

Enquiries about results guide (Mauritius) 2021

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**

There is an administrative fee for enquiries and appeals. Your Cambridge Associate will confirm the fees with you in advance of the enquiries about results period. We will not charge the fee if the enquiry leads to a change in syllabus grade. Cambridge International issue invoices 6–8 weeks after the enquiries about results deadlines.

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 all parts of the script were marked, that the marks were totalled correctly, and that the marks were recorded correctly.	Available for externally assessed components.
Review of marking: Service 2	A review of the original marking to check that the agreed mark scheme was applied correctly. This service also includes the re-checks detailed in Service 1.	Available for externally assessed components. Not available for multiple-choice question papers.
Review of marking with report: Service 3	A review of the original marking to check that the agreed mark scheme was applied correctly. This service also includes the re-checks detailed in Service 1 and a report on an individual candidate's performance.	Available for externally assessed components. Not available for multiple-choice question papers.
Review of marking with group report: Service 4	A review of the original marking to check that the agreed mark scheme was applied correctly for a group of no fewer than 5 and no more than 15 candidates for a particular examination. This service also includes the re-checks detailed in Service 1 and a general report on the work of the group. All candidates in the group must have taken the same combination of components.	Available for externally assessed components. Not available for multiple-choice question papers.
Re-moderation of coursework with report: Service 5	A re-moderation of the centre's coursework for a component and a report on the assessment of the candidates' coursework. 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.	Available for internally assessed components. Not available for individual candidates. Can only be used for the whole cohort.

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

<p>Enquiries for a NO RESULT (X Grade) or PENDING (Q Grade)</p>	<p>We usually issue a 'NO RESULT' if the candidate appears not to have completed all the components of an assessment. 'PENDING' means that a result cannot be issued at present but will follow in due course.</p> <p>We can provide an explanation of 'NO RESULT' or 'PENDING' outcomes without charge, if requested by the Head of Centre.</p> <p>We will ask you to submit any documentary evidence that may suggest that our records are inaccurate with your request, for example, an attendance register or a coursework mark.</p> <p>If we confirm that we are unable to issue a result for the candidate for the syllabus, we will provide:</p> <ul style="list-style-type: none">• confirmation of the component(s) for which we had no mark• confirmation of a previous notification of the reason why we cannot award a result, for example, that we did not receive documents, coursework marks or information to confirm that the candidate did or did not sit a particular exam
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Important information

- You can submit enquiries about results at syllabus and component level.
- For each candidate, all components of the syllabus for which an enquiry is being submitted must be for the same service. For example, you cannot request a Service 2 for one component and a Service 1 for another component if they are components of the same syllabus.
- 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.
- Enquiries about results are not available for component exemptions.
- We deal with enquiries in the order in which we receive them. We will communicate the outcome of your enquiry to you within 30 days of receiving it. However, due to the ongoing impact of the Covid-19 pandemic, it may take us longer than normal to share the outcome with you.
- Centres in Mauritius should submit enquiries about results to MES through Direct. MES can then approve the enquiry and send it to us or reject the enquiry. For more information, **see page 11** of this guide.
- If any of your candidates or their parents have questions about results, please direct them to our website where there is more information on how we mark and grade exam papers.
- If you wish to make amendments to an enquiry, or to cancel an enquiry, these must be made within 24 hours of your enquiry being acknowledged. Any changes after this time will incur an administration fee.

How to submit an enquiry about results

Follow the steps below to submit your enquiry. For a brief overview of the process, a **video tutorial** will be provided to your centre by your Cambridge Associate before the start of the series.

- 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', 'Administer Exams' (highlighted), 'Support Materials', and 'Ask CIE'. Below the navigation bar, there is a 'Welcome to CIE Direct' message and a list of 'Latest bulletins'. A 'New features' sidebar is on the left. The main content area has sections for 'Administer exams' and 'Download and upload files'.

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

The screenshot shows the 'List Enquiries for enquiry about results' page. The 'Enquiry About Results' tab is selected. Below the tabs, there are buttons for 'Enquiry About Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'November 2019 Series Dashboard' is highlighted with a red box.

- 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'.

The screenshot shows the 'November 2019 Series Dashboard' with a table of service deadlines and a 'Create Enquiry' button. The table has the following data:

Service Deadlines	1	2	3	4	5
		by Wed 07 Jul 2021	by Wed 07 Jul 2021	by Wed 07 Jul 2021	
		16 days remaining	16 days remaining	16 days remaining	
				Closes in 10 days: Thu 01 Jul 2021	
				Closes in 1 day: Tue 22 Jun 2021	

Please note 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 that 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 populate this box, it will be populated by default 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 or

Centre Details

No automatic emails will be sent to your email account, leave this field blank.

