

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 access to scripts.

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 an invoice from October for the June series and from March for the November series.

Important information

Component exemptions are not available from 2024 onwards.

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 2024. 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 and Cambridge Pre-U 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 and Cambridge Pre-U 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.

Access to scripts

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 2024. If you want a priority service, do not ask for a copy of the script separately. If you do this you will not receive	Only available in the June series for Cambridge International AS & A Level and Cambridge Pre-U syllabuses.
	the script before the priority services deadline for the candidates in the group.	
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.

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 dates



Deadline for enquiry about results: June 2024: 20 September 2024 November 2024: 26 February 2025

Deadline for access to script: June 2024: 14 October 2024 November 2024: 11 March 2025 To be uploaded to Direct by 26 November 2024 for the June 2024 Series and 23 April 2025 for the November 2024 series.



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 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
- 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.
- For regulated qualifications only, you must make sure each candidate who is part of the enquiry understands their syllabus grade will either stay the same, go up, or go down. By submitting an enquiry for a regulated qualification, and ticking the box on **Direct**, you are confirming each candidate understands this. See section 6.3.2 and 6.3.4 (regulations) of the Cambridge Handbook for more information.
- For more information on the script marking and tolerances, see the guide 'How to understand marks on candidate's scripts' in the Enquiries About Results area on our website: www.cambridgeinternational.org/ear

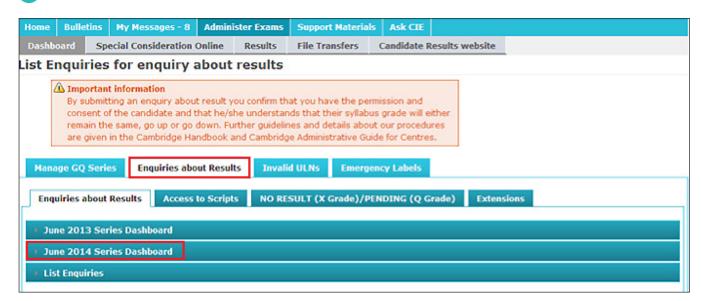
How to submit an enquiry about results

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.

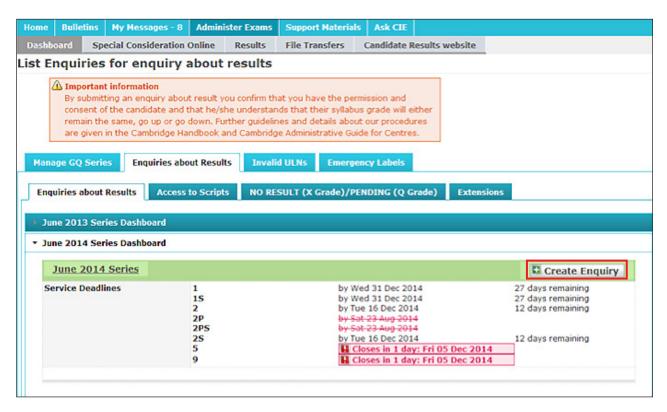
1 Log in to Direct and select the 'Administer exams' tab.



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



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'.



The dates in these screenshots are for illustration only.

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

Service

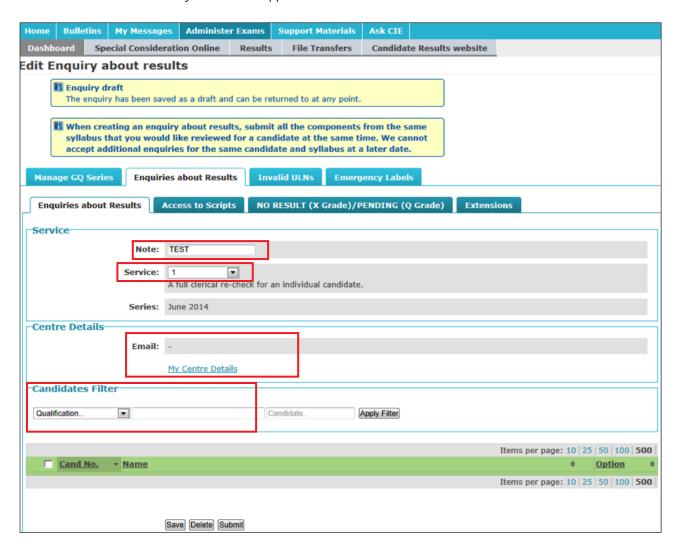
- Note: This box is only for your reference but we recommend you enter the candidate name into the box. The candidate name is not automatically listed on the 'List Enquiries' screen so this 'Note' box will allow you to search for your enquiry using the candidate name at a later date. If you do not fill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

