CIE Direct – a guide for Universities

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We know how important it is for you to be able to view and verify the results of a prospective student as quickly as possible. Read this guide to find out how to do just that using our secure site, CIE Direct.

It's very easy to view and verify a prospective student's results.

Step 1: Apply for access to our secure site, CIE Direct

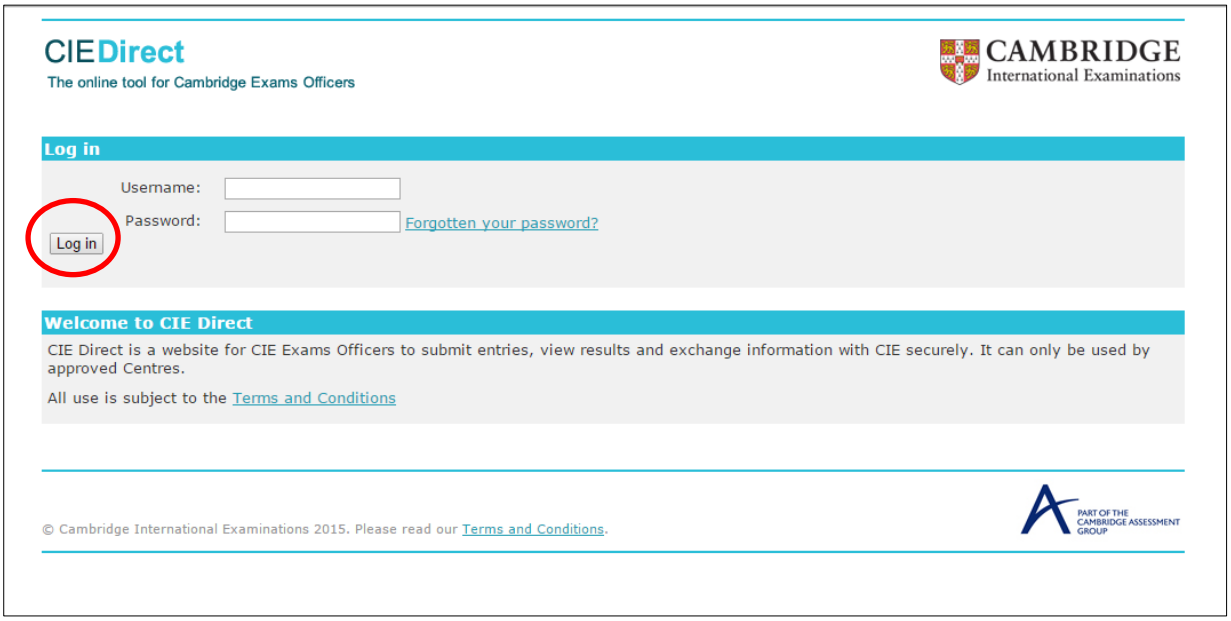
We provide universities with access to CIE Direct so they can view and verify students' results online. To apply for this service you need to complete and return an application form. Go to http://www.cie.org.uk/verification to access information about CIE Direct, including the application form. A form is also appended to the end of this document.

On receipt of your form we will review your application. If we have all the information we need, and are satisfied that access to results is necessary for admissions purposes, we will set you up with a CIE Direct account. You can have up to three separate user logins per your organisation's account.

We will send you your login details in two stages by email. Keep these details secure. If you forget your password please contact our Customer Services team at info@cie.org.uk

Step 2: Log in to CIE Direct

Go to https://direct.cie.org.uk, enter your username and password and select 'Log in'.



Step 3: Search for Candidate Results

To access student's results you need to know their Cambridge Centre and candidate numbers, the student's date of birth and the relevant examination series (identified by month and year e.g. June 2014)[1].

To begin searching for results, click on the 'Candidate Results' tab at the top of the screen.

