

# Enquiries about results guide (International) 2023

## A guide for exams officers

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

This guide provides step-by-step advice to help you submit enquiries about results.

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

### Important information

Enquiries about results are not available for component exemptions. For details of which candidates you have exempted from which component(s), log in to Cambridge International Direct, select the 'Covid-19 Exemptions' tab and download the 'Exemption by Candidate Report' (as a CSV file).

The services in this guide are also available to candidates who submitted a portfolio of evidence, except service 9 (or any group report services).

There is an additional service available for candidates taking the portfolio of evidence route: [www.cambridgeinternational.org/june-2023-poe-ear](http://www.cambridgeinternational.org/june-2023-poe-ear)

Service name	Details of service	Availability of service
<b>Clerical re-check:</b> 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.
<b>Clerical re-check with copy of script:</b> 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.
<b>Review of marking:</b> Service 2	A review of the original marking to check the agreed mark scheme was applied correctly. This service also includes the re-checks in Service 1. 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.
<b>Review of marking with copy of script:</b> 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
Re-moderation of coursework 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	<p>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.</p> <p>We process enquiries in the order 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'.</p> <p>Once the Service 9 enquiry is completed and the report uploaded to <b>Direct</b>, we will process the 'pending' enquiries and change their status.</p> <p>We recommend you submit all other services first before submitting a Service 9.</p>	Available for components we have assessed. Not available for multiple-choice question papers.

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

Enquiries for a NO RESULT (X Grade) or PENDING (Q Grade)	<p>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.</p> <p>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.</p> <p>If we say we cannot issue a result we will:</p> <ul style="list-style-type: none"> <li>• confirm which component(s) we have no mark for.</li> <li>• 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.</li> </ul>
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### 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 <a href="mailto:info@cambridgeinternational.org">info@cambridgeinternational.org</a> to ask for this. Do not use Direct.
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### Important information

- You can only submit enquiries about results at component level.
- All the components you want us to review for a candidate within the same syllabus must be submitted at the same time. We cannot accept additional component enquiries for the same candidate and syllabus at a later date.
- 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.
- 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 we receive them. We normally 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 **Direct**. Cambridge Associates can then approve the enquiry and send it to us or reject the enquiry. For more information, see **page 14** of this guide.
- Please make sure your centre's email address is correct before submitting an enquiry.
- After you have submitted an enquiry, we will email you to tell you when the following documents are available on **Direct**:
  - acknowledgment letter (this will display as 'Ack' on Direct).
  - outcome letter ('Out').
  - report, where applicable ('Rpt').
  - copy of script, where applicable ('Cos').
- If any of your candidates or their parents have questions about marking and grading, direct them to our [website](#). You can find more information about script marking and tolerances on the 'How to understand marks on candidate's scripts' factsheet. This is available from the enquiries about results area of our website: [www.cambridgeinternational.org/ear](http://www.cambridgeinternational.org/ear)
- If you 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.



### Important dates

Deadlines for submitting enquiries about results:

- **June 2023 series**  
– 20 September 2023
- **November 2023 series**  
– 26 February 2024

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

## How to submit an enquiry about results

Follow the steps below to submit your enquiry. For a brief overview of the process, watch the [video tutorial](#) in the 'Exam administration' section of our website.

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

The screenshot shows the CIE Direct website interface. The top navigation bar includes 'Home', 'Bulletins', 'My Messages - 2', 'Administer Exams' (highlighted with a red box), 'Support Materials', and 'Ask CIE'. Below the navigation bar, there is a 'Welcome to CIE Direct' message and a 'Latest bulletins' section with a link to 'Cambridge Handbook 2014 - Chinese translation'. The 'Administer exams' section is visible, containing links for 'Download and upload files', 'View entries and results', and 'Manage the Candidate results website'. On the right side, there is a 'CIE Direct Support' section with links to 'CIE Direct factsheet' and 'CIE Direct 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. The top navigation bar includes 'Home', 'Bulletins', 'My Messages - 2', 'Administer Exams', 'Support Materials', and 'Ask CIE'. Below the navigation bar, there is a 'List Enquiries for enquiry about results' section. The 'Enquiries about Results' tab is selected, and a list of exam series is displayed. The 'June 2014 Series Dashboard' is highlighted with a red box. Other tabs include 'Manage GQ Series', 'Enquiries about Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'.

- 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'.

June 2014 Series				<a href="#">Create Enquiry</a>
Service Deadlines	1	by Wed 31 Dec 2014	27 days remaining	
	1S	by Wed 31 Dec 2014	27 days remaining	
	2	by Tue 16 Dec 2014	12 days remaining	
	2S	by Tue 16 Dec 2014	12 days remaining	
	5	<b>Closes in 1 day: Fri 05 Dec 2014</b>		
	0	<b>Closes in 1 day: Fri 05 Dec 2011</b>		

The dates in these screenshots are for illustration only.

- 4 This will take you to the screen below. Complete the fields as follows.

### Service

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

### Centre Details

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

### Candidates Filter

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

- 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.