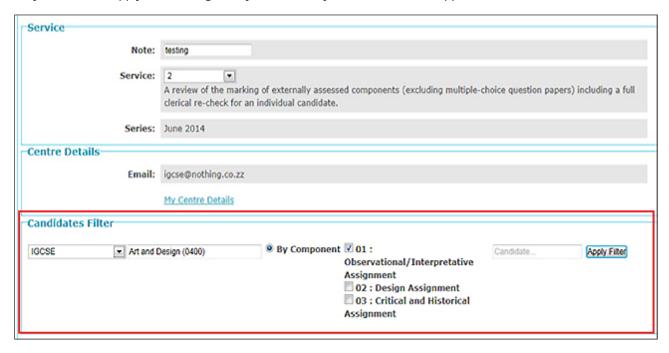
• It is important that you check your centre's email address. If it is incorrect, update your details by selecting 'My Centre Details'.

Candidates Filter

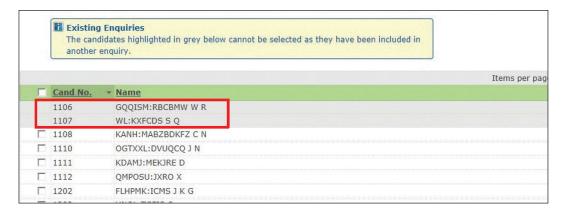
- Select the relevant qualification from the drop-down menu.
- In the box marked 'Assessment', type either the syllabus name or number. When you start typing the syllabus name or number a list of syllabuses will appear.



- 5 Once you have completed the box marked 'Assessment', the options in the screen below will appear.
- Select 'By component'.
- Select the component(s) you would like to submit your enquiry about. Submit at the same time all the components within the same syllabus that you want us to review for a candidate or group of candidates. We cannot accept additional component enquiries for the same candidate and syllabus at a later date.
- In the box marked 'Candidate', you can input the candidate number and click 'Apply Filter'. If the candidate number starts with '0' (zero), you need to omit the '0' when you enter the candidate number in the box. For example, if the candidate number is 0713, type 713 in the box and click 'Apply filter'. Alternatively, you can click 'Apply Filter' straightaway and a list of your candidates will appear.



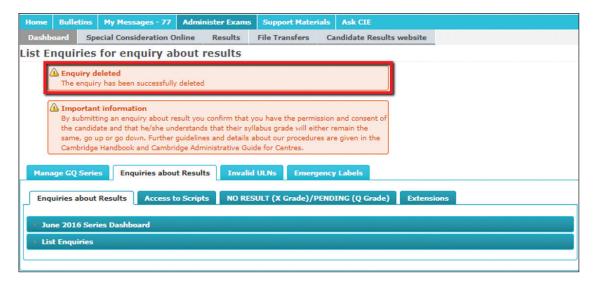
6 Select the relevant candidate(s). You can only submit your enquiry once you have selected your candidate(s). If any candidates already have an existing enquiry open for that syllabus, an information box will tell you and they will be highlighted in grey.



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.

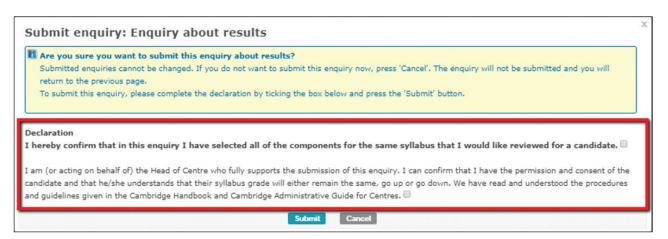


If you click 'delete', a message will appear confirming your enquiry has been deleted and you will be redirected to the 'Enquiries about results' tab.



