

Enquiries about results guide (UK)

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 links below will take you to this information:

- [How to submit an enquiry about results.](#)
- [How to apply for a copy of a script.](#)

There is an administrative fee for enquiries and appeals. See our fees list in the 'My Messages' section of [Direct](#) for details. We will not charge the fee if the enquiry leads to a change in syllabus grade. You will receive an invoice from October for the June series and from March for the November series.



Access to Scripts

Our Access to Scripts service may help you to decide whether to apply for an enquiry about results, and which type of enquiry to request. See our [website](#) for more information.

Service name	Details of service	Availability of service
Clerical re-check: Service 1	This service checks that all parts of the script were marked, and that the marks were totalled and recorded correctly.	Available for components we have assessed.
Clerical re-check with copy of script: Service 1S	The same as Service 1 but you also receive a copy of the script.	Available for components we have assessed. Not available for Art & Design syllabuses.
Review of marking: Service 2	A review of the original marking to check the agreed mark scheme was applied correctly. Also includes the re-checks in Service 1. In this context, the 'original marking' means the marking used to determine the candidate's provisional result. This is often, but not always, the marking of the first examiner to mark the script.	Available for components we have assessed. Not available for multiple-choice question papers.
Review of marking with copy of script: Service 2S	The same as Service 2 but you also receive a copy of the script.	Available for components we have assessed. Not available for multiple-choice question papers or Art & Design syllabuses.



Service name	Details of service	Availability of service
Priority review of marking: Service 2P	The same as Service 2 but we complete the review within 18 days of receiving your request. You can ask for this service if your candidate's place in further/ higher education depends on the outcome, and we must receive all applications by 23 August 2025. Apply as soon as possible after we release results. This means you will have more chance of receiving the outcome before the UCAS deadline.	Available for components we have assessed. Not available for multiple-choice question papers. Only available in the June series for Cambridge International AS & A Level syllabuses.
Priority review of marking with copy of script: Service 2PS	The same as Service 2P but you also receive a copy of the script.	Available for components we have assessed. Not available for multiple-choice question papers and Art & Design syllabuses. Only available in the June series for Cambridge International AS & A Level syllabuses.
Re-moderation of internally assessed component with report: Service 5	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.	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.
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 recommend you submit all other services first before submitting a Service 9.	Available for components we have assessed. Not available for multiple-choice question papers.



Copy of a script

Service name	Details of service	Availability of service
Priority copy of script	This service does not involve a review of marking. It allows you to see a script to decide whether or not to submit an enquiry about results. We will upload any copies of scripts to Direct by 6 September 2025. If you want a priority service, do not ask for a copy of the script separately. If you do this you will not receive the script before the priority services deadline for the candidates in the group.	Only available in the June series for Cambridge International AS & A Level syllabuses.
Copy of script	We can return copies of some or all of your candidates' scripts. You can use these within the centre but not to support an enquiry about results.	Available for all qualifications.

For the above enquiry about results services, we provide a copy of a script which shows the marks and annotations from all stages of marking. The above copy of script services are separate to our Access to Scripts service, available via My Cambridge. Access to Scripts allows you to download a free copy of a candidate's script showing only the most recent stage of marks and annotations. Access to Scripts is designed to inform and support future teaching and learning, and exam preparation, in your centre. Most scripts that we scan and mark digitally are available; however, any scripts we do not scan and mark digitally are not. There is more information about the syllabuses and components available via Access to Scripts on our [website](#).