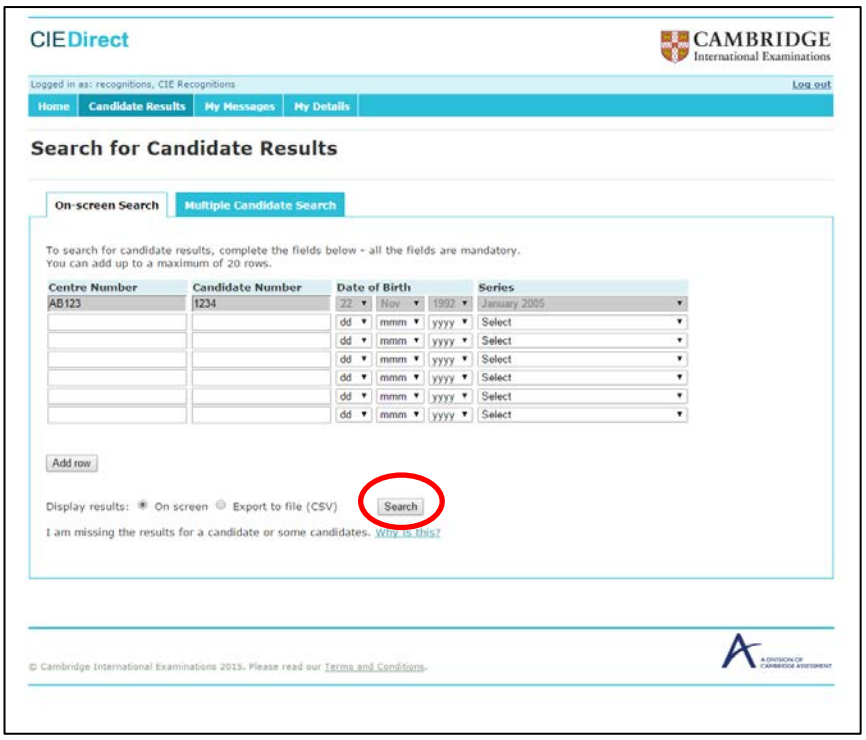
The first time you log in you will be asked to accept the Terms and Conditions before you can search for student results.

There are two methods of searching for student results: via Step 3.1: On Screen Search or by uploading a csv file via Step 3.2: Multiple Candidate Search.

[1] When you ask a student for this information you must inform them that you are going to use this information to access their data using the CIE Direct site.

Step 3.1: On Screen Search

To search for student results, complete the fields: Centre number, candidate number, date of birth and assessment series. All four elements of information are necessary to return a student's results for a particular assessment series.



The date of birth must be entered in the following order: day, month, year, for example 22 February 1994.

From the drop-down down menu under 'Series', select the assessment series (month and year) in which the student sat their exam. You can find this information on the student's examination certificate or statement of results. The series month and year are shown in chronological order on the drop-down menu, with the most recent first. Student results are available on CIE Direct for **five** years after the session has taken place. You can request verification of results older than this through our results verification service[2]; please note that a fee applies for this service.

If you have a student who has taken examinations in more than one assessment series, you will need to enter their data for the second assessment in another row in order to verify the results for both series.

You can also add up to 14 additional rows of student information. Click on the button 'Add row' below the existing search rows. To search for more than 20 student results combinations at one time, please use the Multiple Candidate Search tab (see Step 3.2: Multiple Candidate Search).

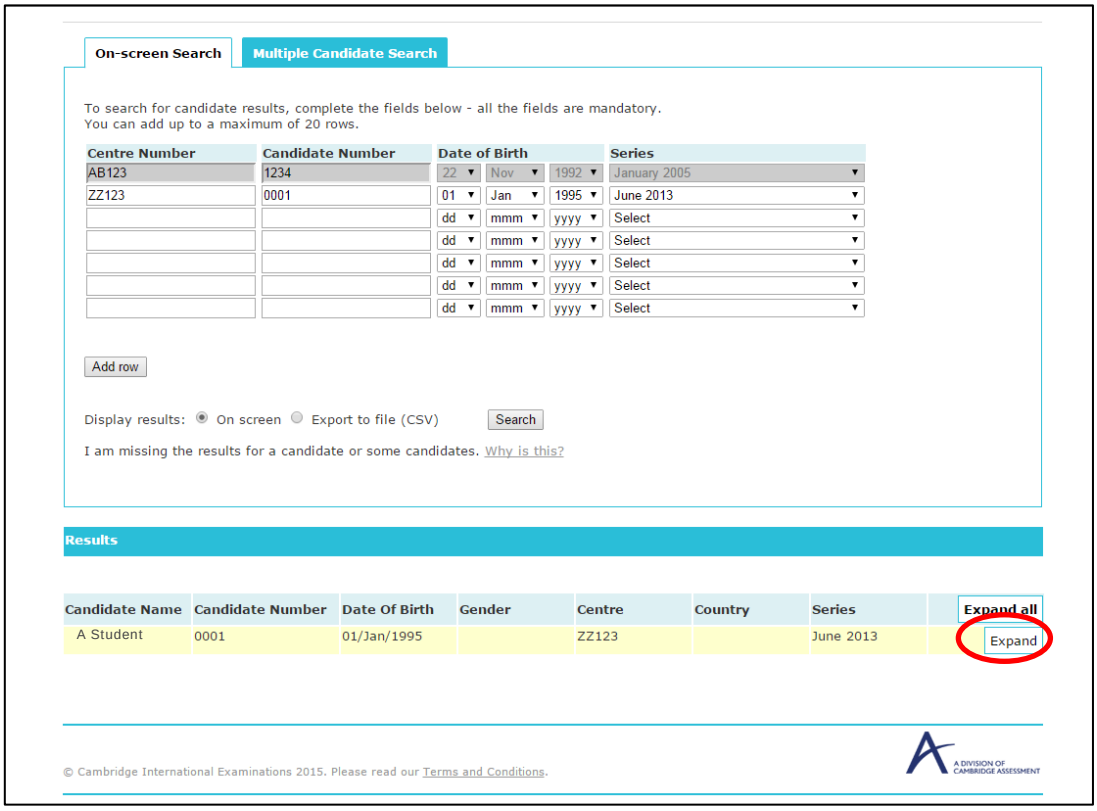
[2] Academic institutions can apply to Cambridge International Examinations for verification of results. If your institution needs to check a student's results, please ask the student to complete the *Verification of Results Application Form*. The result of each applicant is checked against our permanent record and the verification supplied is based wholly on that record. The form and further information about this service can be found here.