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, select the syllabus required.

- 5 Once you have completed the box marked 'Assessment', the options in the screen below will appear.
- Select 'By component' or 'By syllabus'.
 - When booking 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 leave the candidate field blank and click 'Apply Filter'. A list of your eligible candidates will appear and you can select the candidate(s) required.

The screenshot displays the 'Enquiry About Results' interface. At the top, there are tabs for 'Manage GQ Series' and 'Enquiry About Results'. Below this, there are sub-tabs for 'Enquiry About Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Service' section includes a 'Note' field, a 'Service' dropdown menu (set to '2'), and a 'Series' dropdown menu (set to 'November 2019'). The 'Centre Details' section has an 'Email' field. The 'Candidates Filter' section (highlighted with a red border) includes a dropdown for 'IGCSE' and a text input for 'Biology (0610)'. It features radio buttons for 'By Component' and 'By Syllabus'. Under 'By Component', there are checkboxes for '32 : Theory (Core) 32', '42 : Theory (Extended) 42' (checked), '52 : Practical Test 52', and '62 : Alternative to Practical 62'. A 'Candidate...' input field and an 'Apply Filter' button are also present. Below this, another 'Candidates Filter' section shows a dropdown for 'Option...' with a menu open showing 'BY', 'CY', 'FY', and 'GY'. At the bottom, there is a table header with columns 'Cand. No.', 'Name', and 'Option', and a 'Save Delete Submit' 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, they will be highlighted in grey and you will be notified by an information box on screen.

Existing Enquiries
The candidates highlighted in grey below cannot be selected as they have been included in another Enquiries about Results.

	Cand No.	Name	Option
<input type="checkbox"/>	0001	TRJFEB BCXVK XRVXU	CY
<input type="checkbox"/>	0003	ZFQRG EXAHSE KHGUBO	CY
<input type="checkbox"/>	0004	IFDNDRT JHIY EPDG	CY
<input type="checkbox"/>	0006	LETVESQ IJAMQ NKSFUC	CY

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

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

Home
Bulletins
My Messages
Administer Exams
Support Materials
Ask CIE

Dashboard
Results
File Transfers
Candidate Results website

Edit Enquiry about results

Enquiry saved
The enquiry has been successfully saved

Manage GQ Series
Enquiry About Results

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

Home
Bulletins
My Messages
Administer Exams
Support Materials
Ask CIE

Dashboard
Results
File Transfers
Candidate Results website

List Enquiries for enquiry about results

Enquiry deleted
The enquiry has been successfully deleted

Manage GQ Series
Enquiry About Results

Enquiry About Results
NO RESULT (X Grade)/PENDING (Q Grade)
Extensions

- 7 When booking by component, 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. 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 inform you that you must tick them.

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.

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 'Awaiting Approval'. Once MES approves this request your enquiry will display 'Submitted'.

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

Dashboard | Results | File Transfers | Candidate Results website

View Enquiry

Manage GQ Series | Enquiry About Results

Enquiry About Results | NO RESULT (X Grade)/PENDING (Q Grade) | Extensions

Enquiry Unprocessed

Note	November 2019_0610_ResultEnquiry2_330258	Series	November 2019
Service	2 - A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate.	Status	Submitted
Centre Email	-	Assessment	Biology (0610)
Qualification	IGCSE		
Components	Theory (Extended) 42		
Syllabus Level	No		
Date Created	Mon 21 Jun 2021	Last Updated	Mon 21 Jun 2021 02:13

Candidates

Candidate No.	Candidate Name	Option
0003	ZFQRG EXAHSE KHGUBO	CY

- 9 We will process your submitted request and assign an enquiry number. The status of your enquiry will display as 'Received.' Please use your enquiry number in all related communications with MES. If your enquiry number is not available within 24 hours of submitting your enquiry, please contact MES. If we have questions about your enquiry we will contact you via MES. The candidate number will be listed next to each enquiry.

For service 5 requests, the word 'All' appears instead of the candidate numbers.

November 2019 Series Dashboard

List Enquiries

Filter

November 2019 2 Status... Note... Apply Filter

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

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
1202520	November 2019_0610_ResultEnquiry2_330258	0003	November 2019	2	IGCSE	Biology	Received	Mon 21 Jun 2021 02:17	Mon 21 Jun 2021 01:54

- 10 Once we have received your enquiry, we will upload an acknowledgment letter to Direct. 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 MES immediately, as this may mean we have not received your enquiry.