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 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 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.
- All the components you want us to review for a candidate must have a mark from an examination or moderation. We will not consider any requests that include a component where we have calculated an assessed mark.
- 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 and we normally tell you the outcome within 30 days, or 18 days for Services 2P and 2PS.
- If you are submitting a priority enquiry for a candidate whose place at university depends on the result of the enquiry, we recommend you submit the enquiry as soon as possible after results are released. Although we cannot guarantee you will receive the outcome before the UCAS deadline, submitting the enquiry as early as possible will help. Please note priority services are only available for June series results and for Cambridge International AS & A Level and Cambridge Pre-U syllabuses.
- If you want to ask for a priority service, do not ask for a copy of the script separately, as we will not upload a copy of the script to [Direct](#) before the priority services application deadline concerning the candidates in the group.
- 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 19** of this guide.
- Please make sure your centre's email address is correct before submitting an enquiry.
- After you have submitted an enquiry, you will be notified by email 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 marking and grading, direct them to our [website](#). You can find more information about script marking on the 'Understanding marks on scripts' factsheet. This is available from the enquiries about results area of our website: cambridgeinternational.org/ear
- If you want to make amendments to an enquiry or 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.
- When you submit an enquiry about results, you need candidate consent. When you submit an enquiry on [Direct](#), we ask you to confirm you have candidate consent by ticking a box on the final submission page. You must tick this box to be able to submit your enquiry. You do not need candidate consent for a Service 5 enquiry.
- You must make sure each candidate who is part of the enquiry understands that their syllabus grade will either stay the same or go up. By submitting an enquiry, and ticking the box on [Direct](#), you are confirming each candidate understands this. See sections 6.3.2 and 6.3.4 (regulations) of the Cambridge Handbook for more information.
- For more information on the script marking, see the guide 'Understanding marks on scripts' in the Enquiries About Results area on our website: cambridgeinternational.org/ear

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

The screenshot shows the CIE Direct website interface. The top navigation bar includes links for Home, Bulletins, My Messages - 72, 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'. A section titled 'Results release for June 2024 Series' lists several downloadable files: 'Electronic Statements of Results for June 2024 (2914KB)', 'Electronic Broadsheet Results File for June 2024 (1455KB)', 'Electronic Results File for June 2024 (200KB)', and 'US818 AS A Level Provisional Component Marks June 2024 (1054KB)'. On the left, a 'New features' sidebar lists various updates. On the right, there is a 'Last login' timestamp, an 'Ask CIE' support icon, and a 'CIE Direct Support' section with links to a factsheet and user guide.

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 'Enquiry About Results' tab selected. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, the 'Dashboard' tab is selected, and the 'Special Consideration Online' tab is also visible. The main content area is titled 'List Enquiries for enquiry about results'. An 'Important information' box is displayed, stating that by submitting an enquiry, the user confirms they have the permission and consent of the candidate. Below the information box, there is a row of tabs: 'Manage GQ Series', 'Manage PDQ Series', 'Enquiry About Results' (highlighted with a red box), 'Invalid ULNs', 'Emergency Labels', and 'Results Analysis'. Under the 'Enquiry About Results' tab, there are sub-tabs: 'Enquiry About Results' (selected), 'Access to Scripts', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. Below these sub-tabs, there is a list of items: 'June 2024 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'.

Home

Bulletins

My Messages

Administer Exams

Support Materials

Ask CIE

Dashboard

Special Consideration Online

Results

File Transfers

Candidate Results website

List Enquiries for enquiry about results

Important information

By submitting an enquiry about result you confirm that you have the permission and consent of the candidate and that he/she understands that their syllabus grade will either stay the same or go up. Further guidance and details about our procedures are given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

Manage GQ Series

Manage PDQ Series

Enquiry About Results

Invalid ULNs

Emergency Labels

Results Analysis

Enquiry About Results

Access to Scripts

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

Extensions

June 2024 Series Dashboard

June 2024 Series

Create Enquiry

Service Deadlines	1	by Mon 30 Jun 2025
	1S	by Mon 30 Jun 2025
	2	Closes in 2 days: Fri 11 Jul 2025
	2S	Closes in 2 days: Fri 11 Jul 2025
	2P	by Mon 30 Jun 2025
	2PS	by Mon 30 Jun 2025
	5	by Mon 30 Jun 2025
	9	by Mon 30 Jun 2025

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 filled in automatically 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.