After entering the student information, select whether you would like the results returned to you 'on screen' or whether you would prefer these exported to a file. If you choose 'export to a file' you can store a copy of the file locally.

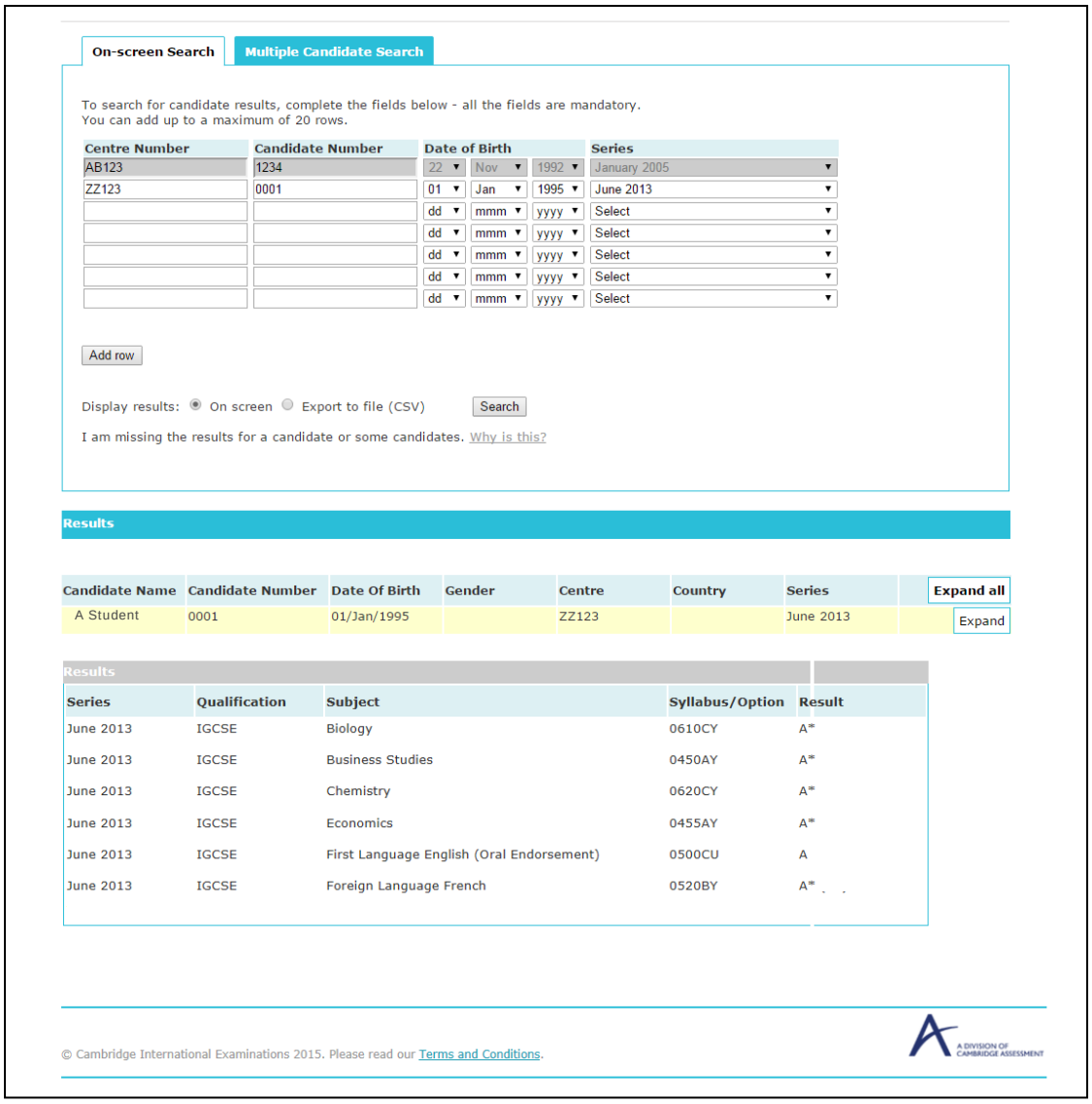
When you have added all the student details you wish to search for, click 'search'.