The screenshot displays a web form with three main sections:

- Service:** Includes a 'Note' field with the text 'testing', a 'Service' dropdown menu set to '2' (with a description: 'A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate.'), and a 'Series' field set to 'June 2014'.
- Centre Details:** Includes an 'Email' field with the text 'igcse@nothing.co.zz' and a link labeled 'My Centre Details'.
- Candidates Filter:** This section is highlighted with a red border. It contains:
  - A dropdown menu for 'IGCSE'.
  - A dropdown menu for 'Art and Design (0400)'.
  - A radio button for 'By Component' which is selected.
  - Three checkboxes for component types:
    - 01 : Observational/Interpretative Assignment
    - 02 : Design Assignment
    - 03 : Critical and Historical Assignment
  - A 'Candidate...' input field.
  - An 'Apply Filter' button.

- 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.

<input type="checkbox"/> Cand No.	Name
1106	GQQISM:RBCBMW W R
1107	WL:KXFCDS S Q
<input type="checkbox"/> 1108	KANH:MABZBDKFZ C N
<input type="checkbox"/> 1110	OGTXXI :DVUJQCQ 1 N
<input type="checkbox"/> 1111	KDAMJ:MEKJRE D
<input type="checkbox"/> 1112	QMPOSU:JXRO X
<input type="checkbox"/> 1202	FLHPMK:ICMS J K G

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

Home	Bulletins	My Messages - 2	Administer Exams	Support Materials	Ask CIE
Dashboard	Special Consideration Online	Results	File Transfers	Candidate Results website	
<b>Edit Enquiry about results</b>					
<div style="border: 1px solid red; background-color: #d4edda; padding: 5px; margin: 5px auto; width: fit-content;"> <p><span style="color: green;">✔</span> <b>Enquiry saved</b> The enquiry has been successfully saved</p> </div>					
Manage GQ Series		Enquiries about Results			

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 - 2	Administer Exams	Support Materials	Ask CIE
Dashboard	Special Consideration Online	Results	File Transfers	Candidate Results website	
<b>List Enquiries for enquiry about results</b>					
<div style="border: 1px solid red; background-color: #fff3f3; padding: 5px; margin: 5px auto; width: fit-content;"> <p><span style="color: red;">⚠</span> <b>Enquiry deleted</b> The enquiry has been successfully deleted</p> </div>					
Manage GQ Series		Enquiries about Results			
Enquiries about Results		NO RESULT (X Grade)/PENDING (Q Grade)		Extensions	



- 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. We have read and understood the procedures and guidelines given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

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

**Submit enquiry: Enquiry about results**

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

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

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

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

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

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

**Enquiry submission: Enquiry about results**

Thank you for submitting your enquiry.

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

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

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

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

Manage GQ Series
Enquiries about Results
Results Analysis

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

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

Enquiry Unprocessed			
Note	June 2014_0580_ResultEnquiry25_110355	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	<input checked="" type="button" value="Submitted"/>

- 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, please contact our Customer Services team by emailing [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org). If we have questions about your enquiry we will contact you. The candidate number will be listed next to each enquiry.

For Service 5 requests, the word 'All' appears instead of the candidate numbers. For Service 9 requests, a question mark appears instead of the candidate numbers. Hover over the question mark to view the candidate 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 or your Cambridge Associate immediately, as this may mean we have not received your enquiry.

June 2014 Series Dashboard

List Enquiries

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

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

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

- 11 To view and download your acknowledgement letter, go to 'List Enquiries' and search for your enquiry. Click on the relevant enquiry number. Your letter will be shown as 'AckLetter' in the 'Files' section. Download your letter by clicking on the file name. If you click the candidate's name under 'candidates' you will be redirected to the candidate's entries page.

**View Enquiry**

Manage GQ Series | Enquiries about Results

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

**Enquiry 525208**

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

**Files**

File Type	Name	Description	Created	Updated
AckLetter	<a href="#">00000_Ack_525208</a>	Acknowledgement Letter: 00000 Ack 525208.pdf	Tue 02 Dec 2014 10:56	

