



Department
for Education

Check Your Performance Measures Data

2025 Autumn Results Enquiries Guidance

**A guide for all users of the key
stage 4 (KS4) and 16 to 18 Autumn
checking exercises**

September 2025

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Introduction

This guidance explains when and how schools and colleges should raise results enquiries.

This guidance **does not** tell you how to check your school or college performance measures data or how to make pupil/student amendments. If you need further information on these, please refer to the [2025 KS4 Autumn Checking Exercise Guidance](#) or the [2025 16 to 18 Autumn Checking Exercise Guidance](#).

Please read this results enquiries guidance before you submit any results enquiries.

Based on feedback received and analysis carried out internally during the 2024 KS4 and 16 to 18 Autumn checking exercises, the process of raising results enquiries has changed for the 2025 KS4 and 16 to 18 Autumn checking exercises.

The CYPMD service now includes a new results enquiries portal which will be pre-populated with pupil/student and results details, which enables schools and colleges to raise KS4 and 16 to 18 results related enquiries.

The results enquiries portal is separate from the KS4 Autumn and 16 to 18 checking exercise portals where you check your school or college data and if necessary, request pupil/student amendments.

Types of result enquiries

The results enquiries portal can only be used to raise the following enquiries:

- missing qualification
- incorrect grade
- a result does not belong to pupil/student
- graded (music and dance) exams not credited to your school (KS4 only)

If your results enquiry does not fit into one of the categories above, you should not raise an enquiry via the results enquiries portal. Instead, please [send a message](#) to the CYPMD Helpline.

Examples of situations that you shouldn't use the results enquiries portal to tell us about include:

- any KS2 related prior attainment queries
- any situations where you have made a previous error, for example if you forgot to withdraw a pupil/student from an exam. You should raise these queries with the Awarding Organisation (AO) directly

Please note, we can only apply amendments to your school or college results data (both amendments to grades and adding a missing qualification) if that data is provided directly to the department by an AO.

Qualifications included in the calculation of performance measures

You should only raise a results enquiry if the qualification is included in the calculation of performance measures. Please refer to the following documents to check if a pupil/student's result should be included in your school or college's data:

- [key stage 4 qualifications, discount codes and point scores - GOV.UK](#)
- [16 to 18 qualifications, discount codes and point scores](#)
- [qualification downloads - List of Qualifications approved for funding](#)

Missing qualification definition

We define this as a qualification you were expecting to see listed in your pupil/student main results CSV file, first late results CSV file or second late results CSV file, but there is no entry for the qualification for the relevant pupil/student.

Incorrect grade definition

We define this as a situation where you can see the relevant qualification for the pupil/student in the main results CSV file, first late results CSV file or second late results CSV file, but the grade for that qualification is incorrect.

Result does not belong to pupil/student definition

We define this as a situation where you notice a qualification or qualifications attributed to a pupil/student that may not belong to them.

Graded (music or dance) exams (KS4 only)

We define this as a situation where a pupil has been awarded a graded (music or dance) exam, where the school has not been credited for this exam, but believe they should be.

Understanding your school or college CSV files

Before raising a results enquiry, please make sure you have downloaded and checked your data on the [KS4 Autumn checking exercise portal](#) and/or the [16 to 18 Autumn checking exercise portal](#).

Timeline of AO data and publications

Please be aware that the KS4 'school summary' CSV file available on the KS4 Autumn checking exercise portal will contain your school or college's provisional data that will be published in October 2025. **This data has already been processed and cannot be altered.**

Any results enquiries raised from Monday 6 October will not change KS4 provisional performance measures data that will be published in October 2025.

Any late results/remarks received from AOs by **31 October 2025** and contained in either your first or second late results file, will be included in **revised** KS4 and 16 to 18 performance measures data published in early 2026. **These results will not be included in KS4 provisional data published in October 2025.**

Results/remarks received **after 31 October 2025 and before the AO final data submission on 4 February 2026** will be used to update the KS4 and 16 to 18 **final** data publications in 2026.

Timeline of sharing late results data with schools and colleges

There will be **two** CSV files made available to check your school or college's late results on the [KS4 Autumn checking exercise portal](#) and the [16 to 18 Autumn checking exercise portal](#).