The screenshot shows the 'Edit Enquiry about results' form. At the top, there is a navigation bar with links: Home, Bulletins, My Messages, Administer Exams, Support Materials, Ask CIE, and a sub-bar with Dashboard, Special Consideration Online, Results, File Transfers, and Candidate Results website. The main heading is 'Edit Enquiry about results'. Below this are two informational boxes: 'Enquiry draft' (The enquiry has been saved as a draft and can be returned to at any point.) and a note about submitting all components from the same syllabus at the same time. A row of buttons includes 'Manage GQ Series', 'Manage PDQ Series', 'Enquiry About Results' (selected), 'Invalid ULNs', 'Emergency Labels', and 'Results Analysis'. Below these are more buttons: 'Enquiry About Results', 'Access to Scripts', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Service' section has a 'Note' text box containing 'TEST', a 'Service' dropdown menu showing '2', and a 'Series' dropdown menu showing 'June 2024'. The 'Centre Details' section has an 'Email' text box and a 'My Centre Details' link. The 'Candidates Filter' section has three dropdown menus: 'Qualification...', 'Assessment...', and 'Candidate...', followed by an 'Apply Filter' button. At the bottom, there is a table header with 'Cand No.' and 'Name', and a footer with 'Items per page: 10 | 25 | 50 | 100 | 500' and an 'Option' dropdown.

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

Service

Note: testing

Service: 2

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: June 2014

Centre Details

Email: igcse@nothing.co.zz

[My Centre Details](#)

Candidates Filter

IGCSE Art and Design (0400) By Component ☒ 01 : Observational/Interpretative Assignment ☐ 02 : Design Assignment ☐ 03 : Critical and Historical Assignment

Candidate...

- 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, an information box will tell you and they will be highlighted in grey.

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

Cand No.	Name
1106	GQISM:RBCBMW W R
1107	WL:KXFCDS S Q
1108	KANH:MABZBDKFZ C N
1110	OGTXL:DVUQCQ J N
1111	KDAMJ:MEKJRE D
1112	QMPOSU:JXRO X
1202	FLHPMK:ICMS J K G

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' will not submit your enquiry and we will take no action. You can make further changes before submitting.

[Home](#) | [Bulletins](#) | [My Messages](#) | [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](#)
[Manage PDQ Series](#)
[Enquiry About Results](#)
[Invalid ULNs](#)
[Emergency Labels](#)
[Results Analysis](#)

[Enquiry About Results](#)
[Access to Scripts](#)
[NO RESULT \(X Grade\)/PENDING \(Q Grade\)](#)
[Extensions](#)

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.

[Home](#) | [Bulletins](#) | [My Messages](#) | [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

Important information
 By submitting an enquiry about result you confirm that you have the permission and consent of the candidate and that he/she understands that their syllabus grade will either stay the same or go up. Further guidance and details about our procedures are given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

[Manage GQ Series](#)
[Manage PDQ Series](#)
[Enquiry About Results](#)
[Invalid ULNs](#)
[Emergency Labels](#)
[Results Analysis](#)

[Enquiry About Results](#)
[Access to Scripts](#)
[NO RESULT \(X Grade\)/PENDING \(Q Grade\)](#)
[Extensions](#)

[June 2024 Series Dashboard](#)

[List Enquiries](#)

- 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.'

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. I can confirm that I have the permission and consent of the candidate and that he/she understands that their syllabus grade will either stay the same or go up. We have read and understood the procedures and guidelines given in the Cambridge Handbook and Cambridge Administrative Guide for Centres. ☐

Submit **Cancel**

If you select 'Submit' without ticking both checkboxes, a warning message will appear to inform you that you must tick them. You need candidate consent to submit an enquiry and must tick this box to be able to submit your enquiry. You do not need candidate consent for a Service 5 to submit an enquiry.

You must make sure each candidate who is part of the enquiry understands that their syllabus grade will either stay the same or go up. By submitting an enquiry, and ticking the box on [Direct](#), you are

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.

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. I can confirm that I have the permission and consent of the candidate and that he/she understands that their syllabus grade will either stay the same or go up. We have read and understood the procedures and guidelines given in the Cambridge Handbook and Cambridge Administrative Guide for Centres. ☐

Submit **Cancel**

- 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.'

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@cambridgeinternational.org

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 GQ Series **Manage PDQ Series** **Enquiry About Results** **Invalid ULNs** **Emergency Labels** **Results Analysis**

Enquiry About Results **Access to Scripts** **NO RESULT (X Grade)/PENDING (Q Grade)** **Extensions**

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

- 9 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, 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.

