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THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

2017 External Examinations Results Day, Enquiries About Results (EAR) and Resit Guidelines

Exam results:

Exam results are published and available to the public on the dates below:

Thursday, 10th August – Cambridge Results Day (results will be available online at 08:00)

Thursday, 17th August – GCE (A2/ AS Level) and IAL Results Day

Thursday, 24th August – IGCSE and GCSE Results Day

Finding your results:

Cambridge:

CIE has provided you with personal PIN numbers, whereby candidates can access their results online. The school has a copy of the PIN number, therefore should you have lost this, please email: Ms. Elena Kazantzi (exams@englishschool.ac.cy) to forward you a copy of your details. However, note that the Exams Office will be closed from 1st August until 15th August, excluding 10th August.

Pearson/ Edexcel:

Pearson/ Edexcel has an online results tool called: ResultsPlus Direct which can be accessed by students by typing this URL link into their browser:

<https://www.resultsplusdirect.co.uk/students/login.html>

○ **New Users:**

Ms. Kazantzi has registered all new users. You should have already received a verification email. This verification code/URL requires activation against your email address (this is your individual email account), via the account verification webpage. Once you have activated your email address against this code, you will then receive a welcome email directly into your inbox. To activate your account, you must then click on the account verification link contained in the welcome email and validate your account by answering security questions. It is important you keep note of these security answers. Once your account has been verified, your password will be created. You can then use your email address and password to login. Please do not misplace this information.



FOUNDED 1900

THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

○ **Old Users:**

If you have forgotten your password. You can obtain a new one by: Clicking on the “Forgotten your password?” link on the login screen below the “Change password” button. Type the email address you registered with into the “username” field in the pop-up window that appears. A new password will be emailed to you.

If during the password reset you submit the wrong security details three times, your account will be locked. If this happens you need to email Ms. Elena Kazantzi (exams@englishschool.ac.cy) to unlock your account.

If you have locked your account by entering your password incorrectly more than three times, click on “Forgotten password” and enter your email address to receive a password reset email (please check your spam). If you had an account last year and changed your email addresses you will need to email Ms. Elena Kazantzi (exams@englishschool.ac.cy). Ms. Kazantzi will then update your email address. Once this is done, you will receive a welcome email and you will need to recomplete the activation process.

If when entering the system you note that you are missing results for exams you sat during May/June 2017, you need to email Ms. Elena Kazantzi (exams@englishschool.ac.cy) with screenshots from ResultsPlus explaining clearly what information is missing. Ms. Kazantzi will contact the Exam Board to fix this. Please appreciate that this is a long process and every effort will be made to resolve all issues faced before Results Day.

For more information about ResultsPlus Direct click on the below URL:

<https://secure.edexcel.com/resultsplusedirect/Pages/StudentFAQs.aspx>

AQA and OCR:

- (a) Results will be available at the school’s reception for collection
- (b) You can email Ms. Elena Kazantzi (exams@englishschool.ac.cy) requesting the results.
This is a first come first serve basis, thus please allow up to 48 hours for a response.

Note:

RESULTS WILL NOT BE GIVEN OVER THE PHONE.

Three options available to find out results:

- (a) Online for Cambridge and Pearson/ Edexcel
- (b) Collect the results slips from the school’s reception
- (c) On results day you can forward an email to exams@englishschool.ac.cy requesting a copy of your results. Remember to state your Candidate Name and Number. Note the school makes every effort to respond to all request in a timely fashion; however, please note that the response time will vary between 24 and 48 hours.



FOUNDED 1900

THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

Enquiries About Results (EAR):

Exam grades should be a fair reflection of candidates' work, knowledge and performance in the subject taken. Sometimes, however, mistakes are made. If you believe that your result is unfair, you can ask for a review of marking.

Exam Board Cambridge (CIE) provides the below EAR services:

Cambridge only accepts EAR applications at component level, not at syllabus level. Only one EAR application can be submitted for each student i.e. when submitting an EAR, please make sure that all components you want Cambridge to review are submitted at the same time. Cambridge will not accept additional component EAR applications for the same candidate and same or different syllabus at a later stage.

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 2S for one component and a Service 1 for another component, if they are components of the same syllabus.

Students cannot submit EAR applications for internally assessed components (i.e. coursework).

