






B7 Results and certificates

B7.9 Enquiry upon results

The following are available when requested by a coordinator.

-  Category 1 remark: The remark of externally assessed material for an individual candidate
-  Category 1 report: A report on a category 1 remark for an individual candidate
-  Category 2A: The return of externally assessed material by component for all candidates
-  Category 2B: The return of externally assessed material by subject/level for an individual candidate
-  Category 3 re-moderation: The re-moderation of marks for internal assessment by subject/level

Please note that the outcomes of enquiry upon results (EuR) requests are sent to the IB coordinator. Should the notifications be required in the coordinator's absence, it is the school's responsibility to make arrangements for these to be sent to a nominee. The IB will not communicate the outcome to anyone other than the IB coordinator.

A fee is payable for each of the above categories (except when a grade is changed as a consequence of a category 1 remark). The categories for enquiries upon results are normally independent of each other and may be requested in any order up to 15 September/15 March, two months after the issue of results.

However, a request for a category 1 report must be preceded by a category 1 remark, and must be requested within one month of receipt of the result of the category 1 remark. None of the above categories can be requested more than once for the same subject/level.

B7.9.1 Changes of grade

Category 1 remark: A candidate's grade may be lowered or raised as a consequence of a category 1 remark. Consequently, coordinators must obtain the written consent of a candidate or the candidate's legal guardian(s) before requesting this service. If a school neglects to obtain this consent and a grade is lowered, the original grade will not be reinstated.

Category 1 report: No grade will be changed as a consequence of a category 1 report. The purpose of a report is to provide information on how marks were awarded in the category 1 remark.

B7 Results and certificates

Category 2A and 2B: No grade will be changed as a consequence of a category 2 enquiry.

Category 3 re-moderation: Candidates' marks and grades may be raised as a consequence of a category 3 enquiry, but not lowered.

B7.9.2 Category 1 re-mark

This is a re-mark of externally assessed material for an individual candidate. However, the re-marking does not include multiple-choice components of an examination in a sciences subject or components for which a mark has been carried over from a previous session. A re-mark cannot be requested for individual components.

In small entry subjects and in subjects with few candidates for French or Spanish as the response language with a single examiner only, the re-mark has to be undertaken by the original examiner.

B7.9.3 Category 1 report

If information is required on how marks were awarded in a category 1 re-mark, a category 1 report may be requested. A category 1 report must be preceded by a category 1 re-mark. The report will not result in any changes to the marking of the work. It should be noted that the report will normally be written by the same senior examiner who re-marked the work for the category 1 re-mark. A category 1 report must be requested within one month of receiving the result of the category 1 re-mark.

When a request for a category 1 report is made on IBIS, the candidate's externally assessed material for the subject/level concerned will be sent to the school electronically. After reading this material, if the coordinator requires the IB to continue with the report, this must be confirmed on IBIS within one month of receipt of the material. Unless this confirmation is received, the IB will not instigate the report and the fee payable will be based on the return of material for an individual candidate and not the full cost of a report.

The fee for returning work to a school ahead of requesting a category 1 report is not included in the fee for the category 1 report. This fee will be incurred regardless of whether the report is subsequently confirmed or not. This returned work will indicate the breakdown of marks awarded by the examiner, but may not include comments from the examiner on the marking of that work.

B7 Results and certificates

Requests for a report on a re-mark must be supported with a justification that describes in what specific way(s) the marking is contested. The candidate's marked assessment material must be used as the basis for this justification; general comments are insufficient. Comments must be related specifically to the appropriate mark scheme/assessment criteria. A report will not be implemented without this information. The request for a report must be submitted within one month of the school receiving the candidate's re-marked assessment material.

B7.9.4 Category 2: Information

Coordinators must be aware that instructions to examiners state that comments need only be written on a candidate's work if doing so is helpful to the examiner in the marking process. Therefore, if candidates' work is returned, it may only show the marks allocated and may not include comments from the examiner. In externally assessed coursework, such as the TOK essay, EEs and coursework for arts subjects, coordinators might not feel it is value for money to request the return of work simply to see the marks awarded by the examiner.

B7.9.5 Category 2A: Return of material by component

All assessment material will be returned to the school for a single externally assessed component from a given subject and level. A category 2A enquiry is for the purpose of returning assessment material only and does not constitute a candidate's claim of exclusive copyright in that material. If a candidate wishes to claim exclusive copyright, a separate request must be sent to the Assessment Division, IB Global Centre, Cardiff, using the [Exclusive copyright form](#).

The material will normally be made available on the IB file host in ZIP format (containing individual PDFs of each item of candidate work). A lower fee will be charged to the school if the material is made available electronically.

The fee charged for the request covers the whole school entry for that single component. Schools are responsible for the payment of any import charges levied by the country concerned.

