternative option 'Export to file' next to 'Display results'. Then select 'open' when prompted, or save the file to your local directory.

The file will then open in Excel default format, (you can change this depending on your preference).  
The results will be shown in the following order:

- No Match Found – will be listed in the top rows of the file
- Results will then be listed in logical order of centre number, candidate number and date of birth and series (with series sorted alphabetically).

**Please note:** If a student has taken more than 1 subject or qualification, each result will be shown on a separate line.

**Important Note:** What does my Result mean?

If one or more sets of results are not returned, or you receive the message 'No Match Found' please check the details you entered are correct or see the information page "I am missing the results for a candidate or some candidates. [Why is this?](#) (access through the Direct search page after log-in)

If problems still persist, please check the details you hold with the student. If you have any further queries, please contact us at [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)

## Step 3.2: Multiple Candidate Search

The Multiple Candidate Search function allows you to use a template to upload a file of between 1 and 1200 sets of student results. Please use the template provided to enter the student data you wish to search for as variations of this format (including formats other than .csv file) may not return any results.

CIEDirect

Cambridge Assessment International Education

Logged in as: recognitions, CIE Recognitions [Log out](#)

[Home](#) [Candidate Results](#) [My Messages](#) [My Details](#)

### Search for Candidate Results

[On-screen Search](#) [Multiple Candidate Search](#)

From this page you can search for the results of up to 1200 candidates. Simply open the template and add the details of the candidates you want to check. Once you have added all the details save a CSV copy of the file to your computer. Now select the 'Browse' button and upload the file. Your search results will be returned in a new file. Open this file in Excel. If you have any queries contact us at [info@cie.org.uk](mailto:info@cie.org.uk)

Select file [Browse...](#) No file selected. [Multiple candidate search template](#)

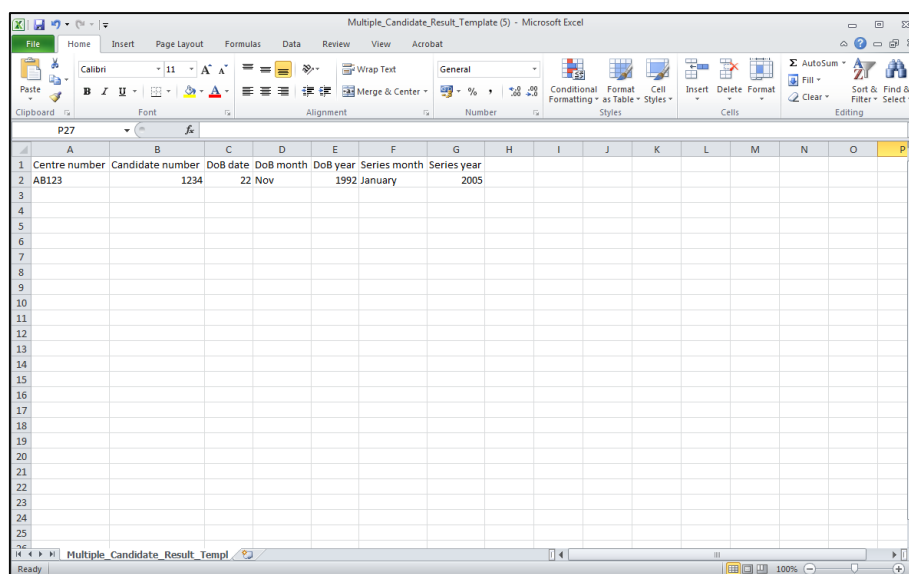
[Submit](#)

I am missing the results for a candidate or some candidates. [Why is this?](#)

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Cambridge Assessment

Download the template and save it to your local computer. The template file includes an example row indicating how the fields should be completed. This example row can be left in the file; it will not affect the results returned.



Add the details of the students whose results you want to verify, in the format shown in the template. Each row of the file should contain one set of student data. Please note the following:

- The student's date of birth needs to be inputted in three separate columns. There is a column for the date, another for the month and another for the year. Date of birth must be entered in the correct column. The order is day/month/year. The format of the date entered can be General, Number (no decimal places) or Text.
- When inputting the month for the date of birth, the full name of the month or the 3 letter abbreviations (e.g. Jan, Feb, Mar etc.) will be accepted.
- If you want to search for a student who has results in more than one assessment series, you should enter their details twice (i.e. in two rows), with one series date in each row.