November 2019 Series Dashboard

List Enquiries

Filter

November 2019 2 Status... Note... Apply Filter

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

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
1202520	November 2019_0610_ResultEnquiry2_330258	0003	November 2019	2	IGCSE	Biology	Acknowledged	Tue 22 Jun 2021 09:04	Mon 21 Jun 2021 01:54

- 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 'Ack Letter' in the 'Files' section.

Download your letter by clicking on the file name. Please check all the details in the acknowledgement letter are correct and if any errors are found, you should contact MES immediately. If you click the candidate's name under 'candidates' you will be redirected to the candidate's entries page.

The screenshot shows the 'View Enquiry' interface. At the top, there are navigation tabs: Home, Bulletins, My Messages, Administer Exams, Support Materials, and Ask CIE. Below these are sub-tabs: Dashboard, Results, File Transfers, and Candidate Results website. The main heading is 'View Enquiry'. There are two main tabs: 'Manage GQ Series' and 'Enquiry About Results'. Under 'Enquiry About Results', there are three sub-tabs: 'Enquiry About Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Enquiry About Results' sub-tab is active, showing details for 'Enquiry 1202520'. The details include:

Note	November 2019_0610_ResultEnquiry2_330258	Series	November 2019
Service	2 - A review of the marking of externally assessed components (excluding multiple-choice question papers) including a full clerical re-check for an individual candidate.	Status	<input checked="" type="checkbox"/> Acknowledged
Centre Email	-	Assessment	Biology (0610)
Qualification	IGCSE	Components	Theory (Extended) 42
Syllabus Level	No	Date Created	Mon 21 Jun 2021
Date Created	Mon 21 Jun 2021	Last Updated	Tue 22 Jun 2021 09:04

Below the details is a 'Files' section with a table:

File Type	Name	Description	Created	Updated
AckLetter	00000 Ack 1202520	Acknowledgement Letter: 00000 Ack 1202520.pdf	Tue 22 Jun 2021 09:04	

- 12 We will upload the outcome of your enquiry and any reports to the 'Enquiries about results' section of Direct. Your outcome letter will be shown as 'Out Letter' in the 'Files' section. Download your letter by clicking on the file name.

The screenshot shows the 'Files' section with a table:

File Type	Name	Description	Created	Updated
AckLetter	00000 Ack 1202520	Acknowledgement Letter: 00000 Ack 1202520.pdf	Tue 22 Jun 2021 09:04	
OutLetter	00000 Out 1202520 0610 03	Outcome Letter: 00000 Out 1202520 0610 03.pdf	Wed 23 Jun 2021 09:05	

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. Extensions cannot be requested by centres.

The screenshot shows the 'View Enquiry' interface with the 'Extensions' sub-tab selected. The 'List Enquiries' button is visible at the bottom of the page.

Instructions for MES

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

The screenshot shows the 'Enquiry About Results' section of the MES system. The interface includes navigation tabs for 'Manage Sub-Centre Exams', 'Manage MV001 GQ Series', and 'Enquiry About Results'. Under 'Enquiry About Results', there are sub-tabs for 'Manage Deadlines', 'Entries', 'Internally Assessed Marks', 'Forecast Grades', and 'Enquiries About Results'. The current view is for 'November 2019' and 'Awaiting Approval'. A table lists enquiries, with one entry highlighted: 'November 2019_0610_ResultEnquiry2_330258'. This enquiry is in 'Awaiting Approval' status, with a warning icon and a message: 'Awaiting Approval 16 days remaining.' Below the table, there are action buttons: 'Approve & Submit to Cambridge' and 'Reject & Return to Centre'.

Note	Centre	CanNo	Service	Qualification	Assessment	Status	Enquiry Report (CSV)	Released on
November 2019_0610_ResultEnquiry2_330258		0003	2	IGCSE	0610 - Biology	Awaiting Approval	Download	

When the acknowledgement letter is uploaded to the MES's Direct account, the status of the enquiry will change to 'Acknowledged' in MES's Direct account and the Associate Centre's Direct account.

The screenshot shows the 'Enquiry About Results' section of the MES system, now showing an enquiry in 'Acknowledged' status. The interface includes navigation tabs for 'Manage Sub-Centre Exams', 'Manage MV001 GQ Series', and 'Enquiry About Results'. Under 'Enquiry About Results', there are sub-tabs for 'Enquiry About Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The current view is for 'November 2019 Series Dashboard'. A table lists enquiries, with one entry highlighted: '1202520'. This enquiry is in 'Acknowledged' status. Below the table, there are action buttons: 'Approve & Submit to Cambridge' and 'Reject & Return to Centre'.