The **first** late results file will be available to you on Monday 6 October when the KS4 and 16 to 18 Autumn checking exercises open.

We will inform schools and college by email when the **second** late results file is available on the KS4 and 16 to 18 Autumn CYPMD portals in November.

We have created a visual representation of the timelines of the AO data we receive and share:

Data received from AO by	Which results CSV file will contain these results	When can you view this in the KS4/16 to 18 Autumn portal	Which publication will these results be included in
01/09/2025	Main results CSV file	06/10/2025	Provisional (school/college level reporting at KS4 only)
17/09/2025	First late results CSV file	06/10/2025	Revised
31/10/2025	Second late results CSV file	Late November	Revised
04/02/2026	N/A	N/A	Final

When to raise a results enquiry

Following analysis of the results enquiries raised during the 2024 KS4 and 16 to 18 Autumn checking exercises, it was found that a large number of results enquiries were submitted before schools and colleges had checked their performance measures data on the [KS4 Autumn checking exercise portal](#) and/or the [16 to 18 Autumn checking exercise portal](#).

The new results enquiries portal will help schools and colleges raise results enquiries. This is possible as the data held within the KS4 and 16 to 18 CYPMD Autumn checking exercise portals will be used to pre-populate some of the information in the results enquiries portal, including the appropriate pupil or student list for your school or college, and the current results attributed to that pupil or student.

This will ensure that we receive all relevant information about a pupil/student and the result being queried in order to process your results enquiries as efficiently as possible.

Missing qualifications

If, once you have checked your school or college's main results CSV file and first late results CSV file, you identify a qualification is missing, **please raise this immediately**, using the [Results Enquiries portal](#). Further information can be found on page 15 of this guidance document.

Incorrect grade

If, once you have checked your school or college's main results CSV file, first late results CSV file **and** second late results, you identify an incorrect grade for a listed qualification, please raise this using the [Results Enquiries portal](#).

Please do not raise an incorrect grade results enquiry until you have received and checked your second late results file in November, as we continue to receive re-marks from AOs daily.

Any incorrect grade results enquiries raised will be considered for final data publication in 2026.

If you do raise a results enquiry for an incorrect grade before you have checked your school or college's main results CSV file, first late results CSV file **and** second late results CSV file, you may be adding an unnecessary burden on your school or college as the correct grade should be provided directly to us from the relevant AO. Further information can be found on page 22 of this guidance document.

If you do raise a results enquiry for an incorrect grade **before** we have shared the second late results CSV file, we may not process these until later in November.

Result does not belong to pupil/student

If, once you have checked your school or college's main results CSV file and first late results CSV file, you identify a qualification that does not belong to a pupil/student, please raise this **as soon as possible**, and **by 5:00pm on Friday 17 October**.

If a results enquiry for a 'result that has been incorrectly attributed to a pupil/student' is not raised by 5:00pm on Friday 17 October, it may not be processed in time to be reflected in your revised school or college's performance measures data, which will be shared with you in early 2026.

Please note that if you identify a qualification that does not belong to a pupil/student in your **second** late results CSV file, **any amendment will be reflected in the final publication in 2026**.

Graded (music or dance) exams (KS4 only)

If, once you have checked your **school or college's main results CSV file and first late results file**, you identify a pupil with a graded (music or dance) exam that your school would like to be credited for, please follow the 'incorrect grade' instructions from page 32 of the 'How to raise a results enquiry' section of this guidance.

Please note that if you identify a pupil with a graded (music or dance) exam that your school would like to be credited for in your **second** late results CSV file, **any amendment will be reflected in the final publication in 2026**.

How to raise a results enquiry

The results enquiries portal will be available from 6 October 2025 [here](#).

The results enquiries portal will remain available after the KS4 and 16 to 18 Autumn checking exercises have closed.

Like the KS4 and 16 to 18 checking exercise portals, this portal will be accessed by a DfE Sign-in account, details on how to create an account can be found here: [DfE Sign-in \(education.gov.uk\)](#).