When you have completed all students' details you wish to enter, save a copy of the file to your computer as a csv file (comma delimited). This is the default setting on the template provided.

### Step 3.2.1: View Multiple Candidate Search results

Once you have created a file of student data to search for, upload the file to Direct by using the 'browse' button to find the location of the file on your computer.

Click 'Submit' to return the results from the file you have uploaded. You will then be prompted to open the returned Excel file. You can save this to your local computer or network.

The results will be shown in the following order:

- 'No Match Found' will be listed in the top rows of the file
- Results will then be listed in logical order of centre number, candidate number and date of birth and series (with series sorted alphabetically).

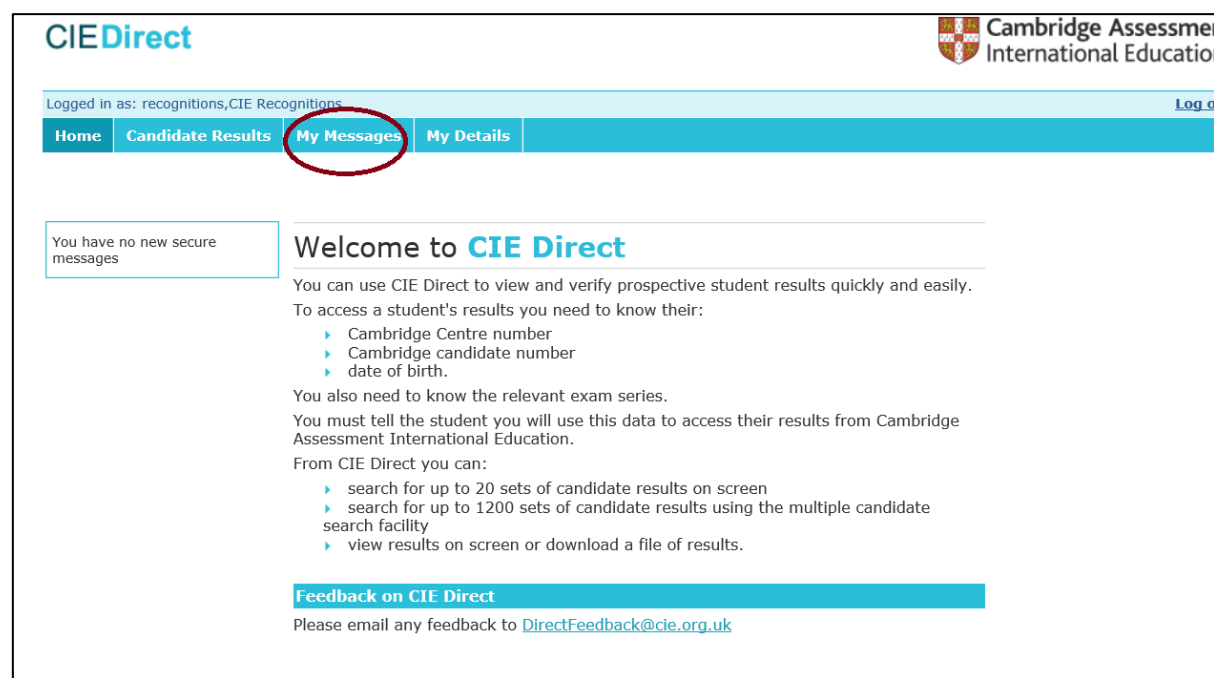
## Step 4: For US universities only – access to US student grades transcripts

US domestic students can request us to send a grades transcript to the universities they are applying to.

Grades transcripts are uploaded as an electronic Excel file to the 'My messages' tab on Direct.

**Please note:** For the grades transcripts to be uploaded, **you must** accept the terms and conditions when you initially log into the portal for the first time. Click the 'Candidate Grades' tab accept the terms and conditions.

If you have multiple users for a university Direct account, all users will be able to access the electronic transcripts files as these are uploaded to the main university account.



**CIEDirect** Cambridge Assessment International Education

Logged in as: recognitions,CIE Recognitions Log out

Home Candidate Results **My Messages** My Details

You have no new secure messages

### Welcome to CIE Direct

You can use CIE Direct to view and verify prospective student results quickly and easily. To access a student's results you need to know their:

- ▶ Cambridge Centre number
- ▶ Cambridge candidate number
- ▶ date of birth.