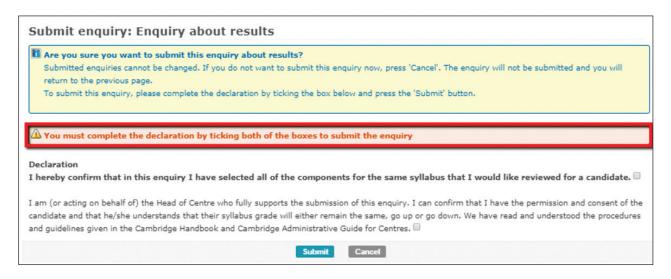
7

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.'

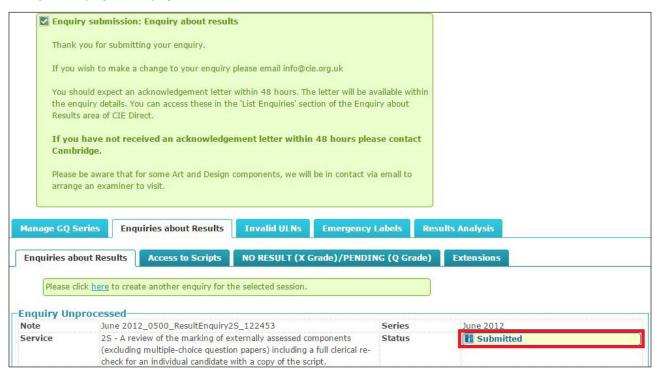


If you select 'Submit' without ticking both checkboxes, a warning message will appear to inform you that you must tick them. You need candidate consent to submit an enquiry and must tick this box to be able to submit your enquiry. You do not need candidate consent for a Service 5 to submit an enquiry.

For regulated qualifications only, you must make sure each candidate who is part of the enquiry understands their syllabus grade will either stay the same, go up, or go down. By submitting an enquiry for a regulated qualification and ticking the box on <u>Direct</u>, you are confirming each candidate understands this.

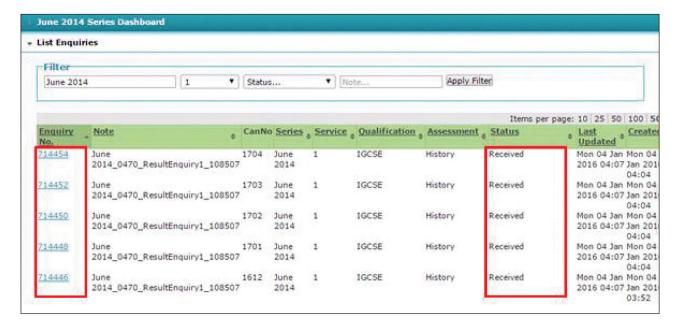


8 Once you have ticked the checkboxes and clicked 'Submit', you will see the following page and the status of your enquiry will display as 'Submitted.'

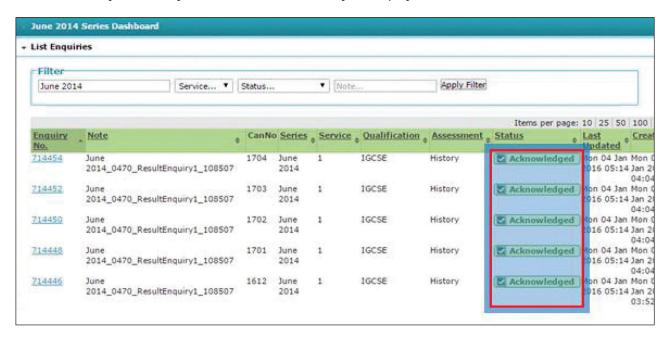


We will process your submitted request and assign an enquiry number. The status of your enquiry will display as 'Received.' Use your enquiry number when you contact us about the enquiry. If your enquiry number is not available within 24 hours of submitting your enquiry, contact our Customer Services 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.