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 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 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

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 Mon 016 05:14 Jan 21 04:04	
714452	June 2014_0470_ResultEnquiry1_108507	1703	June 2014	1	IGCSE	History	☒ Acknowledged	Mon 04 Jan Mon 016 05:14 Jan 21 04:04	
714450	June 2014_0470_ResultEnquiry1_108507	1702	June 2014	1	IGCSE	History	☒ Acknowledged	Mon 04 Jan Mon 016 05:14 Jan 21 04:04	
714448	June 2014_0470_ResultEnquiry1_108507	1701	June 2014	1	IGCSE	History	☒ Acknowledged	Mon 04 Jan Mon 016 05:14 Jan 21 04:04	
714446	June 2014_0470_ResultEnquiry1_108507	1612	June 2014	1	IGCSE	History	☒ Acknowledged	Mon 04 Jan Mon 016 05:14 Jan 21 03:52	

Items per page: 10 | 25 | 50 | 100

- 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 candidate's entries page.

Home	Bulletins	My Messages	Administer Exams	Support Materials	Ask CIE
Dashboard	Special Consideration Online	Results	File Transfers	Candidate Results website	

View Enquiry

Manage GQ Series Manage PDQ Series Enquiry About Results Invalid Ulns Emergency Labels Results Analysis

Enquiry About Results Access to Scripts NO RESULT (X Grade)/PENDING (Q Grade) Extensions

Enquiry 1433530

Note	TEST	Series	June 2024
Service	2 - A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate.	Status	☒ Acknowledged
Centre Email			
Qualification	IGCSE	Assessment	First Language English (Oral Endorsement) (0500)
Components	Reading 11		
Syllabus Level	No		
Date Created	Thu 10 Jul 2025	Last Updated	Thu 10 Jul 2025 01:34

Files

File Type	Name	Description	Created	Updated
AckLetter	ACK	Acknowledgement Letter: ACK 1433530 0500 11 9722.pdf	Thu 10 Jul 2025 01:34	

- 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 printed statement of results.

Files				
File Type	Name	Description	Created	Updated
AckLetter	Ack 526488	Acknowledgement Letter: Ack 526488.pdf	Mon 02 Mar 2015 04:06	
OutLetter	Out 526488 9093 23	Outcome Letter: Out 526488 9093 23.pdf	Tue 03 Mar 2015 04:07	
CoSLetter	COS 526488 9093 23	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 we upload the outcome letter and copy of the script. At this stage, notes on the script will

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.

Manage GQ Series	Manage PDQ Series	Enquiry About Results	Invalid ULNs	Emergency Labels	Results Analysis
Enquiry About Results	Access to Scripts	NO RESULT (X Grade)/PENDING (Q Grade)	Extensions		
List Enquiries					

Enquiries about results guide (UK) A guide for exams officers continued

For Service 9 enquiries only

When you ask for a Service 9 enquiry, you will be alerted at **Step 7** 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.

Items per page: 10 25 50 100 500		
☐	Cand No.	Name
☐	9007	FBQJPIUBG:MVGCN F S
☐	9011	ICWUARCZ:ZYPUGI A Z
☐	9115	PLZPBAZ:SMX K Q
☐	9121	FKQBYIZ:BQIB I
☐	9133	VJDAW:STXJ S E
☐	9137	QVVVSKQSM:SHWZZA P Q

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.'

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

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 we upload the report. This may take longer than our normal 30 day

Home	Bulletins	My Messages	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@cambridgeinternational.org

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	Manage PDQ Series	Enquiry About Results	Invalid ULNs	Emergency Labels	Results Analysis
----------------------------------	-----------------------------------	---------------------------------------	------------------------------	----------------------------------	----------------------------------

[Enquiry About Results](#)
[Access to Scripts](#)
[NO RESULT \(X Grade\)/PENDING \(Q Grade\)](#)
[Extensions](#)