You also need to know the relevant exam series.

You must tell the student you will use this data to access their results from Cambridge Assessment International Education.

From CIE Direct you can:

- ▶ search for up to 20 sets of candidate results on screen
- ▶ search for up to 1200 sets of candidate results using the multiple candidate search facility
- ▶ view results on screen or download a file of results.

**Feedback on CIE Direct**

Please email any feedback to [DirectFeedback@cie.org.uk](mailto:DirectFeedback@cie.org.uk)

## Step 5: For all universities – access to priority results sent electronically

Students taking Cambridge exams can ask us to send their provisional results directly to you, as a priority, on the day we release exam results.

On request, we provide results electronically, through Direct. This means you will receive the results as soon as they are released, without the risk of postal delays.

Priority results are uploaded as an electronic Excel file to the 'My messages' tab on Direct.

To sign up to receive priority results electronically, please tick the box on the Direct [online application form](#) or email [recognitions@cambridgeinternational.org](mailto:recognitions@cambridgeinternational.org)



**Please note:** For the priority results to be uploaded, **you must** accept the terms and conditions when you initially log into the portal for the first time. Click the 'Candidate Results' tab accept the terms and conditions

If you have multiple users for a university Direct account, all users will be able to access the priority results files as these are uploaded to the main university account.

## Appendix 1: What does the Result mean?

The Results will be displayed in a format that provides you with the student's final grade, qualification (for Cambridge International AS and A Levels only), and percentage uniform mark (PUM) (where it is given to students).

Cambridge International A Level and Cambridge International AS Level results are reported in different cases so that they can be clearly identified. You may also see that the result for Cambridge International AS or A Levels also has (AL) or (ASL) stated. 'AL' indicates the qualification is an A Level and 'ASL' indicates the qualification is an AS Level.

Results				
Series	Qualification	Subject	Syllabus/Option	Result
June 2013	GCE AS & A Level	Accounting	9706BY	A (AL) (84)

Student's grade

Indicates the student took A Level

PUM score (where applicable)

In some countries, students who have taken Cambridge examinations also receive a percentage uniform mark (PUM) on their statement of results. This is the numerical mark shown in the results column. If this number does not appear then the student's PUM score is not available. For these students, the PUM score can be calculated by taking the middle-point of the range in the table indicated below.

The percentage uniform mark corresponds to the grades available (A\*, A, B, C etc.) and gives students additional information about their performance. They show students whether they are in the middle of a grade or near the top or bottom. The percentage uniform mark is stated at syllabus level only. As its name suggests, the percentage uniform mark is always calculated out of 100.

The table below shows the percentage uniform mark boundaries for each grade.

	A Level grade	PUM range		AS Level grade	PUM range
	A*	90-100		a	80-100
	A	80-89		b	70-79
	B	70-79		c	60-69
	C	60-69		d	50-59
	D	50-59		e	40-49
	E	40-49			
IGCSE only	F	30-39			
IGCSE only	G	20-29			

### Cambridge International A Level Mathematics (9709) CI Direct code in relation to Maths papers taken

Cambridge International A Level Mathematics (9709) includes different option codes next to the student's grade which indicates which papers the student sat. A guide to understanding the option codes and how this relates to different papers is shown below:

Option code	Candidates take components	Available to private candidates?
AY	12, 32, 42, 52	Yes
CY	12, 32, 52, 62	Yes
DY	32, 52, 85	Yes
EY	32, 42, 88	Yes
GY	32, 62, 88	Yes
HY	32, 52, 95	Yes
IY	32, 42, 98	Yes
KY	32, 62, 98	Yes
LY	12, 32, 42, 52, 85, 88, 95, 98	Yes
NY	12, 32, 52, 62, 88, 98	Yes
S4	12, 22 (AS Level)	Yes
S5	12, 42 (AS Level)	Yes
S6	12, 52 (AS Level)	Yes

