



## Guidance notes

### Completing the form

- This form must be completed and signed by the Head of Centre.
- We cannot accept result enquiry requests from individual candidates, parents or over the telephone.
- From November 2013 you can only submit enquiries about results at component level. Please list all the components you would like to be reviewed in the table. For each candidate you can only request one service type for the components of the same syllabus. For example, you cannot request a 'Service 2S' for one component and then a 'Service 1S' for another component if they are components of the same syllabus.
- If you would like a result enquiry for a candidate who has received a 'No Result' (X) or a 'Pending' grade (Q) then add 'X' or 'Q' in the 'Service' column of the table. These enquiries are free.

### Payment

- Do not send any payment with your form. We will invoice you at the end of the exam series.

### Deadlines

The deadlines for submitting this form for Cambridge IGCSE, Cambridge O Level, Cambridge International AS and A Level and Cambridge Pre U enquiry about results are:

- November series – 26 February 2014

### Cambridge International Diplomas and professional development qualifications:

Please use 'Results and Certificates – Form 13' for the above qualifications which can be found in the 'Support Materials' section of CIE Direct. The deadlines and administrative fees for these qualifications are different. Please see the relevant administrative guide for the deadlines for Cambridge International Diploma On Demand and professional development qualifications and our fees list for the available services and associated fees. Our fees list is available on the 'My Messages' section of CIE Direct, on request from Customer Services, or from your Cambridge Associate if you work with us through another organisation.

### Processing the form

- We acknowledge and process forms in the order we receive them. If you have not received an acknowledgement from us within seven days of sending your form, please contact us. If you wait until after the deadline to contact us we may not be able to process your application.

### Fees and services

- The fees for each service are in our fees list which is available on the 'My Messages' section of CIE Direct, on request from Customer Services, or from your Cambridge Associate if you work with us through another organisation.
- We will not charge you a fee if we change a candidate's syllabus grade because of an enquiry about results.
- The table on the next page outlines the different result enquiry services we offer.

<b>Service</b>	<b>Details of service</b>
<b>Clerical re-check</b> Service 1	A re-check of all procedures leading to the issue of a result. This service checks that: <ul style="list-style-type: none"> <li>• all parts of the script were marked</li> <li>• the marks were totalled correctly</li> <li>• the marks were recorded correctly.</li> </ul>
<b>Clerical re-check and copies of scripts</b> Service 1S	The same as a 'clerical re-check' but you also get a copy of the script. This service is not available for art and design syllabuses.
<b>Review of marking</b> Service 2	A review of the original marking to check that the agreed mark scheme was applied correctly. The service is available for externally assessed components (excluding multiple-choice question papers). This service also includes the re-checks detailed in the 'clerical re-check' service.
<b>Review of marking and copies of scripts</b> Service 2S	The same as a 'review of marking' but you also get a copy of the script. This service is not available for art and design syllabuses.
<b>Re-moderation of coursework with report</b> Service 5	A re-moderation of the Centre's coursework marks for a component, and a report on the assessment of the candidate's coursework.
<b>Recalculation of Cambridge ICE Certificate or AICE Diploma</b> Service 6	A clerical check to make sure the calculation of results for a Cambridge ICE certificate or a Cambridge AICE Diploma is correct.
<b>Report on the work of a group of candidates</b> Service 9	<p>A report on the work of a group of no fewer than five and no more than 15 candidates for a given examination. The report is for the information of teachers only and does not involve any review of marking. The report is designed to give teachers a better understanding of their candidates' performance on a particular component. Because of the date by which the reports are produced it cannot be used to inform decisions about retake entries.</p> <p>Available at component level only for Cambridge IGCSE, Cambridge O Level, Cambridge International AS and A Level and Cambridge Pre-U. This service is not available for multiple-choice tests or internally assessed components.</p> <p>Please note: once you order this service for a candidate you cannot request any other service for the component for that particular candidate.</p> <p>We will start processing requests for reports, in the order we receive them, once the deadline for enquiries about results has passed:</p> <ul style="list-style-type: none"> <li>• November 2013 series – 26 February 2014</li> </ul> <p>If you have submitted a different enquiry for any of the candidates within the group we will complete that enquiry first before producing the report. In these cases we will aim to return the report within 28 days of completing any other enquiries concerning the candidates in the group.</p>