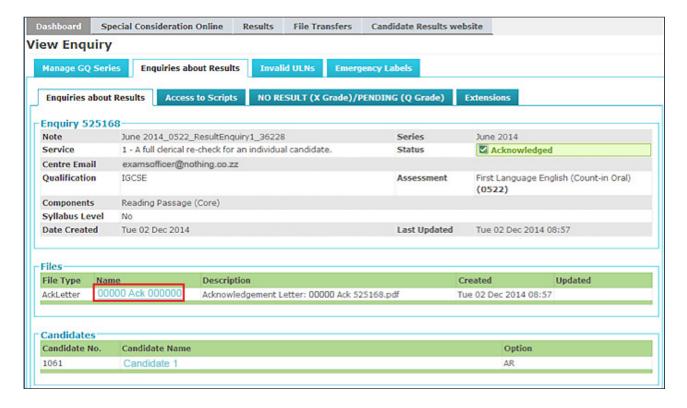
For Service 5 requests, the word 'All' appears instead of the candidate numbers. For Service 9 requests, a question mark appears instead of the candidate numbers. Hover over the question mark to view the candidate numbers.



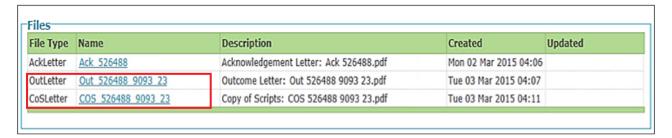
Once we have received your enquiry, we will upload an acknowledgment letter to **Direct**. We will email you when this letter is available. The status of your enquiry will change to 'acknowledged.' If your acknowledgement letter is not available after two working days of submitting your enquiry contact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



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.



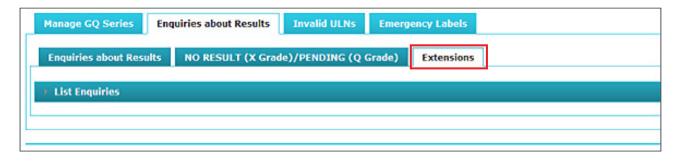
We will upload the outcome of your enquiry and any copies of scripts and reports to the 'Enquiries about results' section of **Direct**. We will email you when an outcome is available. Your outcome letter will be shown as 'OutLetter' and your copy of script will be shown as 'CoSLetter' in the 'Files' 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.



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 be available in the 'Support materials' section of **Direct**.

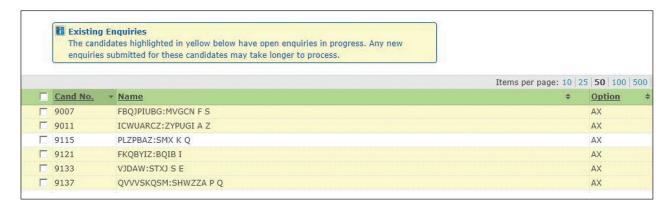
Extensions

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.

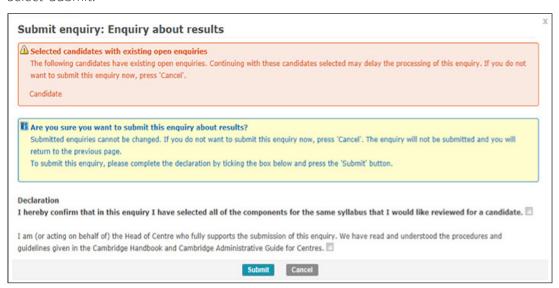


For Service 9 enquiries only

When you ask for a Service 9 enquiry, you will be alerted at **Step 7** if any of the candidates in the group have existing enquiries open. Candidates with an existing enquiry will be highlighted in yellow.

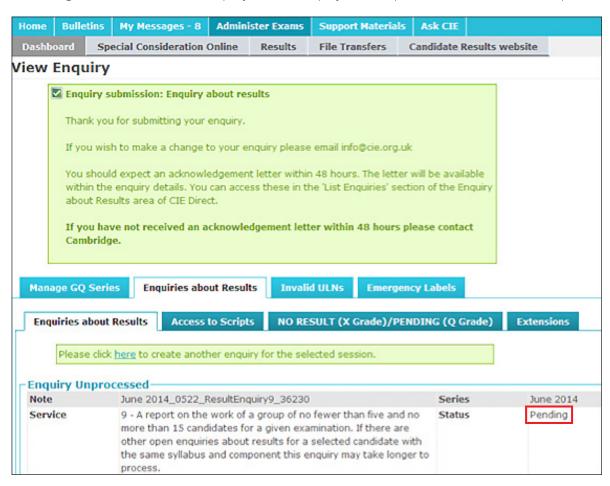


You can still select and submit a Service 9 enquiry for candidates who have existing enquiries. However, we will wait until we complete existing enquiries before producing the Service 9 report. When you click 'Submit', a warning message will show you whether any selected candidates have existing enquiries.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