B7 Results and certificates





B7.9.6 Category 2B: Return of material by individual candidate

Category 2B is the return of externally assessed material by subject/level for an individual candidate, which may include TOK, the EE or, for example, coursework for arts subjects. The material will normally be made available on the IB file host (in PDF format).

A category 2B enquiry is for the purpose of returning externally assessed material only and does not constitute a candidate's claim of exclusive copyright in that material. If a candidate wishes to claim exclusive copyright, a separate request must be sent to the Assessment Division, IB Global Centre, Cardiff, using the [Exclusive copyright form](#).

B7.9.7 Conditions for the return of candidates' assessment material to schools

It is the responsibility of the school to bring the conditions listed below to the attention of the candidate(s) concerned. Furthermore, any returned assessment material likely to be used outside of the school (by any party) must have all examination details (for example, name, signature or examination number) removed.

-  Assessment material must be seen only by teachers who are members of the school staff/faculty at that World School or returned directly to the candidates concerned.
-  Prior written permission must be obtained from any candidates concerned where teachers intend to use their scripts as examples for other candidates. This permission must be sought only after the candidates have received their results. Candidates who grant their permission have the right to ensure their work is anonymous before it is used. (Teachers must guard against possible plagiarism in such circumstances.)
-  Assessment material used by teachers at the school must be kept securely within the school. Once no longer required, material must be disposed of confidentially. Confidential disposal must not take place earlier than the close of the examination session on 15 September/15 March, or any reconsideration or appeal involving that material.
-  Candidates have the right to instruct their DP coordinator not to request their assessment material for any purposes.

B7 Results and certificates

B7.9.8 Category 3 re-moderation

This category is a re-moderation of a school's marks and includes completion of an IA feedback form for internal assessment in a given subject and level based on the original sample material. (For some subjects, this will be a combined SL/HL sample and therefore the re-moderation will affect both SL and HL candidates for the subject concerned). An IA feedback form will only be supplied when a statistical adjustment has been applied to the marks awarded by the teacher. Marks and grades may be raised as a consequence of re-moderation, but not lowered.

A re-moderation will only be undertaken in cases where the mean of the candidates' moderated internal assessment marks differs from the mean of their raw marks (the marks awarded by the teacher) by at least 15% of the maximum mark for the component. Note also that re-moderation is not available for language A: literature SL school-supported self-taught candidates.

A re-moderation will not normally be undertaken by the examiner who was the original moderator of the sample work. However, in some jointly subject subjects there may be some exceptions to this principle.

The time taken to undertake a re-moderation can be dependent on the availability of examiners. However, the IB will make every effort to achieve this service in the shortest possible time.

The fee for this service will not be refunded on the occasions when one or more grades are raised. This is because of the significant costs incurred by the IB in implementing this service.

B7.9.9 Procedure for requesting an enquiry upon results

To request an enquiry upon results, log in to IBIS and go to Candidate > Candidate results > Enquiry upon Results (EuR). Remember that for a category 1 re-mark (where a grade may be lowered), permission must be obtained from the candidate or legal guardian(s) before a request can be submitted to the IB. Screens on IBIS will ask the coordinator to confirm whether or not this permission has been granted.

Complete and submit a request for an enquiry upon results on IBIS no later than 15 September/15 March following the release of results.

B7 Results and certificates

An exception is made to the deadline of 15 September/15 March in the case of a category 1 report. The request for a report must be submitted within one month of the school receiving the result of the category 1 remark.

Requests for an enquiry upon results service will only be accepted from schools, not from individual candidates, their legal guardian(s) or other representatives.

B7.9.10 The completion of an enquiry upon results

The IB will always aim to complete an enquiry upon results, regardless of the category, in the shortest time possible. However, there are factors beyond the control of the IB associated with the conventional marking of material. Until all assessment material is available electronically, no guarantees can be given as to when a remark – or any other service – can be completed.

The following targets are an indication as to how long each service may take. Note that when a request for a category 1 report is made on IBIS, the candidate's externally assessed material for the subject/level concerned will be sent to the school; the target of 30 days indicated below does not include the time taken for the return of the candidate's work.

 Category 1 remark: 18 days

 Category 1 report: 30 days

 Category 2A and 2B: 10 days

 Category 3 remark: 40 days

B7.9.11 Returning results documentation

If an enquiry upon results category 1 remark or category 3 results in one or more changes of grade for a candidate after the results documentation (Diploma, Diploma results, Course results) has been sent to the school, new results documentation will be sent. If a grade is increased, there is no requirement to return the original documentation to the Assessment Division, IB Global Centre, Cardiff; however, if a grade has been lowered, the coordinator must make every effort to acquire the documentation from the candidate and then send it to the Assessment Division, IB Global Centre, Cardiff, for the attention of the Assessment Operations team.