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

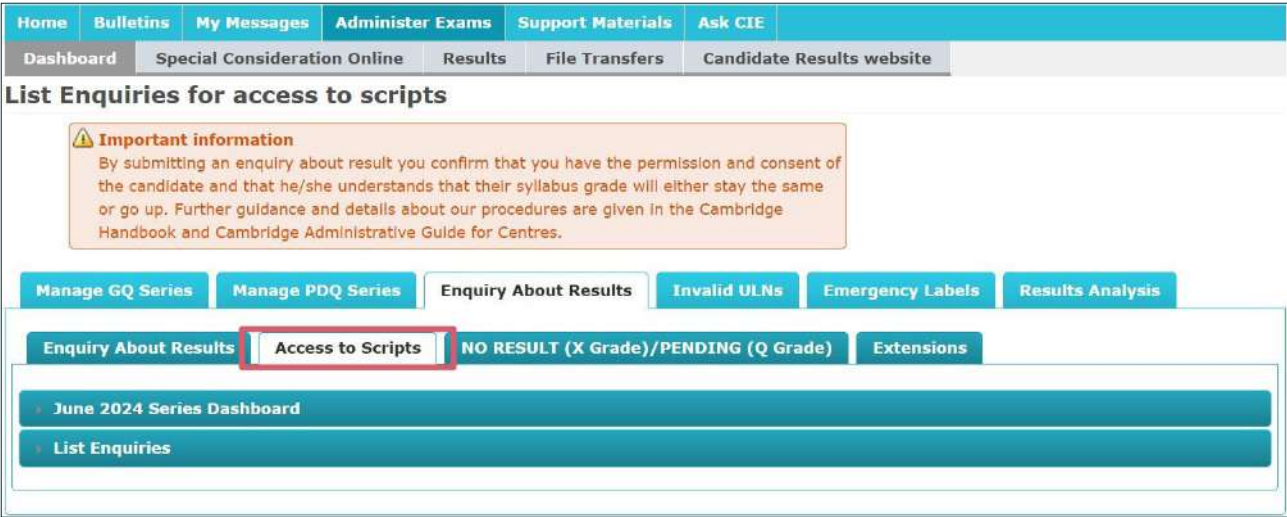
Enquiry Unprocessed

Note	Series	Status	June 2024
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.	June 2024_0500_ResultEnquiry9_513549		Pending

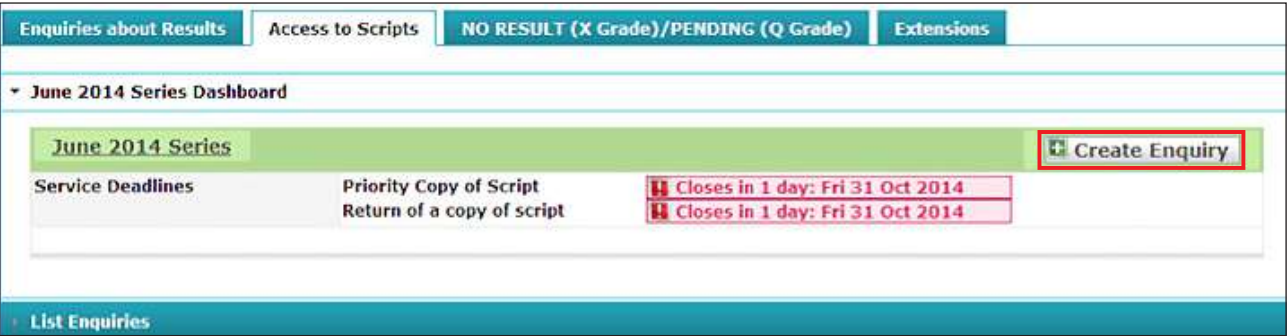
We will email you when your report is available. To view and download your report, go to the 'Enquiries about Results' tab, click on 'List Enquiries' and search for your enquiry. Click on the relevant enquiry number. Your report will be shown as 'Rpt' in the 'Files' section. Download your report by clicking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

How to apply for a copy of a script

- 1 Log in to **Direct** and go to the 'Administer exams' dashboard.
- 2 Select the 'Enquiries about Results' tab.
- 3 Click on the 'Access to Scripts' tab and select the relevant series.



- 4 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 on 'Create enquiry'.



The dates in these screenshots are for illustration only.

- 5** 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 filled in automatically with the series, syllabus and enquiry number.
- Service:** Select the service from the drop-down menu. To see which options are available, read the table at the beginning of this document.