If you have submitted a Service 9 enquiry for candidates with existing enquiries, the status for the Service 9 enquiry will display as 'Pending.' Once the existing enquiries are complete, the status for the Service 9 enquiry

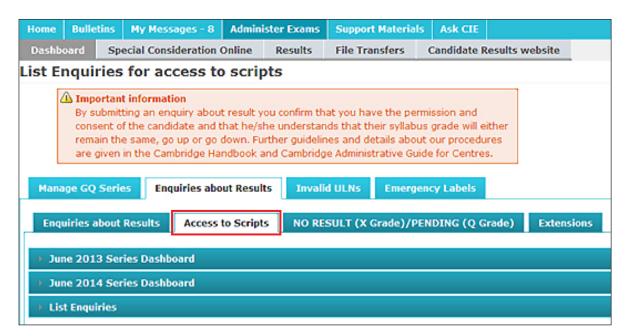
will change to 'Submitted.' The enquiry will not display as 'Completed' on Direct until we upload the



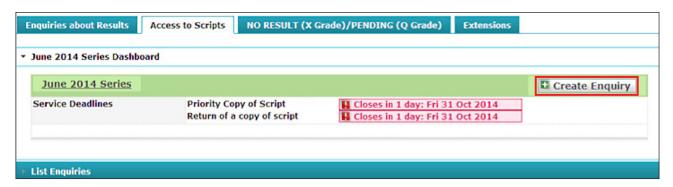
We will email you when your report is available. To view and download your report, go to the 'Enquiries' about Results' tab, click on 'List Enquiries' and search for your enquiry. Click on the relevant enquiry number. Your report will be shown as 'Rpt' in the 'Files' section. Download your report by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

How to apply for access to scripts

- 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.



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

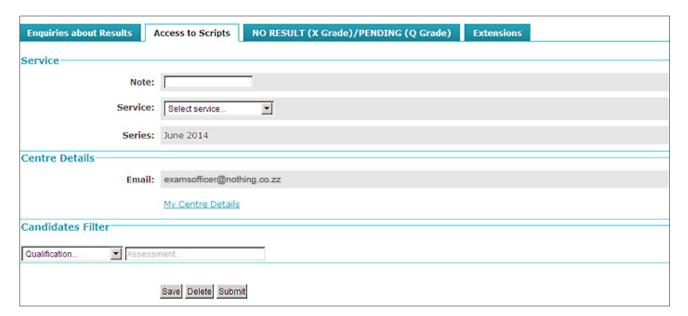
- Note: This box is only for your reference but we recommend you enter the candidate name into the box. The
 candidate name is not automatically listed on the 'List Enquiries' screen so this 'Note' box will allow you to
 search for your enquiry using the candidate name at a later date. If you do not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

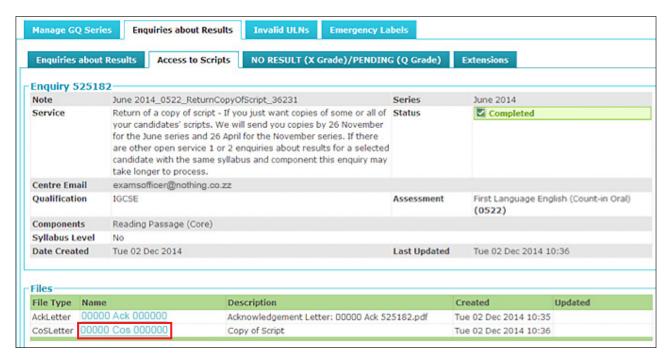
Candidates Filter

- 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 syllabus name or number a list of syllabuses will appear.



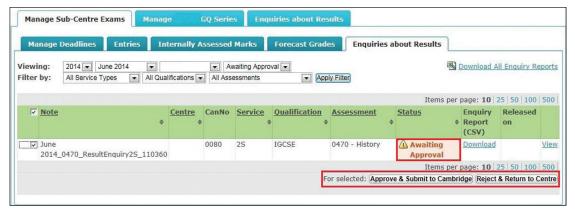
- Tick 'By Component', then tick the relevant component(s). Make sure you submit all the copy of script requests for the same candidate and syllabus at the same time. We cannot accept extra requests for the same candidate and syllabus at a later date.
- In the box marked 'Candidate', you can input the 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).