Step 3.1.1: Viewing 'On Screen' Search results

Results are displayed below the student data fields (i.e. scroll down to view). If results have been found, the student name will be displayed.



Click 'Expand' to see full results details.



You can also download student results in a csv file, by selecting the alternative option 'Export to file' next to 'Display results'. Then select 'open' when prompted, or save the file to your local directory.

The file will then open in Excel default format, (you can change this depending on your preference). The results will be shown in the following order:

- No Match Found – will be listed in the top rows of the file
- Results will then be listed in logical order of centre number, candidate number and date of birth and series (with series sorted alphabetically).

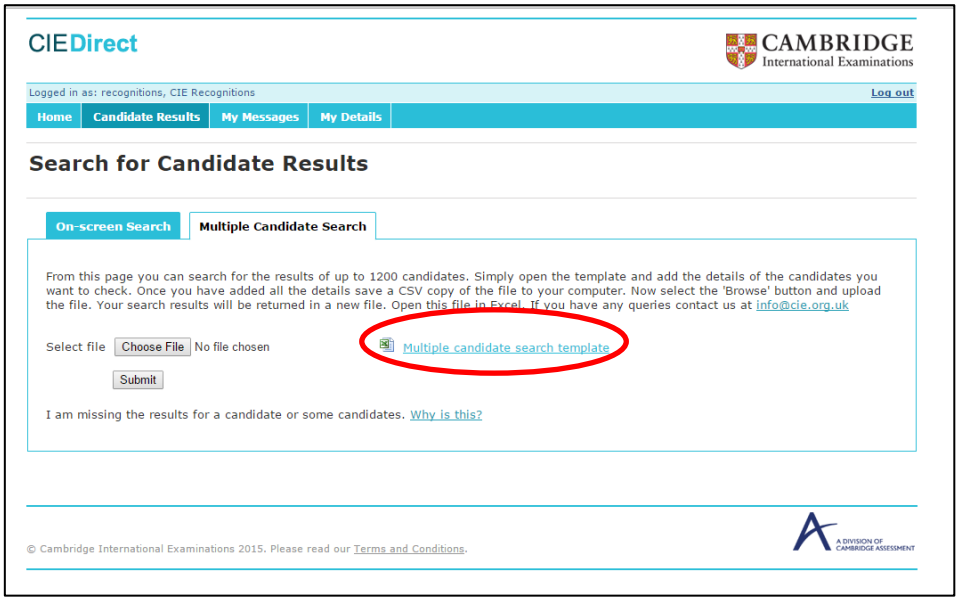
Please note: If a student has taken more than 1 subject or qualification, each result will be shown on a separate line.

For more information on the student's results, please see Appendix 1: What does the Result mean?