If you encounter any difficulties creating a DfE Sign-in account or have forgotten your login details, please go to this contact form: [DfE Sign-in \(education.gov.uk\)](#). **The CYPMD Helpline cannot assist users with DfE Sign-in account creation or login queries.**

You will need to raise each results enquiry individually, one results enquiry form per qualification, per pupil/student unless the whole cohort is affected (further guidance is provided below). It is therefore important that you have checked your school or college data thoroughly as advised **before** you raise a results enquiry.

When making a results enquiry, you will not need to provide any evidence to support your enquiry. Once your results enquiry is submitted, we will work with AOs to update the pupil/student's result, if applicable.

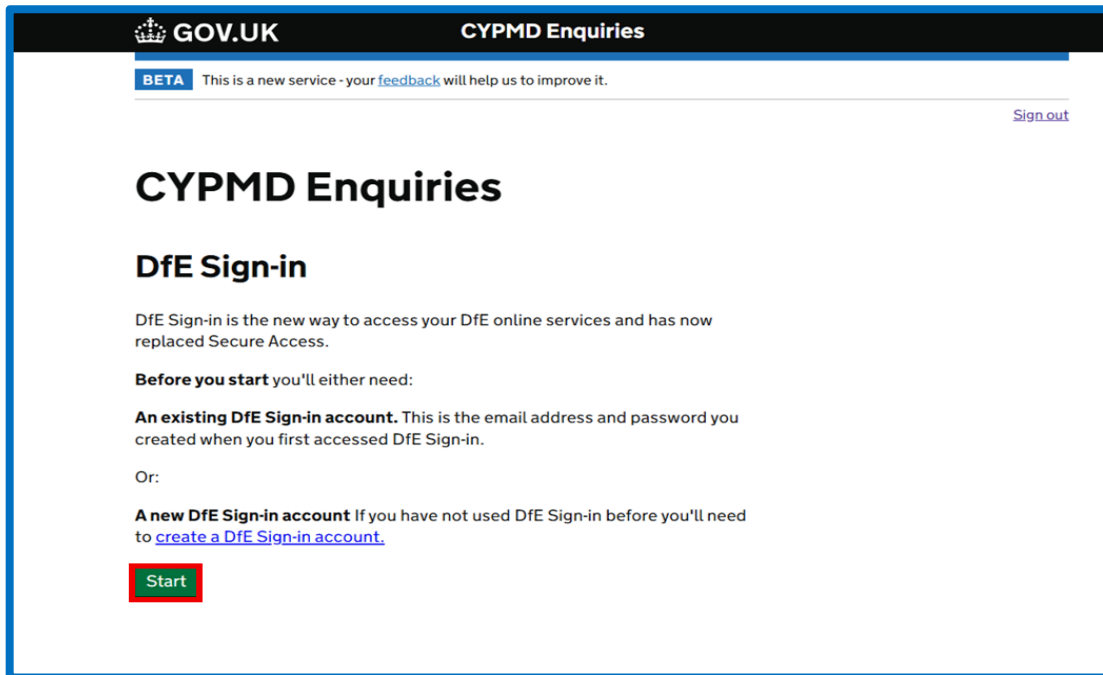
Please note, we can only make amendments to your school or college results data (both amendments to grades and adding a missing qualification) if that data is provided directly to the department by an AO.

The following sections cover how to raise a results enquiry in the following scenarios:

- [how to log-in/access the results enquiries portal](#)
- [how to raise a 'missing qualification' results enquiry](#)
- [how to raise an 'incorrect grade' results enquiry](#)
- [how to raise a results enquiry to 'query a result does not belong to pupil/student'](#)
- [how to raise a 'graded \(music or dance\) exam' results enquiry \(KS4 only\)](#)
- [how to tell us if you raised a results enquiry incorrectly](#)

How to log-in/access the results enquiries portal

Step 1: Once you have accessed the [Results Enquiries portal](#) you will see the following page. Click 'Start' to continue.



