

## Enquiry About Result May/June Session 2022

Dear Candidates,

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

Cambridge International carry out extensive quality checks before they release results. However, they offer a range of enquiry about results services if you would like them to check the results for candidates. This guide will provide step by step advice to help you submit an EAR request.

Cambridge International offer a number of EAR services for subjects and there are fees applicable per component against each service. The details of services offered are shared below:

### Enquiry About Result Services:

Service name	Details of service	Availability of service
Clerical re-check: Service 1	This service checks that all parts of the script were marked, and that the marks were totalled and recorded correctly.	Available for components we have assessed.
Clerical re-check with copy of script: Service 1S	The same as 'Service 1' but you also receive a copy of the script.	Available for components we have assessed. Not available for Art & Design syllabuses.
Review of marking: Service 2	A review of the original marking to check that the mark scheme was applied correctly. Also includes the re-checks in Service 1.	Available for components we have assessed. Not available for multiple-choice question papers.
Review of marking with copy of script: Service 2S	The same as 'Service 2' but you also receive a copy of the script.	Available for components we have assessed. Not available for multiple-choice question papers or Art & Design syllabuses.

### No Result (X) or Pending (Q) Queries:

- Cambridge International usually issues a '**NO RESULT**' if they think the candidate has not completed all the components of an assessment. '**PENDING**' means they cannot issue a result at the moment but will do this soon
- No Result and Pending Queries are **free of cost**
- Cambridge International will provide an explanation of any report of '**No result**' (X) or a '**Pending**' grade (Q) confirming which component(s) we have no mark for
- Cambridge International will explain why they cannot award a result, for example, that they did not receive documents, marks or information to confirm the candidate did or did not take a particular exam

Cambridge International will charge a fee for each enquiry. Cambridge International will not charge the fee if the enquiry leads to a change in the syllabus grade.

Fee details are mentioned below, it will give the details for fee submitted against each service. Please note that the fee is to be submitted per component.

Service	Description	O Level & IGCSE Per component	AS & A2/A Level Per Component
<b>1</b>	Clerical Re-check	5475	6285
<b>1S</b>	Clerical Recheck with a Copy of Script	11975	12155
<b>2</b>	Review of Marking and clerical recheck	12765	15205
<b>2S</b>	Review of Marking and clerical re-checking with a copy of Script	19245	21850

The EAR fee can be deposited by the candidate at the respective British Council bank account available at selected Standard Chartered Banks [SCB Branch List](#). Candidates must fill out a British Council Deposit Slip (available at designated branches), when submitting payment.

If a candidate resides in a city which does not have a designated Standard Chartered Bank, then the EAR fee must be made through a bank draft. The bank draft must be drawn in favor of the **British Council**.

**Note: Please write 'CAMBRIDGE INTERNATIONAL EAR fee' on the British Council deposit slip before making payment. Keep your stamped bank deposit slip as proof of payment since you will need this to complete your EAR Online Application Form.**

## How to Submit an EAR Request

### STEP 1: EAR Form

To submit an EAR Application, visit the link below:

Link: <https://forms.office.com/r/U9WBBu4Dgk>

This will open a dialogue box. You will be required to fill in all the details carefully and accurately.

## Cambridge International Enquiry About Results Form May/June 2022 exam session

Please fill in your information and select your subjects and components carefully. If you submit this form multiple times, only the last submitted form would be considered as your final request. Please note, your request would not be processed if the provided information in this form is incomplete or incorrect.

**Section 1** of the form will focus on the personal details including your **Centre Number, Candidate Number, Candidate Name and Contact Details**. Fill in all the details in accordance with your Statement of Entry. Personal details should be filled correctly as all communication will be done using those details.

**Section 2** will focus on the Qualification. Select the correct qualification against which you will be applying EAR:

\* Required

### Qualification for EAR

7. Please select the qualification level for which you are applying for EAR \*

If you want to apply for EAR for multiple qualification levels, please submit one form for each qualification separately. For example, if you want to apply for EAR of both IGCSE and O Level of May/June 2022, therefore, you would be required to first submit a form for IGCSE and then for O Level. Hence you would be submitting two forms for two qualifications level separately.

- IGCSE
- O Level
- AS/A Level



## STEP 2: Form Submission & Processing

Once all the details are submitted correctly you will receive an acknowledgement in 3 - 5 working days. If the acknowledgement is not received within the shared timeline you are requested to write to our customer services at [info@britishcouncil.org.pk](mailto:info@britishcouncil.org.pk). The email subject must be “**EARMJ22-centre number/candidate number**”.

### EAR Acknowledgement and Outcomes

- After successful submission of online EAR application form you will receive an acknowledgment letter in one week
- Enquiries will be dealt by Cambridge International strictly in the order in which they are received. We hope to communicate an outcome as soon as we receive from Cambridge International. We normally 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.

### Important Guidelines

1. 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
2. For clerical re-check or review of marking services, you may only select one type of review or re-check service. For example, you cannot ask for a Service 1S for one component and then a Service 2S for another component if they are in the same syllabus. You cannot ask for the same or another service for the same syllabus for the same candidate if a previous request has already been submitted
3. There will be a full refund of Cambridge International EAR fee only in case if a candidates' result changes to a higher side
4. 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, Cambridge International will issue a revised Statement of Result, the candidate will be required to send in the previously issued Certificate along with a replacement certificate form in order to get the updated grade reflected on the certificate
5. For refund, the candidate will be required to share the following details.

Candidate Name	
Centre Number	
Candidate Number	
Amount Paid	
Bank Deposit Slip Number	
Bank Name	
Account Title	
IBAN Number	

**NOTE:** British Council will not process online EAR application forms which are incomplete/incorrect, we will contact candidates for missing details, and this might cause delay in the enquiry about examination results being processed.

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](mailto:info@britishcouncil.org.pk)