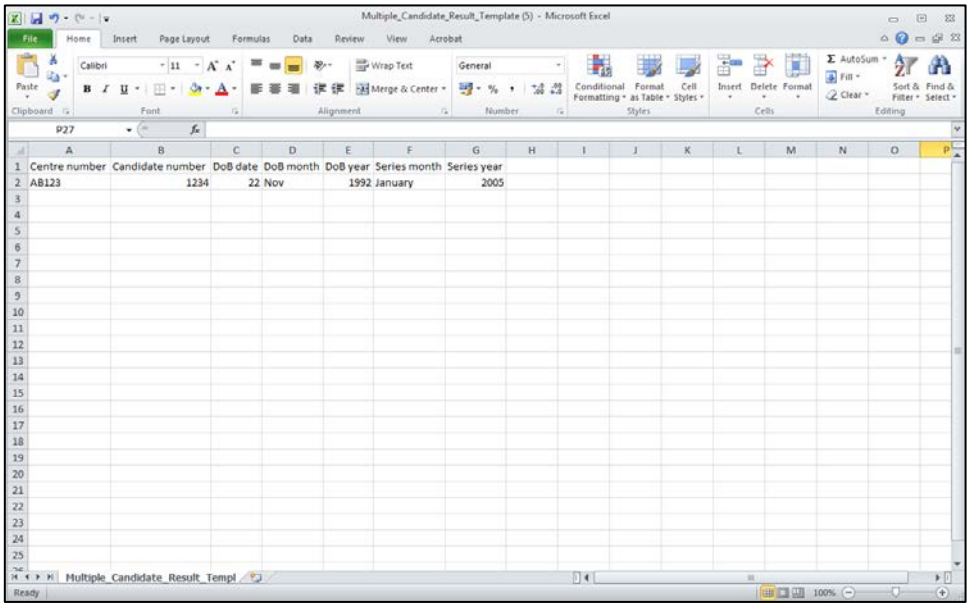
If one or more sets of results are not returned, or you receive the message 'No Match Found' please check the details you entered are correct or see the information page "I am missing the results for a candidate or some candidates. Why is this?" If problems still persist please check the details you hold with the student. If you have any further queries, please contact us at info@cie.org.uk

Step 3.2: Multiple Candidate Search

The Multiple Candidate Search function allows you to use a template to upload a file of between 1 and 1200 sets of student results. Please use the template provided to enter the student data you wish to search for as variations of this format (including formats other than .csv file) may not return any results.



Download the template and save it to your local computer. The template file includes an example row indicating how the fields should be completed. This example row can be left in the file; it will not affect the results returned.



Centre number	Candidate number	DoB date	DoB month	DoB year	Series month	Series year
AB123	1234	22	Nov	1992	January	2005

Add the details of the students whose results you want to verify, in the format shown in the template. Each row of the file should contain one set of student data. Please note the following:

- The student's date of birth needs to be inputted in three separate columns. There is a column for the date, another for the month and another for the year. Date of birth must be entered in the correct column. The order is day/month/year. The format of the date entered can be General, Number (no decimal places) or Text.
- When inputting the month for the date of birth, the full name of the month or the 3 letter abbreviations (e.g. Jan, Feb, Mar etc.) will be accepted.
- If you want to search for a student who has results in more than one assessment series, you should enter their details twice (i.e. in two rows), with one series date in each row.

When you have completed all students' details you wish to enter, save a copy of the file to your computer as a csv file (comma delimited). This is the default setting on the template provided.

Step 3.2.1: View Multiple Candidate Search results

Once you have created a file of student data to search for, upload the file to CIE Direct by using the 'browse' button to find the location of the file on your computer.

Click 'Submit' to return the results from the file you have uploaded. You will then be prompted to open the returned Excel file. You can save this to your local computer or network.

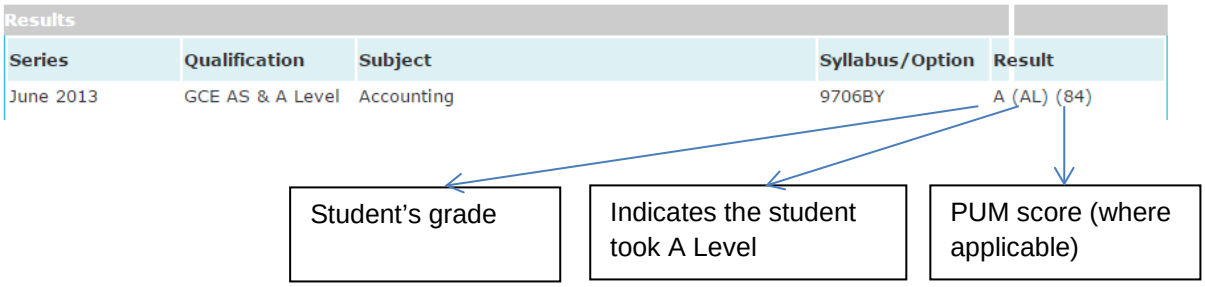
The results will be shown in the following order:

- 'No Match Found' will be listed in the top rows of the file
- Results will then be listed in logical order of centre number, candidate number and date of birth and series (with series sorted alphabetically).

