

# Enquiries about results guide (UK) 2023

## A guide for exams officers

We carry out extensive quality checks before we issue 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. 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

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.

Service name	Details of service	Availability of service
Clerical re-check: Service 1	A re-check of all procedures leading to the issue of a result. This service checks 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	<p>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 2023.</p> <p>Apply as soon as possible after we release results. This means you will have more chance of receiving the outcome before the UCAS deadline.</p>	<p>Available for components we have assessed.</p> <p>Not available for multiple-choice question papers.</p> <p>Only available in the June series for Cambridge International AS &amp; A Level and Cambridge Pre-U syllabuses.</p>
Priority review of marking with copy of script: Service 2PS	<p>The same as Service 2P but you also receive a copy of the script.</p>	<p>Available for components we have assessed.</p> <p>Not available for multiple-choice question papers and Art &amp; Design syllabuses.</p> <p>Only available in the June series for Cambridge International AS &amp; A Level and Cambridge Pre-U syllabuses.</p>
Re-moderation of internally assessed component with report: Service 5	<p>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.</p>	<p>Available for components you have assessed.</p> <p>Not available for individual candidates.</p> <p>We will only re-moderate the work of the candidates in the original sample.</p>
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 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'.</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>	<p>Available for components we have assessed.</p> <p>Not available for multiple-choice question papers.</p>

## Access to scripts

Service name	Details of service	Availability of service
Priority copy of script	<p>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 <b>Direct</b> by 8 September 2023.</p> <p>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.</p>	Only available in the June series for Cambridge International AS & A Level and Cambridge Pre-U 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.

## 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>
--	--

## 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 <b>Direct</b> .
--	--



## Important dates

**Deadline for enquiry about results:**

**June 2023:** 20 September 2023

**November 2023:** 26 February 2024

**Deadline for access to script:**

**June 2023:** 14 October 2023

**November 2023:** 11 March 2024

To be uploaded to Direct by

**26 November 2023** for the June 2023 Series and **26 April 2024** for the November 2023 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](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.
- 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](http://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.

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' section with the subtitle 'The online tool for Cambridge Exams Officers'. On the left, there is a 'New features' section with a list of updates. In the center, there are sections for 'Latest bulletins' (with a link to 'Cambridge Handbook 2014 - Chinese translation') and 'Administer exams' (with sub-sections for 'Download and upload files', 'View entries and results', and 'Manage the Candidate results website'). On the right, there is a 'Last login' box, an 'Ask CIE' chat icon, and 'CIE Direct Support' and 'CIE Direct feedback' sections.

- 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 'Enquiries about Results' tab selected in the navigation menu. The top navigation bar includes 'Home', 'Bulletins', 'My Messages - 8', 'Administer Exams', 'Support Materials', and 'Ask CIE'. Below the navigation bar, there is a 'List Enquiries for enquiry about results' section. An 'Important information' box is displayed, stating: '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 remain the same, go up or go down. Further guidelines and details about our procedures are given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.' Below the information box, there are several tabs: 'Manage GQ Series', 'Enquiries about Results' (highlighted with a red box), 'Invalid ULNs', and 'Emergency Labels'. Under the 'Enquiries about Results' tab, there are sub-tabs: 'Enquiries about Results', 'Access to Scripts', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. Below the sub-tabs, there is a list of exam series: 'June 2013 Series Dashboard', 'June 2014 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 - 8** | **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 remain the same, go up or go down. Further guidelines and details about our procedures are given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

