



Faster Results

FAQ

General Information

What is Faster Results?

We know that you, your candidates and preparation centres want your results as quickly as possible. Faster Results is the new initiative by Cambridge ESOL in 2012 to make results available sooner.

Which exams will be effected?

Faster Results will be available for the following Cambridge English exams: Key, Preliminary, First, Advanced, Proficiency, Business Certificates, Legal and Financial

What are the improvements under Faster Results?

With Faster Results, we are releasing the majority of results two weeks earlier than we do now. This means that candidates will be able to see and use their result much more quickly.

Information about results release

When will results be released?

The majority of results will be released at the start of the results release window, four weeks after the exam day, with any remaining results being released in the following two weeks.

What is the results release window?

The results release window is the period of time when we will release your results. The majority of results will be available at the start of the window (four weeks after the exam day) and all remaining results will be released throughout the following two weeks (apart from in exceptional circumstances).

When does the results release window close?

The results release window closes two weeks after the start of the window, which means that it ends six weeks after the exam day.

Will all the results be available at the start of the window?

We are working hard to ensure that the majority of results will be available at the start of the window but we will not be able to guarantee that all results will be released at that stage. This is due to a number of factors, including the necessary stringent quality checks we carry out.

When can I expect outstanding results to be released?

All of your outstanding results will be released as quickly as possible throughout the window. Due to the necessary quality checks, we are unable to provide you with a fixed date in the window for the release of your outstanding results.

Will all results be available at the end of the results release window?

All of your results will be available at the end of the results release window (apart from in exceptional circumstances).

What should I do if I have only received some of my results at the start of the window?

If you have received only some of your results at the start of the window, you don't need to worry. We will release all your remaining results throughout the window, so just check the results website on Cambridge ESOL Online regularly as the website will be updated automatically when new results are released.

What should I do if I have not received any results at the start of the window?

In the unlikely case that you have not received any of your results at the start of the window, you don't need to worry. Your results will be released within the results release window as soon as possible. We will email you when they start being released. There is no need to contact us.

Why are results being released at different times both locally and internationally?

At Cambridge ESOL, we know how important results are to you and your candidates. That is why we endeavour to make sure they are 100% correct. Depending on the number of candidates and the number of centres for an exam, these quality measures can sometimes lead to results being released later in the window.

Will my results be released at the same time in the window after every exam?

No, results release may be different for each session, but we will always try to release them as quickly as possible.

Will I be notified when my results are released?

You will receive a notification email when your first results are released. In order to avoid sending you too many emails, you will not receive an email for any results released after the first result.

How will my preparation centres know when results have been released for their students?

Similar to you, preparation centres will receive a notification email once their first results have been released. They will not receive an email for any outstanding results.

Information about exam administration

What do I need to do differently under Faster Results?

To ensure results are available faster, you need to return your exam materials to us as soon as possible. We recommend you use an established courier service that guarantees delivery within 3-5 working days. You also must make sure that you have checked and labelled your materials correctly, as any mistakes will cause a delay in the release of your results. Please also be available throughout the release window in case your candidates have any questions.

What can I do to ensure my results will be available at the start of the window?

Return your exam materials to us as quickly as possible. The deadlines for returning your materials to Cambridge ESOL are in the *Handbook for centres* (page 53). If you do not return your materials within those deadlines, we cannot guarantee that your results will be ready for a faster release.

When should I submit applications for Special Consideration?

If you need to submit applications for Special Consideration, please do this as soon as possible. You must ensure that we have received all applications within two weeks of the exam day.

When should I submit a Malpractice report form?

If you suspect malpractice, submit the relevant form to us within two weeks of the paper set date. We will release the candidates' results as soon as the matter is resolved, so please submit the Malpractice report form as soon as possible. Submitting a malpractice form will not affect the results of your other candidates.

Will I be able to see how many results have been released and how many I am still waiting for?

As part of Faster Results, we will include a new function on the results website on Cambridge ESOL Online. You will now be able to see the total number of results released, your total number of entries made and the percentage of released results. This new functionality will be able for Cambridge English exams available on Cambridge ESOL Online (excluding *Cambridge English: Financial* and *Cambridge English: Legal*).

Information for candidates

My candidates are unsure when they will receive their result. What should I tell them?

Please advise your candidates to register on our Online Results website (<https://CambridgeESOL-Results.org>). Once they have registered successfully, they will receive a notification email when their result has been released.

Some of my candidates have received their results, some have not. What should I tell them?

Please tell your candidates that their result will be released as soon as possible within the release window. We are working hard to release the majority of results at the start of the window, but we may have to release some results at a later point within the window.

My candidates are asking me why their result has not been released yet. What should I say to them?

Please tell your candidates that their results will be released as soon as possible. We also recommend you advise your candidates to sign up to our Results Online website (<https://CambridgeESOL-Results.org>). If they do so, they will receive an email notification when their result has been released.

Will the confirmation of entry for candidates change?

The confirmation of entry will now give candidates the end date of the results release window and ask them to register on the Online Results website (<https://CambridgeESOL-Results.org>) to be notified when their result is ready.

Will the statement of results for candidates change?

No, the statement of results will appear as normal.

When will Certificates be issued?

Certificates will be issued on the dates listed on the exam calendars available on CentreNet. This will be approximately 2 weeks after the end of the results release window.

www.ESOLCentreNet.org/examadmin/Calendars