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.**



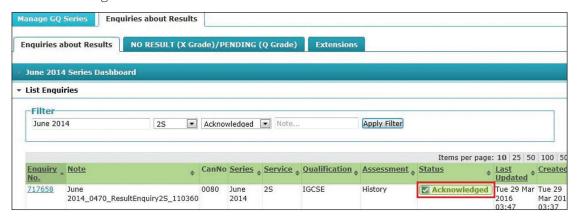
Cambridge Associates

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.



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'

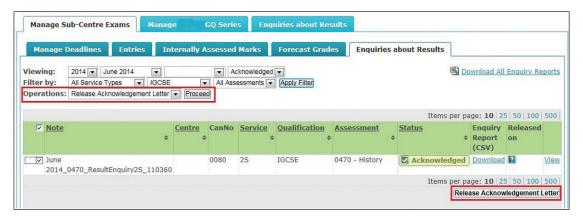
in the Cambridge Associate's Direct account and the Associate Centre's Direct account.



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

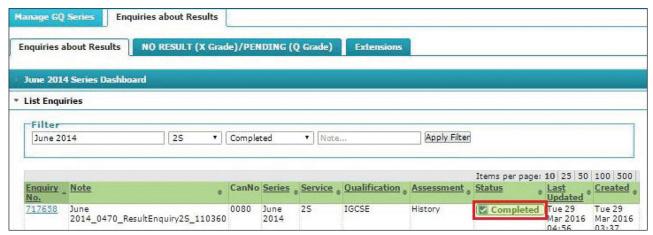
- 1. Select the relevant enquiry by ticking the checkbox on the left-hand side of the screen.
- 2. Select 'Release Acknowledgement Letter' from the 'Operations' drop-down menu and click 'Proceed'.
- 3. Click 'Release Acknowledgement Letter'.

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 <code>info@cambridgeinternational.org</code>. The Cambridge Associate must report all errors to us within 24 hours from when we issue the acknowledgement letter.



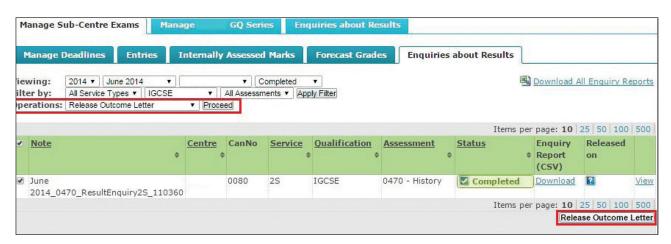
When we upload the outcome letter to the Cambridge Associate's **Direct** account, the Cambridge Associate will receive an email from us. The status of the enquiry will change to 'Completed' in the Cambridge Associate's

Direct account and the Associate Centre's **Direct** account.



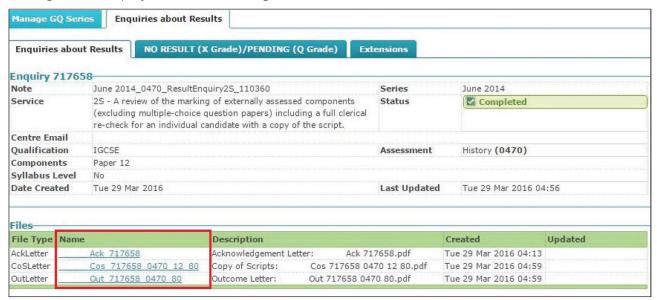
To send the outcome letter to the Associate Centre's Direct account, the Cambridge Associate should:

- 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 Cambridge Associate should follow the same process to release other documents relating to enquiries

about results to their Associate Centres, such as copies of scripts and reports. Once the Cambridge Associate has released documents to their Associate Centre, the Associate Centre can access them by clicking on the enquiry and double clicking on the link in the 'Name' column.



Appeals

If you would like to appeal against the outcome of an enquiry about results, a two-stage appeals process is available. For more information please refer to the Appeals Regulations and Guidance in the back of the Cambridge Handbook which can be found at www.cambridgeinternational.org/

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