BRITISH COUNCIL

Guide for Private Candidates

Submitting Post-Results Service Requests on Schools Registration System for Cambridge International Exams

Introduction

This user guide is for private candidates who submitted their Cambridge International registrations using the Schools Registration System.

This guide provides step-by-step instructions on how to submit enquiries about results on the Schools Registration System for a given exam series.

Post-Results Activities

Private candidates can use the Schools Registration System to submit Post-Results Service requests for the latest exam series. Please note that this service is only available for exams that have already been marked.

Once you have been informed that Post-Results Services are available, use the following steps to submit your request.

Please be advised that enquiries related to '**No Results**' or '**Pending**' statuses cannot be processed through the Schools Registration System. For such requests, please contact your local country exams team.

Post-Results Services:

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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 externally 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 externally assessed, except for Art & Design syllabuses.
Review of marking: Service 2	A review of the original marking to check the agreed mark scheme was applied correctly. This service also includes the re-checks in Service 1. In this context, the 'original marking' means the marking used to determine the candidate's provisional result. This is often, but not always, the marking of the first examiner to mark the script.	Available for components externally assessed, except 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 externally assessed, except for multiple-choice question papers and Art & Design syllabuses.
Access to Scripts (ATS)	The *Access to Scripts* service allows candidates to request access to their exam scripts for the papers they have sat.	Availability of Components to be checked while applying through the Online Portal.

Submission Deadlines – Please refer to the deadlines specified on the results letter. Kindly note that late requests will not be accommodated.

Processing Timeline:

ATS- Approximately 3 days from the submission acknowledgment.

EAR - Approximately 35 days from the submission acknowledgment.

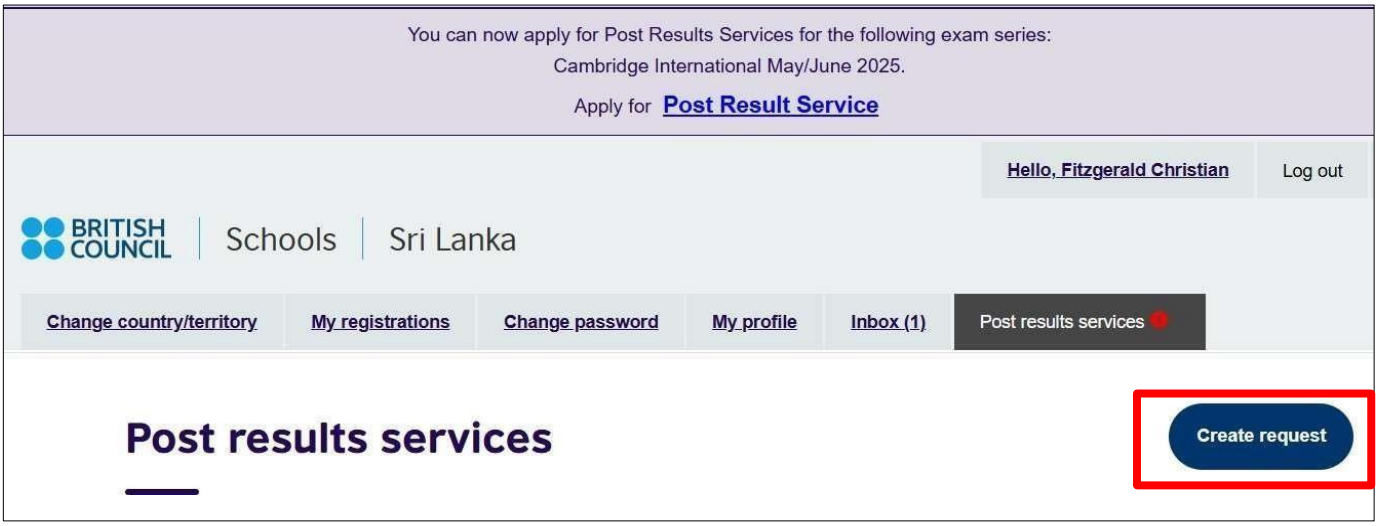
Steps to Submit a Request:

1. Log in to the Schools Registration System, the platform where you registered for your exams:
   https://schoolexams.britishcouncil.org/select-country
   *(If you have forgotten your password, please use the **'Forgot Password'** button to reset the password.)*