Enquiry No.	Note	CanNo	Series	Service	Qualification	Assessment	Status	Last Updated	Created
1202520	November 2019_0610_ResultEnquiry2_330258	0003	November 2019	2	IGCSE	Biology	Acknowledged	Tue 22 Jun 2021 09:04	Mon 21 Jun 2021 01:54

To send the acknowledgement letter to the Associate Centre's Direct account, MES 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 any errors are found, they should contact MES immediately and MES must email their main contact at Cambridge International.

All errors must be reported to us within 24 hours of the acknowledgment letter being issued.

The screenshot shows the 'Enquiry About Results' interface. At the top, there are tabs for 'Manage Sub-Centre Exams', 'Manage MV001 GQ Series', and 'Enquiry About Results'. Below these are sub-tabs: 'Manage Deadlines', 'Entries', 'Internally Assessed Marks', 'Forecast Grades', and 'Enquiries About Results'. The 'Viewing:' section shows filters for '2019', 'November 2019', 'All Sub-Centres', and 'Acknowledged'. The 'Filter by:' section includes 'All Service Types', 'All Qualifications', and 'All Assessments'. The 'Operations:' dropdown menu is open, showing 'Release Acknowledgement Letter' and 'Proceed' selected. Below this is a table with columns: Note, Centre, CanNo, Service, Qualification, Assessment, Status, Enquiry Report (CSV), and Released on. The first row is selected, showing 'November 2019_0610_ResultEnquiry2_330258' with a status of 'Acknowledged'. At the bottom right, there is a 'Release Acknowledgement Letter' button.

When the outcome letter is uploaded to the MES's Direct account and the status of the enquiry will change to 'Completed' in the MES's Direct account and the Associate Centre's Direct account.

The screenshot shows the 'Enquiry About Results' interface. At the top, there are tabs for 'Manage GQ Series' and 'Enquiry About Results'. Below these are sub-tabs: 'Enquiry About Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'November 2019 Series Dashboard' is visible. Under 'List Enquiries', there is a 'Filter' section with 'November 2019', '2', 'Status...', and 'Note...' filters. Below this is a table with columns: Enquiry No., Note, CanNo, Series, Service, Qualification, Assessment, Status, Last Updated, and Created. The first row is selected, showing '1202520' with a status of 'Completed'. The 'Status' dropdown menu is open, showing 'Completed' selected.

To send the outcome letter to the Associate Centre's Direct account, the MES 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 'Enquiry About Results' interface. At the top, there are tabs for 'Manage Sub-Centre Exams', 'Manage MV001 GQ Series', and 'Enquiry About Results'. Below these are sub-tabs: 'Manage Deadlines', 'Entries', 'Internally Assessed Marks', 'Forecast Grades', and 'Enquiries About Results'. The 'Enquiries About Results' sub-tab is active. There are several filter options: 'Viewing:' (2019, November 2019, All Sub-Centres, All Statuses), 'Filter by:' (All Service Types, All Qualifications, All Assessments), and 'Operations:' (Release Outcome Letter, Proceed). A table of enquiries is displayed with columns: Note, Centre, CanNo, Service, Qualification, Assessment, Status, Enquiry Report (CSV), and Released on. The first row is selected with a checkbox. The 'Status' column shows 'Completed'. At the bottom right, a 'Release Outcome Letter' button is highlighted in red.

The MES should follow the same process to release other documents relating to enquiries about results to their Associate Centres, such as reports. Once the MES 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 a detailed view of an enquiry. The top tabs are 'Manage GQ Series' and 'Enquiry About Results'. Below these are sub-tabs: 'Enquiry About Results', 'NO RESULT (X Grade)/PENDING (Q Grade)', and 'Extensions'. The 'Enquiry About Results' sub-tab is active. The enquiry details are as follows: Note: November 2019_0610_ResultEnquiry2_330258; Service: 2 - 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 Email: -; Qualification: IGCSE; Assessment: Biology (0610); Components: Theory (Extended) 42; Syllabus Level: No; Date Created: Mon 21 Jun 2021; Last Updated: Wed 23 Jun 2021 09:05; Status: Completed. Below the details is a 'Files' section with a table: File Type, Name, Description, Created, Updated. The 'Name' column is highlighted in red.