**Manage GQ Series** | **Enquiries about Results** | **Invalid ULNs** | **Emergency Labels**

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

June 2013 Series Dashboard

June 2014 Series Dashboard

June 2014 Series				<b>Create Enquiry</b>
<b>Service Deadlines</b>	<b>1</b>	by Wed 31 Dec 2014	27 days remaining	
	<b>1S</b>	by Wed 31 Dec 2014	27 days remaining	
	<b>2</b>	by Tue 16 Dec 2014	12 days remaining	
	<b>2P</b>	by Sat 23 Aug 2014		
	<b>2PS</b>	by Sat 23 Aug 2014		
	<b>2S</b>	by Tue 16 Dec 2014	12 days remaining	
	<b>5</b>	<b>Closes in 1 day: Fri 05 Dec 2014</b>		
	<b>9</b>	<b>Closes in 1 day: Fri 05 Dec 2014</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 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' page. At the top, there is a navigation menu with links: Home, Bulletins, My Messages, Administer Exams, Support Materials, Ask CIE, Dashboard, Special Consideration Online, Results, File Transfers, and Candidate Results website. Below the navigation, there are two informational boxes: one stating 'Enquiry draft' and another warning that only one enquiry can be submitted per candidate and syllabus. A secondary navigation bar includes 'Manage GQ Series', 'Enquiries about Results', 'Invalid ULNs', and 'Emergency Labels'. Below this, there are buttons for 'Enquiries about Results', 'Access to Scripts', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The main form is divided into three sections: 'Service' with fields for Note (TEST), Service (1), and Series (June 2014); 'Centre Details' with an Email field (-) and a link to 'My Centre Details'; and 'Candidates Filter' with a Qualification dropdown, a Candidate search box, and an 'Apply Filter' button. At the bottom, there are 'Save', 'Delete', and 'Submit' buttons. A table header is visible at the bottom with columns for 'Cand No.' and 'Name', and a pagination bar showing 'Items per page: 10 | 25 | 50 | 100 | 500'.

- 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', and a 'Series' field with 'June 2014'. A descriptive text below the dropdown reads: 'A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate.'
- Centre Details:** Features an 'Email' field containing '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 for 'IGCSE', a text input for 'Art and Design (0400)', a radio button for 'By Component', and three checked checkboxes: '01 : Observational/Interpretative Assignment', '02 : Design Assignment', and '03 : Critical and Historical Assignment'. To the right, there is a 'Candidate...' input field and 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.

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

Home Bulletins My Messages - 8 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
Enquiries about Results
Invalid ULNs
Emergency Labels

Enquiries 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 - 77 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 remain the same, go up or go down. Further guidelines and details about our procedures are given in the Cambridge Handbook and Cambridge Administrative Guide for Centres.

Manage GQ Series
Enquiries about Results
Invalid ULNs
Emergency Labels

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

June 2016 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**

**i** 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 remain the same, go up or go down. 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.

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.

**Submit enquiry: Enquiry about results**

**i** 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 remain the same, go up or go down. 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.'

**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
Invalid ULNs
Emergency Labels
Results Analysis

Enquiries 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**

<b>Note</b>	June 2012_0500_ResultEnquiry2S_122453	<b>Series</b>	June 2012
<b>Service</b>	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.	<b>Status</b>	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, 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](#)

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	<input checked="" type="checkbox"/> Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 05:14
714452	June 2014_0470_ResultEnquiry1_108507	1703	June 2014	1	IGCSE	History	<input checked="" type="checkbox"/> Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 05:14
714450	June 2014_0470_ResultEnquiry1_108507	1702	June 2014	1	IGCSE	History	<input checked="" type="checkbox"/> Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 05:14
714448	June 2014_0470_ResultEnquiry1_108507	1701	June 2014	1	IGCSE	History	<input checked="" type="checkbox"/> Acknowledged	Mon 04 Jan 2016 05:14	Mon 04 Jan 2016 05:14
714446	June 2014_0470_ResultEnquiry1_108507	1612	June 2014	1	IGCSE	History	<input checked="" type="checkbox"/> 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.

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

**View Enquiry**

Manage GQ Series | Enquiries about Results | Invalid ULNs | Emergency Labels

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

**Enquiry 525168**

Note	June 2014_0522_ResultEnquiry1_36228	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 English (Count-in Oral) (0522)
Components	Reading Passage (Core)		
Syllabus Level	No		
Date Created	Tue 02 Dec 2014	Last Updated	Tue 02 Dec 2014 08:57

**Files**

File Type	Name	Description	Created	Updated
AckLetter	00000 Ack 000000	Acknowledgement Letter: 00000 Ack 525168.pdf	Tue 02 Dec 2014 08:57	

**Candidates**

Candidate No.	Candidate Name	Option
1061	Candidate 1	AR

- 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. 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.

Manage GQ Series	Enquiries about Results	Invalid ULNs	Emergency Labels
Enquiries about Results	NO RESULT (X Grade)/PENDING (Q Grade)	Extensions	
<a href="#">List Enquiries</a>			

### 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.

<input type="checkbox"/> Cand No.	Name	Option
<input type="checkbox"/> 9007	FBQJPIUBG:MVGCN F S	AX
<input type="checkbox"/> 9011	ICWUARCZ:ZYPUGI A Z	AX
<input type="checkbox"/> 9115	PLZPBAZ:SMX K Q	AX
<input type="checkbox"/> 9121	FKQBYIZ:BQIB I	AX
<input type="checkbox"/> 9133	VJDAW:STXJ S E	AX
<input type="checkbox"/> 9137	QVVVSKQSM: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.