Appendix 1: What does the Result mean?

The Results will be displayed in a format that provides you with the student's final grade, qualification (for Cambridge International AS and A Levels only), and percentage uniform mark (PUM) (where it is given to students).

Cambridge International A Level and Cambridge International AS Level results are reported in different cases so that they can be clearly identified. You may also see that the result for Cambridge International AS or A Levels also has (AL) or (ASL) stated. 'AL' indicates the qualification is an A Level and 'ASL' indicates the qualification is an AS Level.



In some countries, students who have taken Cambridge examinations also receive a percentage uniform mark (PUM) on their statement of results. This is the numerical mark shown in the results column. If this number does not appear then the student's PUM score is not available. For these students, the PUM score can be calculated by taking the middle-point of the range in the table indicated below.

The percentage uniform mark corresponds to the grades available (A*, A, B, C etc.) and gives students additional information about their performance. They show students whether they are in the middle of a grade or near the top or bottom. The percentage uniform mark is stated at syllabus level only. As its name suggests, the percentage uniform mark is always calculated out of 100.

The table below shows the percentage uniform mark boundaries for each grade.

	A Level grade	PUM range
	A*	90-100
	A	80-89
	B	70-79
	C	60-69
	D	50-59
	E	40-49
IGCSE only	F	30-39
IGCSE only	G	20-29

AS Level grade	PUM range
a	80-100
b	70-79
c	60-69
d	50-59
e	40-49

The following table shows how Cambridge qualifications are reported:

Qualification	Grade Reporting
Cambridge IGCSE	A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g). A*(a*) is the highest grade and G(g) the lowest. • 'UNGRADED' shows that the candidate failed to reach the standard required for grade G(g). • For some Cambridge IGCSE syllabuses, we report 'TO BE ISSUED' to show that the result will be awarded in the November series.
Cambridge IGCSE language syllabuses	• For some language syllabuses we report separate oral endorsement grades on a scale of 1 to 5, 1 being the highest.
Cambridge ICE group award	• Distinction, Merit and Pass. • We report the Cambridge ICE group award result on Cambridge IGCSE statements of results for candidates who satisfy the award rules.
Cambridge O Level	• A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest. • 'UNGRADED' shows that the candidate failed to reach the standard required for grade E(e).
Cambridge O Level syllabuses in languages other than English	• Performance in speaking tests (compulsory or optional) is recorded on the statements of results below the syllabus grade as: 'with Pass in Oral'. • If a candidate does not achieve a 'Pass' in the speaking test or does not take the speaking test there will be no record of the speaking test on their statement of results or certificate.
Cambridge International AS Level	• A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest. • 'UNGRADED' shows that the candidate failed to reach the standard required for grade E(e). • In some Advanced Level subjects, a candidate whose overall performance in the syllabus falls short of the standard required for grade E(e) will be awarded an AS (Advanced Subsidiary) Level grade a(a), b(b), c(c), d(d) or e(e), if their performance is good enough in the components that constitute an Advanced Subsidiary Level.
Cambridge International AS Level and A Level syllabuses in languages other than English	• The performance of candidates in the speaking test (compulsory or optional) is recorded on the statements of results under the syllabus grade as either: 'with Distinction in Speaking' or 'with Merit in Speaking' or 'with Pass in Speaking'. Candidates who do not achieve a 'Pass' in speaking or who do not take the speaking test will have no record of the speaking test on their statement of results or certificate.

Cambridge AICE Diploma group award	• Distinction, Merit and Pass. • We report the AICE Diploma group award result on Cambridge International A Level statements of results for candidates who satisfy the award rules.
Cambridge Pre-U Level 3	• Distinction ONE(D1), Distinction TWO(D2), Distinction THREE(D3), Merit ONE(M1), Merit TWO(M2), Merit THREE(M3), Pass ONE(P1), Pass TWO(P2) or Pass THREE(P3). Distinction ONE(D1) is the highest grade and Pass THREE(P3) the lowest. • 'UNGRADED' shows that the candidate failed to reach the standard required for Pass THREE(P3).
Cambridge Pre-U Global Perspectives and Research (GPR) Level 3	• Distinction ONE(D1), Distinction TWO(D2), Distinction THREE(D3), Merit ONE(M1), Merit TWO(M2), Merit THREE(M3), Pass ONE(P1), Pass TWO(P2) or Pass THREE(P3). Distinction ONE(D1) is the highest grade and Pass THREE(P3) the lowest. • Grade W(w) is shown for candidates entered for Cambridge Pre-U GPR entry option B and indicates that components 1, 2 and 3 have been completed, but that certification is not possible until component 4 is taken in a future series. • 'UNGRADED' shows that the candidate failed to reach the standard required for Pass THREE(P3).