The deadline for June 2017 series is **19th September 2017**.

a) Service 1 Clerical re-check:

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. The cost per component is: **EUR40 for I/GCSE and EUR45 for AS and A Level.**

b) Service 1S Clerical re-check and script:

The same as Service 1 but you also get a copy of the script. The cost per component is: **EUR75 for I/GCSE and EUR80 for AS and A Level.**



FOUNDED 1900

THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

c) Service 2 Review of Marking

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. The cost per component is: **EUR80 for I/GCSE and EUR85 for AS and A Level.**

d) Service 2S Review of Marking and script

The same as service 2 but you also get a copy of the script. The cost per component is: **EUR100 for I/GCSE and EUR115 for AS and A Level.**

Exam Boards Pearson/ Edexcel, AQA and OCR provide the below EAR services:

a) Priority Service:

This service is the same as the normal service but is processed faster. It is generally used when a candidate's place in further/higher education depends on the outcome. An online application is forwarded to the Exam Board asking them to review the marking of the paper. Priority remarking can take up to a maximum of 15 working days; however, we have seen results come as early as 24 hours after submitting the request. The cost: **EUR100.00 per unit.**

b) Normal Service:

This service includes a check that the examiners have marked components correctly. This includes clerical check and a review of marking of units/components by a senior examiner. An online application is forwarded to the Exam Board asking them to review the marking. It takes up to 20 working days to receive the outcome of the request. However, we have seen that we can get results from the first 48 hours after the request was submitted. The cost: **EUR80.00 per unit.**

c) Photocopy of Script:

This service is not suitable for candidates with university places at risk. If candidates require an urgent review, they should progress straight to a priority review of marking. You will not be able to request a priority service if you request this service. An online application is forwarded to the Exam Board asking them to forward us a photocopy/scan copy of the script of the candidate. This is forwarded via email to the centre. A maximum of two weeks is needed to receive the copy of the script. We have however seen that script copies have been received two days after the request has been submitted. The cost: **EUR30.00 per script.**



FOUNDED 1900

THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

d) Original Script Returned:

This service is only available from Pearson/ Edexcel. Once an exam paper has been returned it's not possible to request for a review of marking. This service allows you to request a copy of a marked exam paper to support teaching or learning. An online application is forwarded to Pearson/ Edexcel asking them to forward us the original script. Scripts can only be forwarded back to the centres after the remarking window is closed i.e. scripts are expected at the centre only after the 20th September 2017. The cost: **EUR30.00 per script**.

e) Clerical re-check

This is a re-check of all clerical procedures leading to the issue of a result. This includes making sure that all parts of the exam paper have been marked, marks have been recorded/ added up correctly, the grade boundaries have been applied accurately. Results are usually available within 10 days. The cost is: **EUR45.00 per script**.

Deadlines for GCE AS / A2, International A Level (IAL):

- a) Priority: 17th August to the 24th August 2017, by 12:00
- b) Normal: 17th August to the 20th September 2017, by 12:00
- c) Photocopy of Script: 17th August to the 24th August 2017, by 12:00
- d) Original Script: 17th August to the 20th September 2017, by 12:00
- e) Clerical Re-Check 17th August to the 20th September 2017, by 12:00

Deadlines for IGCSE / GCSE:

- a) Normal: 24th August to the 20th September 2017, by 12:00
- b) Photocopy of Script: 24th August to the 30st August 2017, by 12:00
- c) Original Script: 24th August to the 20th September 2017, by 12:00
- d) Clerical Re-Check 17th August to the 20th September 2017, by 12:00

Review of Marking Outcomes:

The following information explains what may happen when you apply for Enquiry about Results (EAR) and your papers are reviewed:

- a) **Your original mark is lowered**, so your final grade may be lower than the original grade you received.
- b) **Your original mark is confirmed** as correct and there is no change to your grade.
- c) **Your original mark is raised**, so your final grade may be higher than the original grade you received.



FOUNDED 1900

THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

In cases “a” or “c” stated above i.e. when there is a grade change either higher or lower than the original result given, you are refunded the money paid for the review of marking.

Tips on whether to use the Review of Marking service:

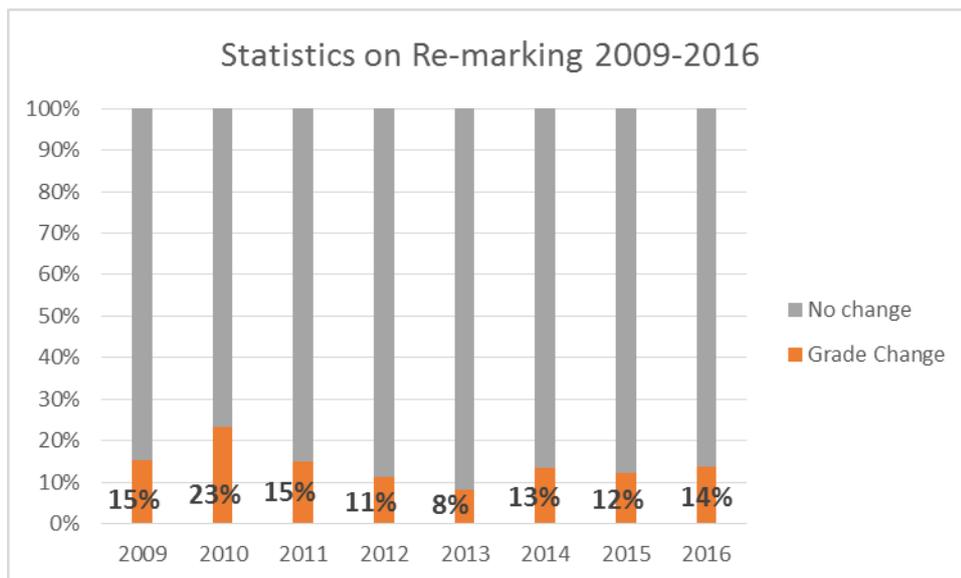
Before making any decision firstly you need to:

- Ask yourself if you believe you did a lot better than the result outcome
- Check the grade boundaries and see how far you are from the next grade boundary
- If possible, consult your subject teacher or the relevant Head of Department for further advice.

PLEASE TAKE NOTE:

Any decision to undertake a review of marking is at the candidate’s own risk, i.e. there is a chance the Exam Board may deduct marks, leading to a points’ reduction for a particular unit, or even a grade reduction.

In general we find that most grades do not change. Below is a graph presentation of whether grades have changed after EAR applications at the English School, from 2009 to 2016:





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How is the outcome of results communicated to parents/students?

- a) **Priority:** Email and/or telephone communication.

- b) **Normal:** Leavers: results will be emailed to students
Current students: copy of the result will be given during registration period or email confirming outcome.

- c) **Photocopy of Script:** Email to candidates.

- d) **Original Script:** Leavers: will be called to collect the script.
Current students: given out during registration period.

Application Forms and Payment details:

Application Forms can be found on our website:

<http://www.englishschool.ac.cy/index.php?link=exames.php>

Or a hard copy can be obtained from the school's Reception or Data & Exams Office.

Please complete your details, paying special attention to:

- a) Your contact details
- b) The contact email and phone number
- c) The subject / unit code (these can be found on your provisional statement of results or your statement of entry)

Payment details:

Details	Between 17th – 18th August	After the 21st August
Payment method	Cheque (made out to The English School) or exact amount cash.	Cheque (made out to The English School) or cash
Where	Data & Exams Office	School Accountant

Note:

- a) Before the 21st August, once payment is received by the Data & Exams Office, the EAR request will be submitted to the Exam Board.
- b) After the 21st August, once payment is received, our School Accountant will forward the forms to the Data & Exams Office and all enquiries will be acknowledged and dealt with as speedily as possible.
- c) Where an EAR leads to a change in subject grade, the EAR fee will be refunded.



FOUNDED 1900

THE ENGLISH SCHOOL
A SECOND CENTURY OF EXCELLENCE

- d) Refund cheques will be made out to the father of the candidate (unless otherwise instructed). Refunds will be made in the third week of October 2017. These cheques are either given to students during Registration period or posted.

New Exam Applications /Resits

IGCSE or International A Level (IAL) new applications or resits:

For those wanting to resit or enter for new units during November 2017 for Cambridge IGCSE or January 2018 for Pearson/ Edexcel IGCSE or International A Level (IAL), you need to contact the British Council. Please refer to their website: <http://www.britishcouncil.com.cy/>

Or contact them on:

Telephone: +357 22585000 (Monday – Friday 09:00-14:00, Tuesday 09:00-17:00)

Opening Hours: Monday - Thursday 09:00-11:00, Tuesday & Wednesday 15:30-17:30

Emails:

General enquiries: enquiries@cy.britishcouncil.org

Exam enquiries: exams.enquiries@cy.britishcouncil.org

For Cambridge (IGCSE) – note that registrations are usually very early in September as exams are held late October /early November so it is very important you contact The British Council upon receiving your results.

Pearson/ Edexcel, AQA and OCR - GCE new applications or resits:

Examinations for GCSE, GCE AS and A Level units are not possible in alternative exams sessions i.e. they are only available during the summer session. Should you require to resit any units, you will need to apply through the school in November 2017, for the exam series: May/ June 2018.

Thank you for your kind cooperation,

Data & Exams Office