The screenshot shows the 'View Enquiry' page in the CIE Direct system. At the top, there are navigation tabs: Home, Bulletins, My Messages - 8, Administer Exams, Support Materials, Ask CIE, Dashboard, Special Consideration Online, Results, File Transfers, and Candidate Results website. The main heading is 'View Enquiry'. Below this is a green-bordered box containing a confirmation message: 'Enquiry submission: Enquiry about results'. The message thanks the user for submitting the enquiry, provides contact information (info@cie.org.uk), and states that an acknowledgement letter will be available within 48 hours. Below the message are several tabs: Manage GQ Series, Enquiries about Results (selected), Invalid ULNs, and Emergency Labels. Under the 'Enquiries about Results' tab, there are sub-tabs: Enquiries about Results (selected), Access to Scripts, NO RESULT (X Grade)/PENDING (Q Grade), and Extensions. A green box contains a link to create another enquiry. Below this is a section titled 'Enquiry Unprocessed' with a table:

Note	Series	June 2014
June 2014_0522_ResultEnquiry9_36230		
Service	Status	Pending
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.		

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.

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

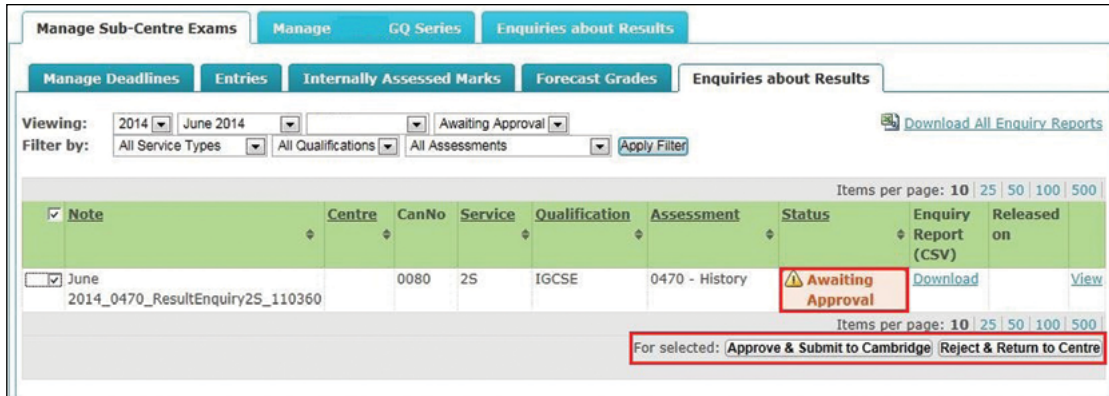
- 6 Tick 'By Component', then tick the relevant component(s). Make sure you submit all the copy of script requests for the same candidate and syllabus at the same time. We cannot accept extra requests for the same candidate and syllabus at a later date.
- 7 In the box marked 'Candidate', you can input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

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**.