**Notes** Option S4 cannot be used as part of a staged assessment

Component Code	Component title	Duration	Weighting	
			AS Level	A Level
12	Pure Mathematics 1 (12)	1h50min	60%	30%
22	Pure Mathematics 2 (22)	1h15min	40%	-
32	Pure Mathematics 3 (32)	1h50min	-	30%
42	Mechanics (42)	1h15min	40%	20%
52	Probability & Statistics 1 (52)	1h15min	40%	20%
62	Probability & Statistics 2 (62)	1h15min	-	20%

85	June Mechanics AS Mark (12, 42) Carried Forward	-	-	50%
88	June Statistics AS Mark (12, 52) Carried Forward	-	-	50%
95	November Mechanics AS Mark (12, 42) Carried Forward	-	-	50%
98	November Statistics AS Mark (12, 52) Carried Forward	-	-	50%

The following table shows how Cambridge qualifications are reported:

Qualification	Grade Reporting
Cambridge IGCSE	<p>A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g). A*(a*) is the highest grade and G(g) the lowest.</p> <ul style="list-style-type: none"> <li>• 'UNGRADED' shows that the candidate failed to reach the standard required for grade G(g).</li> <li>• For some Cambridge IGCSE syllabuses, we report 'TO BE ISSUED' to show that the result will be awarded in the November series.</li> </ul>
Cambridge IGCSE language syllabuses	<ul style="list-style-type: none"> <li>• For some language syllabuses we report separate oral endorsement grades on a scale of 1 to 5, 1 being the highest.</li> </ul>
Cambridge IGCSE (9–1)	<ul style="list-style-type: none"> <li>• Cambridge IGCSE (9–1) results are reported on a 9-point scale of grades: 9 (NINE), 8 (EIGHT), 7 (SEVEN), 6 (SIX), 5 (FIVE), 4 (FOUR), 3 (THREE), 2 (TWO) or 1 (ONE). 9 (NINE) is the highest grade and 1 (ONE) the lowest.</li> <li>• UNGRADED indicates a standard below that required for grade 1 (ONE).</li> </ul>
Cambridge IGCSE (9–1) language syllabuses	<ul style="list-style-type: none"> <li>• In some Cambridge IGCSE (9–1) syllabuses Speaking &amp; Listening is reported separately on a 3-point scale, DISTINCTION, MERIT or PASS.</li> <li>• Candidates who fail to reach the minimum standard for a PASS will be UNCLASSIFIED.</li> <li>• The endorsement grade will be reported on Cambridge IGCSE (9–1) certificates provided the overall Cambridge IGCSE (9–1) syllabus result is grade 1(ONE) or higher.</li> <li>• UNCLASSIFIED will appear on the statement of results but not on the certificate.</li> </ul>

Cambridge ICE group award	<ul style="list-style-type: none"> <li>• Distinction, Merit and Pass.</li> <li>• We report the Cambridge ICE group award result on Cambridge IGCSE statements of results for candidates who satisfy the award rules.</li> </ul>
Cambridge O Level	<ul style="list-style-type: none"> <li>• A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.</li> <li>• 'UNGRADED' shows that the candidate failed to reach the standard required for grade E(e).</li> </ul>
Cambridge O Level syllabuses in languages other than English	<ul style="list-style-type: none"> <li>• Performance in speaking tests (compulsory or optional) is recorded on the statements of results below the syllabus grade as: 'with Pass in Oral'.</li> <li>• If a candidate does not achieve a 'Pass' in the speaking test or does not take the speaking test there will be no record of the speaking test on their statement of results or certificate.</li> </ul>
Cambridge International AS Level	<ul style="list-style-type: none"> <li>• A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.</li> <li>• 'UNGRADED' shows that the candidate failed to reach the standard required for grade E(e).</li> <li>• In some Advanced Level subjects, a candidate whose overall performance in the syllabus falls short of the standard required for grade E(e) will be awarded an AS (Advanced Subsidiary) Level grade a(a), b(b), c(c), d(d) or e(e), if their performance is good enough in the components that constitute an Advanced Subsidiary Level.</li> </ul>
Cambridge International AS Level and A Level syllabuses in languages other than English	<ul style="list-style-type: none"> <li>• The performance of candidates in the speaking test (compulsory or optional) is recorded on the statements of results under the syllabus grade as either: 'with Distinction in Speaking' or 'with Merit in Speaking' or 'with Pass in Speaking'. Candidates who do not achieve a 'Pass' in speaking or who do not take the speaking test will have no record of the speaking test on their statement of results or certificate.</li> </ul>
Cambridge AICE Diploma group award	<ul style="list-style-type: none"> <li>• Distinction, Merit and Pass.</li> <li>• We report the AICE Diploma group award result on Cambridge International A Level statements of results for candidates who satisfy the award rules.</li> </ul>

