



Cambridge Assessment Admissions Testing Results Enquiry Procedure

For certain Cambridge Assessment Admissions Testing tests, if a candidate thinks there has been an error in the processing or reporting of their results, they can raise a Results Enquiry. If a test is eligible for a Results Enquiry, this will be stated in the FAQs section of that test's page on our website: www.admissionstesting.org

A Results Enquiry should be submitted on the candidate's behalf by the Exams Officer at the centre where the test was taken, using the online Results Enquiry form which can be found in the [Useful documents](#) section of the Cambridge Assessment Admissions Testing website. The centre must confirm they have the candidate's consent to submit the Results Enquiry. If the test was taken at an open centre, the Enquiry form may be submitted directly by the candidate.

A request for a Results Enquiry must be received by us within five working days of the results release date. Enquiries received after this date may still be considered but may be too late for institutions to take into account. It is therefore in candidates' interests to make the Results Enquiry request as soon as possible after the results are released.

We undertake to respond to requests for Results Enquiries within five working days of receipt. If a candidate's results are changed, the revised results will be communicated directly to the institution(s) to which they have applied (if we know where they have applied) and the candidate and/or centre.

A fee is charged for a Results Enquiry and must be received before the outcome of the Enquiry can be released. If a candidate's school or college submitted the Results Enquiry, their school or college will be invoiced for the fee, following the outcome. Candidates should check with their school or college if this fee will be passed on to them. If the candidate submitted the Results Enquiry, they will need to pay Cambridge Assessment Admissions Testing directly by credit or debit card when they submit their Results Enquiry. The fee will be refunded if the candidate's results are revised. For fees, please refer to the relevant Dates and costs section of our website.

A Results Enquiry involves:

- A check of the candidate's data to ensure that results have been accurately reported.
- A clerical check of any computer marked answer sheets, to ensure that there were no errors in the scanning or scoring processes.
- A review of examiner marked components by a senior examiner who was not responsible for awarding the original marks, to ensure that the marking criteria were appropriately applied.

We employ rigorous quality assurance procedures when processing candidate results. For multiple choice sections, all answer sheets are scanned using optical character recognition software and images of the answer sheets are captured. We manually verify the answer responses captured on the image against the original answer sheet. Raw responses are exported and scored using statistical software packages. Score conversions are quality checked by the Senior Assessment Manager.

Essays are marked twice and then may be remarked a third time where discrepancies occur between the initial two results, to ensure that marking criteria are applied appropriately. In the unlikely event that results are revised, candidates should be aware that **results can go down as well as up**. As this could affect a candidate's university application, Results Enquiries will not be processed without the consent of the candidate.