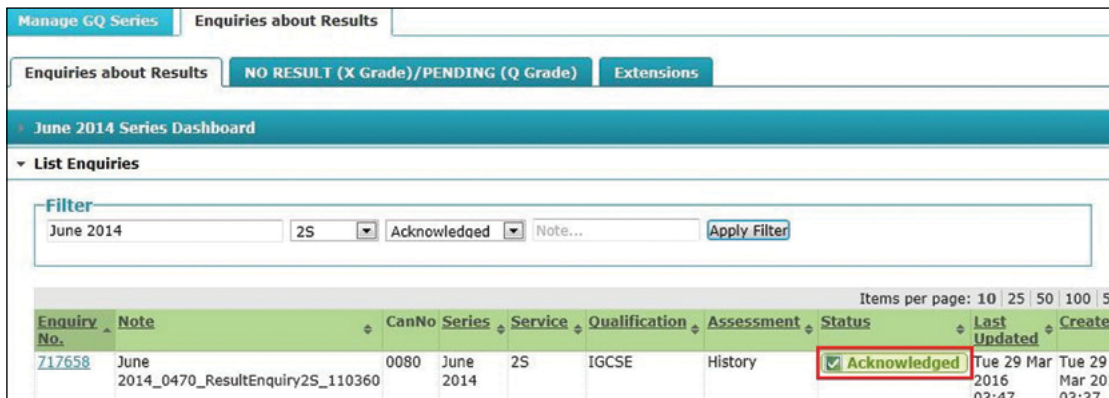
Manage GQ Series	Enquiries about Results	Invalid ULNs	Emergency Labels	
Enquiries about Results		Access to Scripts	NO RESULT (X Grade)/PENDING (Q Grade)	
Enquiries about Results		Extensions		
<b>Enquiry 525182</b>				
<b>Note</b>	June 2014_0522_ReturnCopyOfScript_36231	<b>Series</b>	June 2014	
<b>Service</b>	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.	<b>Status</b>	<input checked="" type="checkbox"/> Completed	
<b>Centre Email</b>	examsofficer@nothing.co.zz			
<b>Qualification</b>	IGCSE	<b>Assessment</b>	First Language English (Count-in Oral) (0522)	
<b>Components</b>	Reading Passage (Core)			
<b>Syllabus Level</b>	No			
<b>Date Created</b>	Tue 02 Dec 2014	<b>Last Updated</b>	Tue 02 Dec 2014 10:36	
<b>Files</b>				
File Type	Name	Description	Created	Updated
AckLetter	00000 Ack 000000	Acknowledgement Letter: 00000 Ack 525182.pdf	Tue 02 Dec 2014 10:35	
CoSLetter	00000 Cos 000000	Copy of Script	Tue 02 Dec 2014 10:36	

## 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.



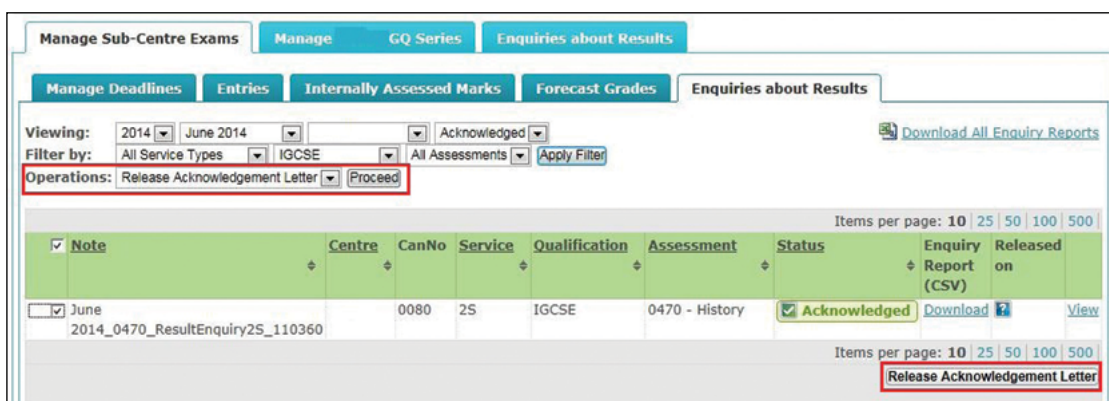
When we upload the acknowledgement letter to the Cambridge Associate's **Direct** account, the Cambridge Associate will receive an email from us. The status of the enquiry will change to 'Acknowledged' in the Cambridge Associate's **Direct** account and the Associate Centre's **Direct** account.



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 [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org). 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.

The screenshot shows the 'Enquiries about Results' page. At the top, there are tabs for 'Manage GQ Series', 'Enquiries about Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. Below this is a 'June 2014 Series Dashboard' and a 'List Enquiries' section. A filter box shows 'June 2014', '25' items per page, and 'Completed' status. The main table has columns: Enquiry No., Note, CanNo, Series, Service, Qualification, Assessment, Status, Last Updated, and Created. The 'Status' column for the first row is highlighted with a red box and contains the text 'Completed'.

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 04:56	Tue 29 Mar 2016 03:37

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' page with the 'Operations' dropdown menu open. The 'Release Outcome Letter' option is selected and highlighted with a red box. The 'Proceed' button is also highlighted with a red box. The table below shows the enquiry details, with the 'Status' column highlighted as 'Completed'.

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

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	
<b>Enquiry 717658</b>				
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	<input checked="" type="checkbox"/> 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	
<b>Files</b>				
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="#">Cos 717658 0470 12 80</a>	Copy of Scripts: Cos 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)