Cambridge Pre-U Level 3	<ul style="list-style-type: none"> <li>• Distinction ONE(D1), Distinction TWO(D2), Distinction THREE(D3), Merit ONE(M1), Merit TWO(M2), Merit THREE(M3), Pass ONE(P1), Pass TWO(P2) or Pass THREE(P3). Distinction ONE(D1) is the highest grade and Pass THREE(P3) the lowest.</li> <li>• 'UNGRADED' shows that the candidate failed to reach the standard required for Pass THREE(P3).</li> </ul>
Cambridge Pre-U Global Perspectives and Research (GPR) Level 3	<ul style="list-style-type: none"> <li>• Distinction ONE(D1), Distinction TWO(D2), Distinction THREE(D3), Merit ONE(M1), Merit TWO(M2), Merit THREE(M3), Pass ONE(P1), Pass TWO(P2) or Pass THREE(P3). Distinction ONE(D1) is the highest grade and Pass THREE(P3) the lowest.</li> <li>• Grade W(w) is shown for candidates entered for Cambridge Pre-U GPR entry option B and indicates that components 1, 2 and 3 have been completed, but that certification is not possible until component 4 is taken in a future series.</li> <li>• 'UNGRADED' shows that the candidate failed to reach the standard required for Pass THREE(P3).</li> </ul>

For more information please see p135-138 of the [Cambridge Handbook 2024](#) on our website.

## Appendix 2: Are there any results which are not available on Direct?

Access to students' results for a specific number of centres is restricted and cannot be verified using Direct. The table below lists the Centres ranges and shows you how to verify the results for these students.

These restrictions occur because these results are the property of their respective Ministries of Education. The Ministries are responsible for deciding how and when their student results will be published. Cambridge Assessment International Education is not authorised to publish results belonging to Ministries.

All other qualifications can be verified on Direct. If you cannot find the results you expect, please carefully check the details you have entered on Direct and try again.

Country	Centre number range	How do I verify results for these Centres?
Bahamas	BS001 – BS999	<b>Bahamas GCSE</b> You can verify Bahamas GCSE results through the Examination and Assessment Division of the Ministry of Education Bahamas (MoE).

Botswana	BW001 – BW799	<b>Cambridge O Level, Cambridge IGCSE and Cambridge International AS &amp; A Level</b> You can verify these results through our results verification service. A fee applies for this service.
	BW800 – BW999	<b>Botswana GCSE and Cambridge O Level</b> You can verify these results through the Botswana Examinations Council (BEC).
Brunei	BN001 – BN999	<b>Cambridge O Level, Cambridge IGCSE and Cambridge International AS &amp; A Level</b> You can verify Brunei results through our results verification service or by contacting the Brunei Department of Examinations (DoE). A fee applies if verifying results through Cambridge.
Lesotho	LS500 – LS999	<b>Lesotho GCSE (from November 2014), Cambridge O Level (until November 2014) and Cambridge IGCSE (from November 2015):</b> You can verify Lesotho GCSE results and Cambridge O Level results through the Examinations Council of Lesotho (ECOL).
Malaysia	MY001 – MY998	<b>Malaysia O Level 1119 English Language</b> You can verify these results through the Malaysian Examinations Syndicate (MES).
Mauritius	MU001 – MU999	<b>Cambridge O Level, Cambridge IGCSE and Cambridge International AS &amp; A Level</b> You can contact the Mauritius Examinations Syndicate (MES). You can also verify these results through our results verification service. A fee applies for this service.
Namibia	NAA00 – NAZ99 NXA00 – NXZ99	<b>NSSC Ordinary, NSSC Higher, Cambridge IGCSE and HIGCSE</b> You can verify these results through the Directorate of National Examinations and Assessment (DNEA)
	NA020 – NA903	<b>Cambridge IGCSE and Cambridge International AS &amp; A Level</b> You can verify these results through our results verification service. A fee applies for this service.
Singapore	S1000 – S3999	<b>Singapore Cambridge GCE, N, O and A Levels</b> All Singapore results [N, O and A Levels] are owned by the Ministry of Education and should be verified through the Singapore Education and Assessment Board (SEAB).
Eswatini	SZ400 – SZ999	<b>EGCSE (formerly SGCSE)</b>

		You can verify these results through the Examinations Council of Eswatini (ECESWA)
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## Appendix 3: Frequently Asked Questions

### Where can I find the centre number and candidate number?

The centre number and candidate number can be found at the bottom right-hand corner of the student's certificate or the top right-hand corner of their statement of results.