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 screenshot shows a web form titled 'Enquiries about Results'. It has four tabs: 'Enquiries about Results' (active), 'Access to Scripts', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Service' section contains a 'Note' text box, a 'Service' dropdown menu (with 'Select service...' as the selected option), and a 'Series' dropdown menu (with 'June 2014' as the selected option). The 'Centre Details' section contains an 'Email' text box (with 'examsofficer@nothing.co.zz' as the selected option) and a 'My Centre Details' link. The 'Candidates Filter' section contains a 'Qualification' dropdown menu and an 'Assessment' text box. At the bottom are 'Save', 'Delete', and 'Submit' buttons.

- 6** Tick 'By Component', then tick the relevant component(s). Make sure you submit all the copy of script requests for the same candidate and syllabus at the same time. We cannot accept extra requests for the same candidate and syllabus at a later date.
- 7** In the box marked 'Candidate', you can input the candidate number and click 'Apply Filter'. If the candidate's number starts with '0' (zero), leave out the '0' when you enter the candidate number in the box. For example, if the candidate's 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.
- 8** Click 'Submit'. You will be directed to the webpage shown at **Step 8** of the enquiries about results process (page 11 of this guide) and the status of your enquiry will display as 'Submitted.' To access your acknowledgement letter, please refer to **Steps 8–11** of the enquiries about results process (pages 11–12 of this guide).

Enquiries about results guide (UK) A guide for exams officers continued

We will email you when your scripts are available. To download them, go to 'List Enquiries' and search for your enquiry. Click on the relevant enquiry number. Your scripts will be available in the 'Files' section. Download them by clicking on the file name. At this stage, notes on the scripts will be available in the 'Support materials' section of [Direct](#).

Manage GQ Series
Manage PDQ Series
Enquiry About Results
Invalid ULNs
Emergency Labels
Results Analysis

Enquiry About Results
Access to Scripts
NO RESULT (X Grade)/PENDING (Q Grade)
Extensions

Enquiry 1345094

Note	June 2023_0500_ReturnCopyOfScript_446195	Series	June 2023
Service	Return of a copy of script - If you just want copies of some or all of your candidates' scripts. We will send you copies by 26 November for the June series and 26 April for the November series. If there are other open service 1 or 2 enquiries about results for a selected candidate with the same syllabus and component this enquiry may take longer to process.	Status	☒ Completed
Centre Email			
Qualification	IGCSE	Assessment	First Language English (Oral Endorsement) (0500)
Components	Reading 11 Directed Writing & Comp 21		
Syllabus Level	No		
Date Created	Fri 15 Sep 2023	Last Updated	Tue 10 Oct 2023 11:57

Files

File Type	Name	Description	Created	Updated
AckLetter	ack_1345094	Acknowledgement Letter: 10146 ack 1345094.pdf	Mon 18 Sep 2023 09:08	
CoSLetter	COS 1345094 0500 11 9453	Copy of Scripts: COS 1345094 0500 11 9453.pdf	Tue 10 Oct 2023 11:57	
CoSLetter	COS 1345094 0500 21 9453	Copy of Scripts: COS 1345094 0500 21 9453.pdf	Tue 10 Oct 2023 11:57	
CovLetter	cov_1345094_0500	Covering Letter: cov 1345094 0500.pdf	Tue 10 Oct 2023 11:57	

Enquiries about results guide (UK) A guide for exams officers continued

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 a software interface. At the top, there are tabs for 'Manage Sub-Centre Exams', 'Manage', 'GQ Series', and 'Enquiries about Results'. Below these are sub-tabs: 'Manage Deadlines', 'Entries', 'Internally Assessed Marks', 'Forecast Grades', and 'Enquiries about Results'. The 'Enquiries about Results' sub-tab is active. It shows a 'Viewing:' dropdown set to 'June 2014' and a 'Filter by:' dropdown set to 'All Service Types'. A table of enquiries is displayed with columns: Note, Centre, CanNo, Service, Qualification, Assessment, Status, Enquiry Report (CSV), and Released on. The first row shows an enquiry with status 'Awaiting Approval', which is highlighted with a red box. Below the table, there are buttons for 'Approve & Submit to Cambridge' and 'Reject & Return to Centre'.

