

An enquiry about examination results (EAR) is a review of the marking of a candidate's examination script(s) or a re-moderation of a centre's coursework.

An EAR can cover a range of services from a clerical check to a review of the original marking of an exam paper or the re-moderation of coursework. The outcome of an EAR may lead to your overall grade being confirmed, lowered or raised. A fee is charged for each EAR service offered by Cambridge Assessment International Education. Candidates wishing to request enquiry about results must complete the form below and forward it to us along with the following documents by **12 February 2020**.

- A copy of statement of result or online result printout
- A stamped bank deposit slip or bank draft/pay order (please see page three for fee instructions)

Personal information (all fields are mandatory)

Centre name		Centre number					
Present address							
Telephone				Mobile			
E-mail (Mandatory)							

Requested EAR

The following section should be used for requesting an EAR service. Please read the information sheet before completion.

Candidate Number	Candidate Name	Syllabus title	Syllabus code	Component to be reviewed	Service 1-9 X or Q	EAR fee paid
<i>e.g 0001</i>		<i>Islamiyat</i>	<i>2058</i>	<i>2058/12</i>	<i>2</i>	<i>Rs -----</i>
					Total EAR Fee Payable	
Bank deposit slip reference number				Date of deposit		

Declaration

I certify that the information on this form is complete and accurate to the best of my knowledge. I agree to comply with the CAIE regulations and with the arrangements made by the British Council. Also, I understand that the final subject grade awarded to me may be lower than, higher than, or the same as the grade which was originally awarded for the subject.

Your signature	Date
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Only forward us the enquiry form and detach the information sheet before dropping the form at Standard Chartered drop-box facility or mailing it through a courier service to the British Council.

Notes on submitting EAR

Enquiry by component will be a review of externally assessed components as specified by the candidate.

Please ensure all components to be reviewed are listed in the boxes as we are unable to accept additional component enquiries for the same candidate/syllabus at a later date. Please also note that all components selected for the same candidate/syllabus must be for the same service.

- No EAR will be accepted after the deadline of **12 February 2020** for November 2019 session.
- CAIE will provide an explanation of any report of 'No result' (X) or a 'Pending' grade (Q), without charge. Please indicate 'X' or 'Q' in the 'Service' column on page 1.
- All enquiries will be acknowledged and will be dealt with as speedily as possible.
- Where an enquiry leads to a change in syllabus grade, no enquiry fee will be charged.
- No school candidate can apply privately
- Refund amount and replacement certificate should be availed within one year of the EAR application.

Submitting EAR

- If you are paying at standard chartered bank, you can use drop box facility available at SCB branches.
- If you are paying through demand draft, kindly send your EAR form at respective British Council address.
- You are also requested to email scanned EAR form and payment slip at info@britishcouncil.org.pk as soon as you complete payment process.

Child Protection Policy

The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989.

Depositing EAR fee

The EAR fee must be deposited by the candidate at the respective British Council bank account, details of which are provided below. Candidates must fill out a British Council Deposit Slip, available at these banks, when submitting payment. If a candidate resides in a city which does not have a designated Standard Chartered Bank, then the examinations fee must be made through a bank draft. The bank draft must be drawn in favour of the **British Council**. Please write 'CAIE EAR fee' on the British Council deposit slip before making payment.

Drop-box mailing service at SCB

To facilitate private candidates registering for a UK qualification, the British Council Pakistan has signed an agreement with Standard Chartered Bank (SCB) whereby SCB will collect forms and fees and later deliver the relevant documents to their local British Council office. This SCB drop-box mailing service is free of charge and it only applies to candidates who register privately with their local British Council office. It is not offered to candidates registering with outstation British Council offices. For e.g. Candidates residing in Multan cannot use this drop box mailing service if they want to register for an exam at Lahore. However, they can use this service for a Multan based examination.

In case any bank deposit slips and/or required forms/documents are not delivered to the British Council, candidates would resolve the issue directly with the respective SCB branch or courier / post office (as for any other postal/courier services), based on their proof of posting. The British Council cannot be held liable for items lost in transit and, consequently, missed deadlines for registrations.

The Standard Chartered designated branches operate from 9:00 a.m. till 5:00 p.m. Monday to Friday, with two hours Juma prayer break (1:00p.m – 3:00p.m). On Saturday some SCB branches operates from 9:00 a.m. till 1:30 p.m.

The list of designated SCB branches can be found at <https://www.britishcouncil.pk>.

Available EAR services and applicable fee

Service Numbers	Description	Cambridge Level/ IGCSE	Cambridge International AS & A2 Level / A Level
		Component Fee	Component Fee
1	Clerical re-check	PKR 3,805	PKR 4,370
1S	Clerical re-check with a copy of the script	PKR 8,325	PKR 8,450
2	Review of marking and clerical re-check	PKR 8,875	PKR 10,570
2S	Review of marking and clerical re-check with a copy of the scripts	PKR 13,375	PKR 15,190

Checklist

The British Council prides itself on providing a quality service and will take all reasonable steps to offer the stated services. To help us do this, please ensure that you are familiar with the arrangements and any relevant regulations concerning EAR. The British Council cannot however be held responsible for events or circumstances, which are outside its control or for any error, fault or omission by an examining board or any other third party. Please ensure the following details are completed on this form:

Candidate name	<i>as on a candidate's statement of results</i>	Syllabus title(s)	<i>e.g. English Language</i>
Candidate number	<i>e.g. 0001</i>	Syllabus code(s)	<i>e.g. 1123</i>
Centre name	<i>e.g. British Council Karachi</i>	Component code (s)	<i>e.g. 2</i>
Centre number	<i>e.g. PK600</i>	Service(s) required	<i>2</i>
Present address		Total fee paid (British Council local fee + CAIE charges)	
Telephone number		Bank deposit slip number	
Mobile number		Date of deposit	
E-mail address		Signature of the candidate	

Warning

British Council will not process EAR forms which are incomplete, we will contact candidates for missing documents and this might delay in the enquiry about examination results being processed.

Acknowledgements

The British Council would forward acknowledgements to candidates' e-mail addresses within one week of receipt of *complete EAR* form. Details of requested service should be checked and respective British Council office must be notified of discrepancies.

If you do not receive an acknowledgement within one week of EAR form submission, kindly contact our customer services team at 0800-22000 or write to us at info@britishcouncil.org.pk.

Enquiry outcomes

Enquiries will be dealt with by CAIE strictly in the order in which they are received. We hope to communicate an outcome by the end of March 2020. However, we will not be able to guarantee the date by which work will be completed but every effort will be made to report the outcome of the review of the marking of re-moderation as rapidly as possible and, wherever practicable, within 45 days of the receipt of the enquiry.

There will be a full refund of CAIE fee only in case if a candidate's result changes to a higher side.

The British Council will provide written notification of individual Results of Enquiry to all private candidates through candidate' e-mail address. Where an enquiry leads to a grade change, CAIE will issue a revised statement of results and ensure that the revised grade is printed on the certificate. If certificates have already been issued to centres/candidates, the original certificate must be returned along with refund application form to British Council respective office before a revised replacement can be issued. All certificates which are to be replaced should be returned to British Council.

For general enquiries about the British Council, call us toll-free on 0800-22000 (Mon-Sat 9:00 a.m. to 6:00 p.m.) or write to info@britishcouncil.org.pk.