

A photograph of two young women, one with light brown hair and one with dark hair, both smiling and looking down at a document held by the woman on the right. The background is a soft-focus outdoor setting with greenery.

Understanding results indicators

To help you to understand results indicators within Interchange, A2C results files and Active Results, and what to do about them, we've produced this brief guide for exams officers and teaching staff.

Version 4

What you might or might not see

Q – Pending

Within Interchange

If the candidate is showing as 'Q' on the results section on Interchange, a result is pending or is currently unavailable. In each instance we should have contacted your centre in advance to explain why the result is pending. If you have not received any communication from us, please speak with your Head of Centre who will have more information about the issue.

Within Active Results

Active Results contains a snapshot of data to help you to analyse and compare a cohort and is not designed as a tool to issue results to candidates. This 'Q' indicator appears where we have been unable to finalise a candidate's grade before the Active Results data was compiled. As with Interchange 'Q' grades, whenever possible, we will have contacted you before results are issued to explain what has happened and what, if anything, you need to do. If the candidate has a 'Q' in Active Results, you should always check the results section on Interchange for the latest results information.

X – No result

This may be because:

- The candidate failed to complete work for all of the subject's components or units (classed as absent)
- An internal assessment sample was not provided
- There was an incorrect combination of units for certification
- A candidate has been issued with more than one UCI
- A script was not available to be marked.

This will show as 'No Result' on statements of results.

– Partial absence

This indicator may be shown next to a grade if the candidate submitted work for some, but not all, of the subject's components or units.

Missing results

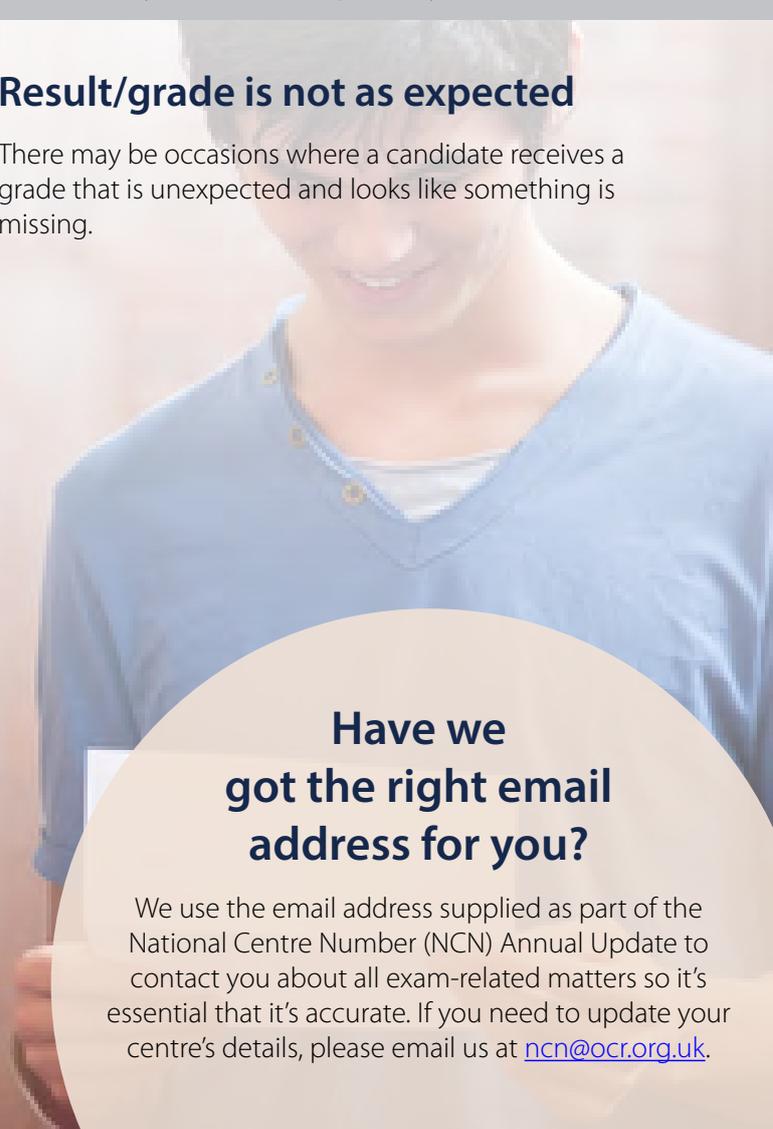
You may discover that the candidate's entry and consequently result is missing entirely.

Result/grade is not as expected

There may be occasions where a candidate receives a grade that is unexpected and looks like something is missing.

Have we got the right email address for you?

We use the email address supplied as part of the National Centre Number (NCN) Annual Update to contact you about all exam-related matters so it's essential that it's accurate. If you need to update your centre's details, please email us at ncn@ocr.org.uk.



Why this might be and what to do next...

