



Deadlines for post-results checks and appeals for school-assessed grades – June 2021 series

This document refers to the post-results check services and appeals that are available to candidates who have followed the school-assessed grade route to a grade. These are the dates we send you information and the dates we need to receive information from you.

This guidance is for centres who have followed the school-assessed grade route to a grade in Cambridge Pre-U qualifications. There is separate guidance for Cambridge IGCSE™, Cambridge O Level and Cambridge International AS & A Level qualifications.

Important information

We expect you to have completed a Centre Review before you apply for a Post-results check Service 1. We therefore recommend that you plan time to complete any Centre Reviews as soon as possible after the publication of results, so that you can meet our deadlines for post-results checks and appeals.

Key

- **We send** (the date we send materials or information to you)
- **You send** (the date by which information or materials you send must reach us)

Stage in process		
You send	We send	Deadline
Submit Post-results check Service 1 (change of grade following identification of an error)		20 September 2021
Submit Post-results check Service 2 (individual candidate review)		20 September 2021
Submit Post-results check Service 3 (review of Quality Assurance decision)* <i>*You can only apply for this service if we adjusted your school-assessed grades during the Quality Assurance process before the publication of results.</i>		20 September 2021
Post-results check acknowledgement		Within 48 hours of us receiving your request
Post-results check Service 1 outcome		Within 30 days of us receiving your request (dealt with in the order we receive them)
For a Post-results check Service 2 we may need to ask you for the candidate's three pieces of evidence, and the Rationale Document, if these were not already provided to us as part of our Quality Assurance checks.		Within five days of us receiving your Post-results check Service 2 request
Candidate evidence/Rationale Document to support your Post-results check Service 2 request		Within five days of receiving our request
Post-results check Service 2 outcome		Within 30 days of us receiving it (dealt with in the order we receive them)



You send	We send	Deadline
Post-results check Service 3 outcome		Within 30 days of us receiving it (dealt with in the order we receive them)
Appeal Stage 1 submission (malpractice)		Within 28 days of malpractice investigation outcome
Appeal Stage 1 submission (post-results check)		Within 28 days of post-results check outcome
Appeal Stage 1 submission (Special Enquiry)		20 September 2021
Appeal Stage 1 time for us to acknowledge		Within three working days of us receiving the appeal
Appeal Stage 1 time for us to respond (malpractice)		We will write to you within 28 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful
Appeal Stage 1 time for us to respond (post-results check)		We will write to you within 21 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful
For a Special Enquiry appeal we may need to ask you for the candidate's evidence and the Rationale Document.		Within five days of us receiving your Special Enquiry appeal request
Candidate evidence/Rationale Document to support your Special Enquiry Appeal request		Within five days of receiving our request
Appeal Stage 1 time for us to respond (Special Enquiry)		We will write to you within 28 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful
Appeal Stage 2 submission (malpractice/post-results check/Special Enquiry)		Within 14 days of the date of the Stage 1 appeal outcome letter
Appeal Stage 2 time for us to acknowledge		Within three working days of us receiving the appeal
Appeal Stage 2 time for us to confirm arrangements		Within 14 days of us receiving the Stage 2 appeal
Appeal Stage 2 outcome		Decision usually communicated within two working days of the Stage 2 appeal meeting; written report usually within six weeks of the Stage 2 appeal meeting. In all cases, you will receive the outcome within 28 days of us receiving the Stage 2 appeal.



Centre Reviews

If a student, parent or legal guardian believes that a clerical or administrative error has been made in the awarding of a school-assessed grade, you must start by conducting a Centre Review. You can find more information about this process in our Centre Review guidance document.

We recommend that you plan to have staff available immediately after the publication of results in order to conduct these Centre Reviews. This is so that we can work together to help students progress to the next stage of their educational journey as quickly as possible.

The actions that you may need to take after the issue of results are summarised in the table below.

Situation	Action
You, or the student, parent or legal guardian, suspect that there has been a clerical error or an administrative error in the production of a grade, including an error relating to the application of special consideration or access arrangements.	Conduct a Centre Review. If this confirms that an error has been made, submit a request for Post-results check Service 1 by 20 September 2021 and tell us the revised grade for the student.
You believe that the school-assessed grade is free from clerical or administrative error, and this is accepted by the student, parent or legal guardian.	You do not need to take any further action. You do not need to tell us if a Centre Review has taken place.
The school's judgement about the student's performance and school-assessed grade is disputed by the student, parent or legal guardian.	Do not conduct a Centre Review. Submit a request for Post-results check Service 2 by 20 September 2021.
The school's choice of evidence is disputed by the student, parent or legal guardian.	Do not conduct a Centre Review. Submit a request for a Special Enquiry appeal by 20 September 2021.
You believe that there has been no clerical or administrative error in relation to special consideration or access arrangements, but this is disputed by the student, parent or legal guardian.	Do not conduct a Centre Review. Submit a request for a Special Enquiry appeal by 20 September 2021.

Learn more! For more information please visit www.cambridgeinternational.org/examsOfficers or contact Customer Services on +44 (0)1223 553554 or email info@cambridgeinternational.org

We are committed to making our documents accessible in accordance with the WCAG 2.1 Standard. We're always looking to improve the accessibility of our documents. If you find any problems or you think we're not meeting accessibility requirements, contact our team: info@cambridgeinternational.org. If you need this document in a different format contact us at info@cambridgeinternational.org telling us your name, email address and requirements and we will respond within 15 working days.