

Notes on the submission of enquiries into results for Cambridge English examinations

- Centres wishing to enquire about candidates' results must complete the attached **'Request for an enquiry into Cambridge English examination results' (Form E)** and email or fax it to the Results Enquiries team on:

Email: ResultsEnquiries@CambridgeEnglish.org

Fax: +44 (0) 1223 553038

- The following services/stages are available:

Service description	Stage	Fee
A full clerical re-check of all papers	1	£17.00 see Table 2
A re-mark of papers ¹	2	See Table 2

¹ This includes a review of the listening paper where relevant.

Note that the re-marking service does not apply to any Speaking Test component.

- All requests for result enquiries must be received no later than **the end of the month following the result issue date**. For example, if the results issue date for a particular examination is scheduled for 11th Feb 2015 then the date by which enquiries must be received if they wish to proceed to stage 2 will be 31st March 2015. The final date for receipt of all enquiries will be 15 working days later, 21st April 2015 (Please see table 1). **This applies to all examinations PB & CB**. All requests must be made by the Centre Exams Manager and cannot be accepted by telephone or direct from individual candidates.
- All candidates wishing to request a re-mark must have completed, and received their results for, Stage 1 (clerical check) before requesting a re-mark (Stage 2).**
- Where emailed, the official centre's email address must be used. This acts in lieu of the Centre Exams Manager's signature, although where possible scanned signatures should be electronically pasted into the signature box on the form.
- Outcomes for Stage 1 will be advised within 5 working days from the date the original request was received. Outcomes for Stage 2 re-mark requests will be despatched within 15 working days from the date the enquiry was received.
- Where an enquiry leads to a change of grade the Results Enquiry fee will not be charged.
- Should a result enquiry lead to a grade change Cambridge English will request the return of the original certificate if applicable. These should be returned to the address shown in these submission notes and proof of posting is strongly recommended.
- Where candidates are dissatisfied with the outcome of the results enquiry process, they are entitled to request a formal appeal against their result.

Full details of the Cambridge English Appeals procedure (including current charges and final dates for Appeals submissions) are available on www.cambridgeenglish.org or from:

Results Enquiries

1 Hills Road

Cambridge

CB1 2EU

UK

Fax: +44 (0) 1223 553038 Telephone: +44 (0) 1223 553997

Email: ResultsEnquiries@CambridgeEnglish.org

Information for 2015

Table 1: Final dates for the receipt by Cambridge English of Form E

Session	Any stage 1 requests received after this date cannot proceed to stage 2	Final dates for receipt of all result enquiries (stages 1 and 2)
Results Issued January 2015	28 February 2015	20 March 2015
Results Issued - February 2015	31 March 2015	21 April 2015
Results Issued - March 2015	30 April 2015	21 May 2015
Results Issued - April 2015	31 May 2015	19 June 2015
Results Issued - May 2015	30 June 2015	21 July 2015
Results Issued - June 2015	31 July 2015	21 August 2015
Results Issued - July 2015	30 September 2015 *	21 October 2015 *
Results Issued - August 2015	30 September 2015	21 October 2015
Results Issued - September 2015	31 October 2015	20 November 2015
Results Issued - October 2015	30 November 2015	21 December 2015
Results Issued - November 2015	31 December 2015	22 January 2016
Results Issued - December 2015	31 January 2016	19 February 2016

* Amended to allow additional time for summer exams

Table 2: Charges for Result Enquiries PB & CB

	Stage 1 Fee	Stage 2 Fee
KET & KET for Schools	£17.00	N/A
PET & PET for Schools	£17.00	£52.00
UMS & UMS for Schools	£17.00	£79.00
BEC Preliminary	£17.00	£52.00
BEC Vantage	£17.00	£79.00
BEC Higher	£17.00	£79.00
ILEC/ICFE	£17.00	£79.00
DELTA 1	£17.00	£79.00
TKT	£17.00	N/A