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

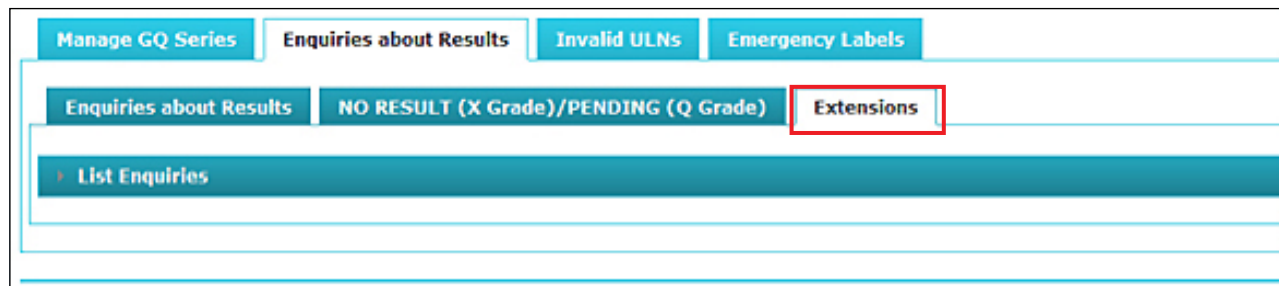
**Files**

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

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

## Extensions

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



## For Service 9 enquiries only

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

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

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

You can still select and submit a Service 9 enquiry for candidates who have existing enquiries. However, we will wait until we complete existing enquiries before producing the Service 9 report. When you click 'Submit', a warning message will show you whether any selected candidates have existing enquiries. You can either click 'cancel' and select another candidate, or you can tick the declaration 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 turnaround.

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

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

### View Enquiry

**Enquiry submission: Enquiry about results**

Thank you for submitting your enquiry.

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

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

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

Manage GQ Series | **Enquiries about Results**

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

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

Enquiry Unprocessed			
Note	June 2014_0509_ResultEnquiry9_36235	Series	June 2014
Service	9 - A report on the work of a group of no fewer than five and no more than 15 candidates for a given examination. If there are other open enquiries about results for a selected candidate with the same syllabus and component this enquiry may take longer to process.	Status	Pending

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

## Cambridge Associates

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

The screenshot shows the 'Enquiries about Results' 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 'Viewing' section shows '2014' and 'June 2014' with a dropdown for 'Awaiting Approval'. The 'Filter by' section includes 'All Service Types', 'All Qualifications', and 'All Assessments'. A table lists enquiries with columns: Note, Centre, CanNo, Service, Qualification, Assessment, Status, Enquiry Report (CSV), and Released on. One row is highlighted with a red box around the 'Awaiting Approval' status. Below the table, there are options for 'Approve & Submit to Cambridge' and 'Reject & Return to Centre'.

Note	Centre	CanNo	Service	Qualification	Assessment	Status	Enquiry Report (CSV)	Released on
June 2014 0470 ResultEnquiry2S 110360		0080	2S	IGCSE	0470 - History	Awaiting Approval	Download	

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

The screenshot shows the 'Enquiries about Results' interface with a filter applied. The filter shows 'June 2014', '2S', and 'Acknowledged'. A table lists enquiries with columns: Enquiry No., Note, CanNo, Series, Service, Qualification, Assessment, Status, Last Updated, and Created. One row is highlighted with a red box around the 'Acknowledged' status.

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

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

1. Select the relevant enquiry by ticking the 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](mailto:info@cambridgeinternational.org)

The Cambridge Associate must report all errors to us within 24 hours from when we issue the acknowledgment 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 | Acknowledged | Download All Enquiry Reports

Filter by: All Service Types | IGCSE | All Assessments | Apply Filter

Operations: Release Acknowledgement Letter | **Proceed**

Note	Centre	CanNo	Service	Qualification	Assessment	Status	Enquiry Report (CSV)	Released on
<input checked="" type="checkbox"/> June 2014_0470_ResultEnquiry2S_110360		0080	2S	IGCSE	0470 - History	<input checked="" type="checkbox"/> <b>Acknowledged</b>	Download	View

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

Release Acknowledgement Letter

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

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 | 2S | Completed | Note... | Apply Filter

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
<a href="#">717658</a>	June 2014_0470_ResultEnquiry2S_110360	0080	June 2014	2S	IGCSE	History	<input checked="" type="checkbox"/> <b>Completed</b>	Tue 29 Mar 2016 04:56	Tue 29 Mar 2016 03:37

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

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'.

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

The Cambridge Associate should follow the same process to release other documents about 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.

The screenshot shows the details for 'Enquiry 717658'. The 'Note' section contains the enquiry ID 'June 2014\_0470\_ResultEnquiry2S\_110360'. The 'Service' section describes a review of marking for externally assessed components. The 'Status' is 'Completed'. The 'Centre Email' is 'IGCSE'. The 'Qualification' is 'IGCSE' and the 'Assessment' is 'History (0470)'. The 'Components' are 'Paper 12' and the 'Syllabus Level' is 'No'. The 'Date Created' is 'Tue 29 Mar 2016' and the 'Last Updated' is 'Tue 29 Mar 2016 04:56'. Below this is a 'Files' section with a table:

File Type	Name	Description	Created	Updated
AckLetter	<a href="#">Ack 717658</a>	Acknowledgement Letter: Ack 717658.pdf	Tue 29 Mar 2016 04:13	
CoSLetter	<a href="#">Coe 717658 0470 12 80</a>	Copy of Scripts: Coe 717658 0470 12 80.pdf	Tue 29 Mar 2016 04:59	
OutLetter	<a href="#">Out 717658 0470 80</a>	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, a two-stage appeals process is available. For more information please refer to the Appeals Regulations and Guidance in the back of the Cambridge Handbook which can be found at [www.cambridgeinternational.org/examsofficersguide](http://www.cambridgeinternational.org/examsofficersguide)

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