When we upload the acknowledgement letter to the Cambridge Associate's [Direct](#) account, the Cambridge Associate will receive an email from us. 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 a software interface. At the top, there are tabs for 'Manage GQ Series' and 'Enquiries about Results'. Below these are sub-tabs: 'Enquiries about Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Enquiries about Results' sub-tab is active. It shows a 'June 2014 Series Dashboard' and a 'List Enquiries' section. The 'List Enquiries' section has a 'Filter' dropdown set to 'June 2014' and a 'Filter by:' dropdown set to '2S'. A table of enquiries is displayed with columns: Enquiry No., Note, CanNo, Series, Service, Qualification, Assessment, Status, Last Updated, and Created. The first row shows an enquiry with status 'Acknowledged', which is highlighted with a red box.

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.

The screenshot shows the 'Enquiries about Results' section of a software interface. At the top, there are tabs for 'Manage Sub-Centre Exams', 'Manage', 'GQ Series', and 'Enquiries about Results'. Below these are sub-tabs: 'Manage Deadlines', 'Entries', 'Internally Assessed Marks', 'Forecast Grades', and 'Enquiries about Results'. The 'Enquiries about Results' sub-tab is active. It shows a 'Viewing:' dropdown set to 'June 2014' and a 'Filter by:' dropdown set to 'All Service Types'. A table of enquiries is displayed with columns: Note, Centre, CanNo, Service, Qualification, Assessment, Status, Enquiry Report (CSV), and Released on. The first row shows an enquiry with status 'Acknowledged', which is highlighted with a red box. Below the table, there are buttons for 'Release Acknowledgement Letter' and 'Proceed'.

Enquiries about results guide (UK) A guide for exams officers continued

When we upload the outcome letter to the Cambridge Associate's **Direct** account, the Cambridge Associate will receive an email from us. The status of the enquiry will change to 'Completed' in the Cambridge Associate's **Direct** account and the Associate Centre's **Direct** account.

Manage GQ Series

Enquiries about Results

Enquiries about Results

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

Extensions

June 2014 Series Dashboard

List Enquiries

Filter

June 2014

25

Completed

Note...

Apply Filter

Items per page: 10 25 50 100 500

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
717658	June 2014_0470_ResultEnquiry2S_110360	0080	June 2014	2S	IGCSE	History	☒ Completed	Tue 29 Mar 2016	Tue 29 Mar 2016

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.
2. Select 'Release Outcome Letter' from the 'Operations' drop-down menu and click 'Proceed'.
3. Click 'Release Outcome Letter'.

Manage Sub-Centre Exams

Manage

GQ Series

Enquiries about Results

Manage Deadlines

Entries

Internally Assessed Marks

Forecast Grades

Enquiries about Results

Viewing: 2014 June 2014 Completed

Download All Enquiry Reports

Filter by: All Service Types IGCSE All Assessments Apply Filter

Operations: Release Outcome Letter Proceed

Items per page: 10 25 50 100 500

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

Items per page: 10 25 50 100 500

Release Outcome Letter

Enquiries about results guide (UK) A guide for exams officers continued

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.

Manage GQ Series		Enquiries about Results		
Enquiries about Results		NO RESULT (X Grade)/PENDING (Q Grade)	Extensions	
Enquiry 717658				
Note	June 2014_0470_ResultEnquiry2S_110360		Series	June 2014
Service	2S - 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	Completed
Centre Email				
Qualification	IGCSE	Assessment	History (0470)	
Components	Paper 12			
Syllabus Level	No			
Date Created	Tue 29 Mar 2016	Last Updated	Tue 29 Mar 2016 04:56	
Files				
File Type	Name	Description	Created	Updated
AckLetter	Ack 717658	Acknowledgement Letter: Ack 717658.pdf	Tue 29 Mar 2016 04:13	
CoSLetter	Cos 717658 0470 12 80	Copy of Scripts: Cos 717658 0470 12 80.pdf	Tue 29 Mar 2016 04:59	
OutLetter	Out 717658 0470 80	Outcome Letter: Out 717658 0470 80.pdf	Tue 29 Mar 2016 04:59	

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: 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