

Guidance on enquiries about results and appeals

Portfolio of evidence route – November 2023 series

This document is a guide for Heads of Centre and exams officers. It explains the enquiries about results and appeals that are available to candidates who have followed the portfolio of evidence route to a grade. It is a supplement to the 'Appeals: Regulations and guidance' section of the *Cambridge Handbook*.

This guidance is for centres that have followed the portfolio of evidence route to a grade in Cambridge IGCSE™, Cambridge O Level, Cambridge International AS & A Level and Cambridge International Project Qualification (CIPQ).

Important information

The guidance in our current *Cambridge Handbook* about our usual enquiries about results services and appeals applies to candidates who have followed the portfolio of evidence route to a grade. You should follow the guidance in our Handbook, alongside the additional guidance included in this supplement.

Enquiries about results services

The *Cambridge Handbook* (section 6.3) outlines our usual enquiries about results services. The following services, as described in the Handbook, are available for candidates who have followed the portfolio of evidence route to a grade:

- Clerical re-check: Service 1
- Clerical re-check with copy of script: Service 1S
- Review of marking: Service 2
- Review of marking with copy of script: Service 2S.

In addition to these services, the following service is available for the portfolio of evidence route:

| Service name | Detail of service | Availability of service |
|---|---|---|
| Review of selection of evidence: Service 10 | A review of the choice of the pieces of evidence included in the candidate's portfolio to check that the pieces of evidence chosen meet the criteria for selection in our published portfolio of evidence guidance. | Available for all portfolio of evidence components. |

More information about Review of selection of evidence: Service 10

This service provides an independent review by a Cambridge examiner of the pieces of evidence in the candidate's portfolio. The examiner makes a judgement about whether the pieces of evidence chosen by the centre for the candidate are in line with [our guidance](#). The examiner will use the Rationale Document and the candidate's pieces of evidence to check that the pieces of work give broad coverage of syllabus content and assessment objectives and will also review the Rationale Document to check that the centre has explained how they have made sure that the pieces of evidence are the candidate's own, unaided work. The examiner will not review the marking of the pieces of evidence during this independent review of the choice of evidence. For a review of marking, Service 2 (or Service 2S) should be requested.

If the examiner concludes that one or more of the pieces of evidence selected are not in line with our guidance, we will ask the centre to provide new pieces of evidence. We will mark this new evidence, and the candidate's grade may change.

Review of selection of evidence: Service 10 requests will only be accepted if they are submitted by a centre. We will not accept requests for Review of selection of evidence: Service 10 directly from candidates, parents, or legal guardians. However, a centre must be prepared to submit a request on behalf of a candidate, parent, or legal guardian even if the centre does not have concerns about the selection of evidence for the portfolio. The centre must also be prepared to submit new evidence if this is required.

Submitting a Review of selection of evidence: Service 10 enquiry

Review of selection of evidence: Service 10 is not available through Direct in the November 2023 series. To apply for this service, you should complete 'Enquiry about Results Service 10: Results and Certificates – Form 15'. You should then email the form to us at info@cambridgeinternational.org before the deadline, with the words 'Enquiry about Results Service 10' in the subject line. Do not send any candidate work to us now. Additional work should be available upon request by the Enquiry about Results Team and must be submitted within the timeframe requested.

You may apply for both a Service 2 (or Service 2S) and a Service 10 enquiry for the same candidate for the same syllabus. If you wish to apply for both, you must apply for a Service 10 enquiry first and wait for the outcome, before you apply for a Service 2 enquiry (or Service 2S).

We recommend you submit any Service 10 requests as soon as your candidates receive their results. It is then more likely you will have time to request a Service 2 (or Service 2S) once you receive your Service 10 outcome, and before the deadline of 20 September. We cannot accept requests submitted after the deadline.

Important dates

The deadline for submitting this enquiry about results Review of selection of evidence: Service 10 is the same as the deadline for submitting all other enquiry about results services. We will normally tell you the outcome of your enquiry within 30 days of receiving it.

Fees

There will be a fee for the Review of selection of evidence: Service 10. We will not charge all or part of the fee if the enquiry leads to a change to the syllabus grade.

Grade changes

If a Review of selection of evidence: Service 10 enquiry leads to a change in the candidate's mark for a component, their syllabus grade will either stay the same or go up.

Where an enquiry leads to a candidate's mark going down and that mark is carried forward to a later series, we will use the reduced mark to calculate the candidate's grade in that later series.

The only exception to this is if we ask you to supply new pieces of evidence and you are unable to do so. In this case, we will remove the marks for the original pieces of evidence which are not in line with the guidance. The syllabus grade will either stay the same or go down.

Limitations of the Review of selection of evidence: Service 10

We asked centres to make sure that each candidate knew which pieces of evidence would be used in their portfolio before the evidence was submitted to us for marking. By doing this, students had an opportunity to explain any reasons why particular pieces of evidence might not be suitable and you were able to consider their feedback before submitting each portfolio. Students should be aware of the pieces of evidence used and the rationale behind your choice of evidence. Any concerns about the choice of evidence should have been resolved before the work was submitted to us for marking.

*This service is **not** an opportunity for a centre to revisit its judgement about which pieces of work should have been included in a portfolio.*

We asked centres to choose evidence for each candidate which is representative of the level of performance that the candidate has demonstrated during their course of study, and not simply to select each candidate's best work. This is a centre responsibility because only the centre will know the range of possible evidence that is available for each candidate. Our examiners are not able to check that the three pieces of evidence selected meet this requirement for the work of each candidate to be representative.

*This service is **not** an opportunity to submit a different piece of work that the centre or candidate, parent or legal guardian thinks is of a higher standard than work already submitted for the portfolio of evidence.*

This service provides an independent review to check that the guidance provided by Cambridge has been followed in the school's selection of evidence. We would expect a centre to choose this service only if a candidate, parent or legal guardian continues to have concerns about the judgement that the centre has made about which pieces of evidence to include in a candidate's portfolio.

Appeals

The *Cambridge Handbook* (section 7.2) outlines our usual appeal arrangements for appealing against the outcome of an enquiry about results. These regulations also apply to Review of selection of evidence: Service 10. There are no additions to the guidance.

Sections 7.3 and 7.4 of the *Cambridge Handbook*, which outline how to appeal against a malpractice decision, an access arrangement decision or a special consideration decision, continue to apply for the portfolio of evidence route. There are no changes to the guidance.

Stage 2 appeals

Guidance in the *Cambridge Handbook* (section 7.5) still applies for Stage 2 appeals. All Stage 2 appeals are decided by an independent panel. However, we have revised the following:

- For Enquiry about Results Service 1 and Service 2 Stage 2 appeals centre representatives may attend the hearing.
- Enquiry about Results Service 10 Stage 2 appeals will be determined by the independent panel based on written submissions made at the time of requesting the appeal. Neither centre nor Cambridge representatives may attend the hearing.

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