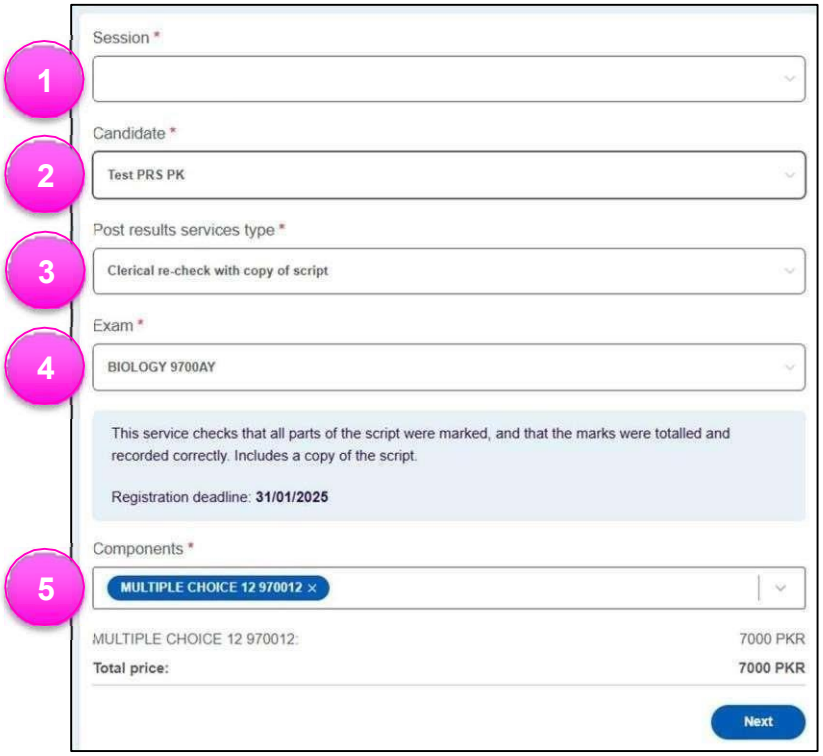
2. When you log in, you will see a notification banner at the top of the page, informing you that you can apply for post-results services for the Cambridge International relevant exam series.

   Click on **'Post Result Service'**.

3. Click on **'Create Request'**.



4. Complete the boxes as outlined below by selecting the relevant options from the drop-down menus.



1 The session date.

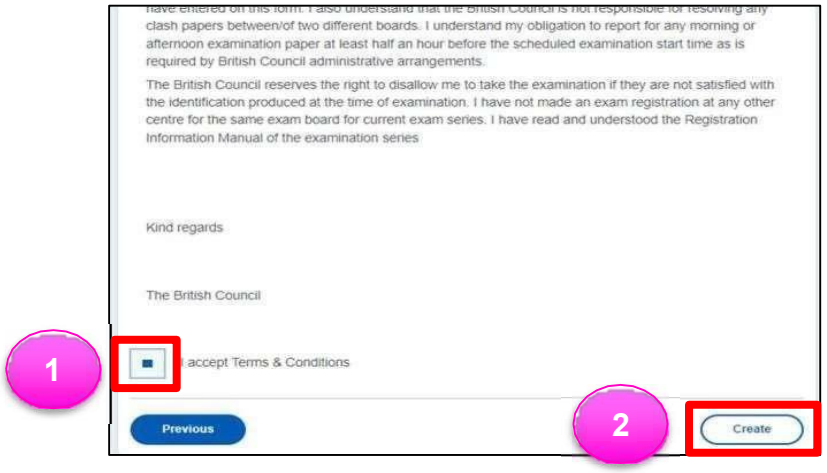
2 The candidate's full name.

3 The type of Post-Results Service you wish to request. See below for details of the different Post-Result Services available.

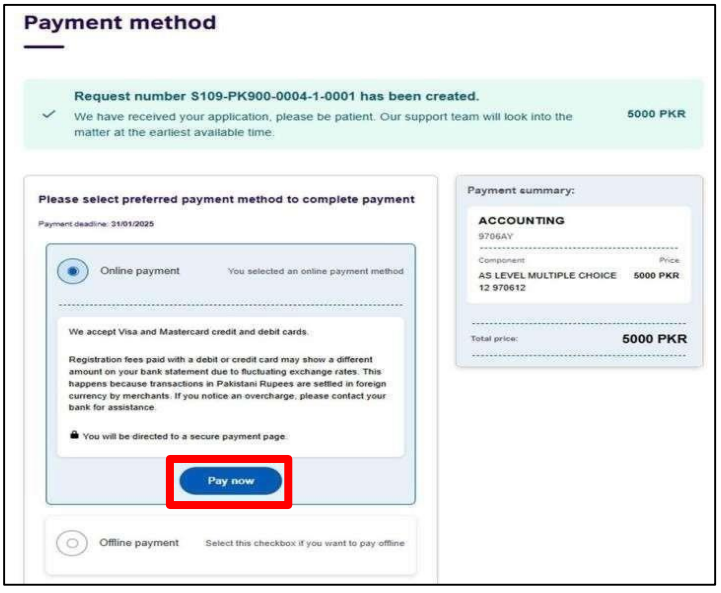
4 The exam the request corresponds to.

5 The component (specific paper) the request corresponds to.

5. Tick the check box (1) to confirm that you accept the Terms and Conditions. Then click **'Create'** (2).



6. Select the preferred payment method and confirm payment by clicking on **'Pay now'**.



What happens after you Submit a Request?

1. Go to the post-results Service page and use the drop-down menus to select the relevant criteria to view the ongoing and past requests.

2. You will be able to check on the status of your outcome here.

Outcome of EARs are as follows:

1. Your original mark is lowered – As a result, your final grade may be lower than the original grade you received.
2. Your original mark is confirmed as correct and there is no change to your grade.
3. Your original mark is increased – As a result, your final grade may be higher than the original grade. Then, you will receive a refund.

The outcome letter will be sent to the email used for exam registration. In the event, you are eligible for a refund we will share instructions on how to apply for it with the outcome letter.

3. To cancel unpaid requests: Click **'Choose to Cancel'** and provide the required details to confirm.