For more information please see p71-72 of the Cambridge Administrative guide (International) 2015 and p85-86 of the Cambridge Administrative Guide (UK) 2015 on our website.

Appendix 2: Are there any results which are not available on CIE Direct?

Access to students' results for a specific number of centres is restricted and cannot be verified using CIE Direct. The table below lists the Centres ranges and indicates you how to verify the results for these students. These restrictions occur because these results are the property of their respective Ministries of Education. The Ministries are responsible for deciding how and when their student results will be published. Cambridge International Examinations is not authorised to publish results belonging to Ministries. All other qualifications can be verified on CIE Direct. If you cannot find the results you expect, please carefully check the details you have entered on CIE Direct and try again.

Country	Centre number range	How do I verify results for these Centres?
Bahamas	BS001 – BS999	**Bahamas GCSE** You can verify Bahamas GCSE results through the Examination and Assessment Division of the Ministry of Education Bahamas (MoE).
Botswana	BW001 – BW799	**Cambridge O Level, Cambridge IGCSE and Cambridge International AS & A Level** You can verify these results through our results verification service. A fee applies for this service.
	BW800 – BW999	**Botswana GCSE and Cambridge O Level** You can verify these results through the Botswana Examinations Council (BEC).
Brunei	BN001 – BN999	**Cambridge O Level, Cambridge IGCSE and Cambridge International AS & A Level** You can verify Brunei results through our results verification service or by contacting the Brunei Department of Examinations (DoE). A fee applies if verifying results through Cambridge.
Lesotho	LS500 – LS999	**Lesotho GCSE (from November 2014), Cambridge O Level (until November 2014) and Cambridge IGCSE (from November 2015):** You can verify Lesotho GCSE results and Cambridge O Level results, through the Examinations Council of Lesotho (ECOL)
Malaysia	MY001 – MY998	**Malaysia O Level 1119 English Language** You can verify these results through the Malaysian Examinations Syndicate (MES).
Mauritius	MU001 – MU999	**Cambridge O Level, Cambridge IGCSE and Cambridge International AS & A Level** You can contact the Mauritius Examinations Syndicate (MES). You can also verify these results through our results verification service. A fee applies for this service.

Namibia	NAA00 – NAZ99 NXA00 – NXZ99	**NSSC Ordinary, NSSC Higher, Cambridge IGCSE and HIGCSE** You can verify these results through the Directorate of National Examinations and Assessment (DNEA)
	NA030 – NA903	**Cambridge IGCSE and Cambridge International AS & A Level** You can verify these results through our results verification service. A fee applies for this service.
Singapore	S1000 – S3999	**Singapore Cambridge GCE, N, O and A Levels** All Singapore results [N, O and A Levels] are owned by the Ministry of Education and should be verified through the Singapore Education and Assessment Board (SEAB).
Swaziland	SZ400 – SZ999	**Swaziland SGCSE** You can verify these results through the Examinations Council of Swaziland (ECOS)

Appendix 3: Frequently Asked Questions

Where can I find the centre number and candidate number?
The centre number and candidate number can be found at the bottom right-hand corner of the student's certificate or the top right-hand corner of their statement of results. The centre number and candidate number are written together and separated by a forward slash, with the centre number appearing first:

Candidate number: XX000/0000
Centre number / Candidate number

Centre number
Centre numbers are five characters long. They will either be a combination of letters and numbers, for example, AB123 or just numbers, for example, 12345. A Centre number can contain the number zero (0) and the letter O. Where this occurs, please make sure you input the correct character into CIE Direct.

Candidate number
Candidate numbers are four characters long. They only contain numbers, for example, 0123. If a candidate number starts with one or more zero's you should still include the zero(s) in your search.