If you think any of these indicators are incorrect, you can use our missing and incomplete results (MIR) service. MIR requests can be submitted easily via the post-results area of OCR Interchange, which is also where, once resolved, you'll be able to view the outcome. However, if you're not sure whether your query is an MIR, take a look at the scenarios below as there may be a better way to resolve your query. And, if you're still not sure, you can contact our Customer Contact Centre on 01223 553998 for further advice.

Late receipt of internal assessment marks: 'Pending (Q)'

If your query concerns a candidate who has received a 'Pending (Q)' result, please check your correspondence from us as we should already have been in touch with you or your Head of Centre. If they don't have any correspondence from us, submit an MIR request via Interchange.

Special consideration: 'No result (X)', 'Partial absence (#)' or the result/grade is not as expected

If you've had a special consideration application approved for the current series and you have a query about a missing or incomplete result which relates to it, check your email as we may have already contacted you. If you still have questions, contact the Special Requirements Team at ocrspecialrequirementsteam@ocr.org.uk.

If you've not previously made a special consideration application and now wish to do so, please email the Special Requirements team. We can't guarantee that late requests will be accepted.

Please note: the MIR process should not be used to submit special consideration applications or enquiries.

No certification or unit entry:

Missing result, 'No result (X)' or 'Partial absence (#)'

If you discover a candidate doesn't have a required certification entry please use the 'Late Certification' area of OCR Interchange and don't submit an MIR request, unless they're also missing a unit entry. For GCSE subjects, please ensure the 100% terminal rule has been satisfied before submitting a late certification request.

If a candidate doesn't have a unit entry, but you are certain they completed the unit in question, please submit an MIR request. If you're querying a unit result, there's no need to include the certification code in your request. Any changes to unit results will automatically update the overall score and certification grade (where applicable).

Hint

If a candidate sat an exam but doesn't have a result or entry it's still possible to submit an MIR request for them via Interchange. To do this, click on 'Post results' and then 'Missing and incomplete results' in the left-hand menu. Then, search by the entry code (if other candidates have entries), the candidate who is missing the entry or even by a single letter from any candidate's name who has an entry. Once you've clicked the 'Search' button, the selection screen will appear and you'll see the text 'Missing a candidate in the above list? Click here to add them'. You can now add the details for the candidate without an entry.

Remember:

OCR Interchange shows the most up-to-date candidate results and is always the best place to check whether an MIR request is required.

AS Transfer of credit: 'No result (X)' or 'Partial absence (#)'

If your query concerns a candidate for whom you submitted an AS transfer request for a previous certification series and who is now re-certifying, you will have received 'No Result (X)' for the current series because the transfer does not automatically carry forward. You need to submit a transfer request immediately. 'JCQ AS transfer of credit' forms are available on the JCQ website at www.jcq.org.uk. We can't guarantee that the transfer will be accepted, as it depends on the JCQ criteria being satisfied. In all cases, you should email your request to the AS Transfer team at ocrastransfers@ocr.org.uk. Transfers cannot be resolved by telephone and must be submitted in writing.

If you've not submitted a transfer request at all and have received 'No Result (X)', you need to submit one immediately following the steps above.

If you've had an application for an AS transfer of credit approved for the current series and you now wish to query a related 'no result (X)' or 'partial absence (#)', submit an MIR request in the usual way.

UMS versus raw marks for unitised qualifications: Result/grade is not as expected

The results shown within OCR Interchange for unitised qualifications show final UMS marks, not the raw marks. In most cases, UMS marks will differ from the original raw marks shown on the scripts or submitted by the centre. Therefore, what may appear to be an incorrect mark may in fact be correct. To check your results include the correct raw marks, take a look at your unit results report. If the coursework/controlled assessment mark looks different, check the moderation adjustments report. You can also use our [raw mark to UMS converter](#) to convert raw marks to UMS marks for any unit from the available series. If they still do not appear to be correct, you may wish to request a Service 1 – clerical check or Service 2 – review of marking. For further information about these services, please see the [Reviews of marking and moderation page](#) of the OCR website.

Certification for Further Mathematics: 'No result (X)', 'Partial absence (#)' or result/grade is not as expected

For candidates who have entered for GCE Further Mathematics with the OCR or OCR (MEI) specification, but previously entered (or are simultaneously entering) for GCE Mathematics with another specification or awarding body, a Further Mathematics manual certification form must be completed. We have to check there is no overlap between the content of the units being used for the GCE Mathematics and Further Mathematics qualifications before awarding results.

If you believe the certification result is incorrect, please submit an MIR request.

www.ocr.org.uk OCR Customer Contact Centre

General qualifications
Telephone 01223 553998
Facsimile 01223 552627
Email general.qualifications@ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

© OCR 2016 Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England.

Registered office The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA. Registered company number 3484466. OCR is an exempt charity.

Further post-results services: Result/grade is not as expected

If you have received the results and nothing significant appears missing and you're still not happy with the outcome of a candidate's results, you may wish to request a clerical check or review of marking. For further information about these services, please see the reviews of marking and moderation page of the [OCR website](#).