The centre number and candidate number are written together and separated by a forward slash, with the centre number appearing first:

XX000/	0000
Centre number/	Candidate number

### Centre number

Centre numbers are five characters long. They will either be a combination of letters and numbers, for example, AB123 or just numbers, for example, 12345. A Centre number can contain the number zero (0) and the letter O. Where this occurs, please make sure you input the correct character into Direct.

### Candidate number

Candidate numbers are four characters long. They only contain numbers, for example, 0123. If a candidate number starts with one or more zeros you should still include the zero(s) in your search.

### Are the results on Direct provisional or final?

The status of the results in Direct is dependent on when you view them. When we first issue results they are provisional and students receive a statement of results. We issue certificates up to eight weeks after statements of results; this occurs in mid-May for the March series, mid-October for the June series and in mid-March for the November series.

Certificates confirm results as final. This gap before issuing certificates allows students time to make any enquiries about results. However, we will not downgrade a grade as a consequence of a result enquiry<sup>3</sup>, therefore a student's final grade will not be lower than their provisional grade.

### What should I do if the results I have for a student do not correspond with the results on Direct, or cannot be found?

Make sure you have the correct series, centre and candidate numbers and date of birth, verifying these details with the student where necessary. If the student details on Direct and the statement of results or certificate still do not correspond, please contact our Customer Services team at [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org) and advise the student to contact the centre where they took the qualification(s).

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<sup>3</sup> From June 2014, following an enquiry about results we may, in exceptional circumstances, downgrade grades for students in the UK only.



**Can I download students' results from Direct?**

Yes, using the on screen search and requesting 'Export to file' or via the 'Multiple Candidate Search' functionality. Please see [Step 3.1: On Screen Search](#) and [Step 3.2: Multiple Candidate Search](#) for more information.

**Can I print students' results from Direct?**

Although there is no specific printing function on Direct, you can print the page of candidate results from the web browser. The method for doing this will vary depending on which web browser you are using. In Chrome, for example, right click on the page, select 'Print' and follow the instructions. Alternatively, you can print from the Excel spreadsheet you can download via 'Export to file' or [Step 3.2: Multiple Candidate Search](#).

**Are there any students whose results may not appear on Direct?**

Students' results for a few countries cannot be published on Direct. For a list of countries whose student's results cannot be viewed on Direct, please see [Appendix 2: Are there any results which are not available on Direct?](#)

**Is there any other way of verifying students' results, other than through Direct?**

We offer a results verification service for universities and students to verify results for exams taken before the earliest date available on Direct. A fee applies for this service. For more information, please see <https://www.cambridgeinternational.org/exam-administration/results/verification-of-students-results/>. Alternatively, please contact the Ministries listed in [Appendix 2: Are there any results which are not available on Direct?](#)

**What terms and conditions apply to using the data in Direct?**

Terms of Use for Direct [university users] can be found once you have logged into the Direct site. Please read these terms carefully before you use the site.

**Do I have to accept the Terms and Conditions?**

You will be asked to accept our Terms and Conditions of use before you can verify student results via Direct. Access to results cannot be granted without accepting the Terms and Conditions.

**How many log-ins can a university apply for?**

We grant a maximum of six user log-ins per university to enable a number of admissions staff to verify results.

**How do I receive notifications about uploaded results files to my account?**

Notifications about any uploads to your institutions CI Direct account are sent an email to the lead account holder email address. If you need to check or change who the lead account holder for your university is – email: [recognitions@cambridgeinternational.org](mailto:recognitions@cambridgeinternational.org)

**How long are student results stored on CI Direct?**

You can search for student results for up to the previous five years. Results from longer than five years are refreshed in April each year to bring the information searched for up to date.