Are the results on CIE Direct provisional or final?
The status of the results in CIE Direct is dependent on when you view them. When we first issue results they are provisional and students receive a statement of results. We issue certificates up to eight weeks after statements of results; this occurs in mid-October for the June series and in mid-March for the November series.
Certificates confirm results as final. This gap before issuing certificates allows students time to make any enquiries about results. However, we will not downgrade a grade as a consequence of a result enquiry[3], therefore a students' final grade will not be lower than their provisional grade.

What should I do if the results I have for a student do not correspond with the results on CIE Direct, or cannot be found?
Make sure you have the correct series, centre and candidate numbers and date of birth, verifying these details with the student where necessary. If the student details on CIE Direct and the statement of results or certificate still do not correspond, please contact our Customer Services team at info@cie.org.uk and advise the student to contact the centre where they took the qualification(s).

Can I download students' results from CIE Direct?
Yes, using the on screen search and requesting 'Export to file' or via the 'Multiple Candidate Search' functionality. Please see Step 3.1: On Screen Search and Step 3.2: Multiple Candidate Search for more information.

Can I print students' results from CIE Direct?
Although there is no specific printing function on CIE Direct, you can print the page of candidate results from the web browser. The method for doing this will vary depending on which web browser you are using. In Chrome, for example, right click on the page, select 'Print' and follow the instructions. Alternatively, you can print from the Excel spreadsheet you can download via 'Export to file' or Step 3.2: Multiple Candidate Search.

[3] From June 2014, following an enquiry about results we may, in exceptional circumstances, downgrade grades for students in the UK only.

Are there any students whose results may not appear on CIE Direct?
Students' results for a few countries cannot be published on CIE Direct. For a list of countries whose student's results cannot be viewed on CIE Direct, please see Appendix 2: Are there any results which are not available on CIE Direct?

Is there any other way of verifying students' results, other than through CIE Direct?
We offer a results verification service for universities and students to verify results for exams taken before the earliest date available on CIE Direct. A fee applies for this service. For more information, please see http://www.cie.org.uk/verification. Alternatively, please contact the Ministries listed in Appendix 2: Are there any results which are not available on CIE Direct?

What terms and conditions apply to using the data in CIE Direct?
CIE Direct Terms and Conditions of Use can be found here https://direct.cie.org.uk/candidate_results/viewTermsAndConditions. Please read these terms carefully before you apply to use the site.

Do I have to accept the Terms and Conditions?
You will be asked to accept our Terms and Conditions of use before you can verify student results via CIE Direct. Access to results cannot be granted without accepting the Terms and Conditions.

CAMBRIDGE
International Examinations

University access to Cambridge results online

This form is for universities that require online access to results for Cambridge qualifications via CIE Direct: https://direct.cie.org.uk.

Please complete this form and return it to: Customer Services, Cambridge International Examinations, 1 Hills Road, Cambridge CB1 2EU, United Kingdom. Alternatively you can fax it to +44 (1223) 553558 or email it to info@cie.org.uk.

1. University
2. Main contact name (including title)
3. Position within university
4. Full university address (including postcode)
5. Website address
6. Telephone number (including international dialling code)
7. Fax number (including international dialling code)
8. Email address
9. Organisation the university is regulated by (including registration number)
10. Students taking Cambridge exams can ask us to send their results directly to a chosen educational institution on the day results are released. Please tick the check box if you would like to access these candidates' results electronically through CIE Direct, instead of receiving the results in hard copy. To find out more about this service, please email info@cie.org.uk or call +44 (0) 1223 553 554. ☐

We will consider your application and may make further investigations regarding your organisation. Granting access is at our full discretion. If your application is granted, we will email your CIE Direct username and password to the main contact name above within 28 days.

To access students' results you need to know their Cambridge Centre, candidate number, date of birth and the relevant examination series. When you ask a student for this information you must tell them that you are going to use this information to access their data using CIE Direct.

By signing the form you, on behalf of your organisation, agree to indemnify us in full and on demand against all claims or proceedings made or brought against us and all damages, losses, costs and expenses incurred or suffered by us connected directly or indirectly with any disclosure to you of candidate data.

You also agree that this indemnity is not limited by time and includes any consequential or indirect losses which may include legal fees whether or not either of us could foresee these at the time you signed this form. Our terms of use apply to the use of CIE Direct and by accessing the site you confirm that you have read and accept those terms.

Applicant's statement: I confirm that the above information is accurate and that I have authority to make this application on behalf of the university and that Cambridge may withdraw access without notice at its discretion. I accept the terms as stated on this form.

Signature of applicant: Date

If you submit this form electronically please tick the check box as an alternative to signing the form. ☐