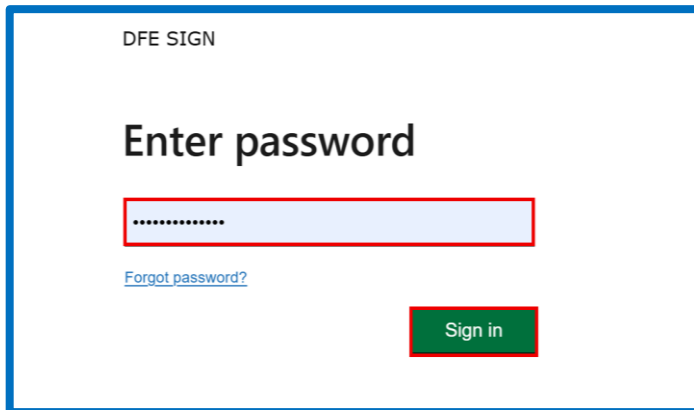
The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' badge and a message: 'This is a new service - your [feedback](#) will help us to improve it.' A 'Sign out' link is in the top right corner. The main heading is 'CYPMD Enquiries'. Below it is the 'DfE Sign-in' section. The text explains that DfE Sign-in is the new way to access DfE online services, replacing Secure Access. It states that before starting, users need either an existing DfE Sign-in account (with email and password) or a new DfE Sign-in account (with a link to 'create a DfE Sign-in account'). A red-bordered 'Start' button is highlighted at the bottom of the sign-in instructions.

Step 2: You should enter your DfE Sign-in account email then click 'Next'.



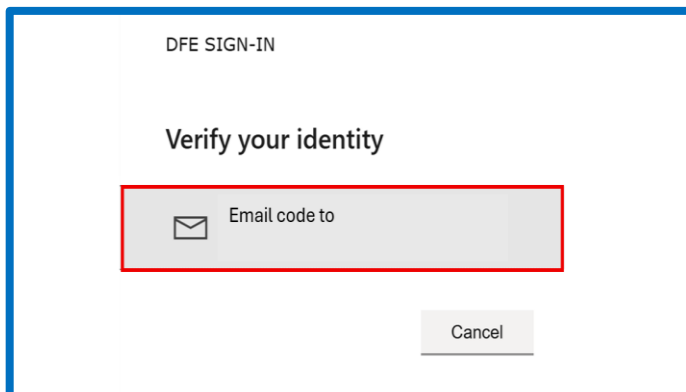
The screenshot shows the 'DfE Sign-In' page on the GOV.UK website. At the top, there is a 'Beta' badge and a message: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'Access the DfE Sign-in service'. To the right, under 'Related actions', there are links for 'Contact us' and 'DfE Sign-in help assistant (opens in new tab)'. The main content area asks the user to 'Log into your account' and to 'Enter your email address to sign in.' A red-bordered input field is shown for the email address, with a red-bordered 'Next' button below it. Below the input field, there is a link to 'DfE Sign-in terms and conditions'. At the bottom, there is a section for 'New users of DfE Sign-in' with a 'Create an account' button and a link to 'Services using DfE Sign-in'.

Step 3: You should then enter your DfE Sign-in account password then click 'Sign-in'.



The screenshot shows a web page titled "DFE SIGN". The main heading is "Enter password". Below the heading is a text input field containing a series of dots, representing a masked password. To the left of the input field is a blue link that says "Forgot password?". Below the input field is a green button with the text "Sign in".

Step 4: You will now be asked to verify your account, click on the box highlighted below to request an email containing an account verification code.



The screenshot shows a web page titled "DFE SIGN-IN". The main heading is "Verify your identity". Below the heading is a text input field with a red border. The input field contains an envelope icon and the text "Email code to". Below the input field is a grey button with the text "Cancel".

Step 5: Enter the account verification code and click 'Verify'.



The screenshot shows a web page titled "DFE SIGN-IN". The main heading is "Enter code". Below the heading is the text "We emailed a code to". Below that is the email address "abcde@fghijkl.com" followed by the text "Please enter the code to sign in.". Below the text is a text input field with a red border containing the code "12345678". Below the input field are two buttons: a grey "Cancel" button and a green "Verify" button.

Step 6: If you have access to more than one school or college, you will need to select the establishment whose data you wish to check and click 'Continue'.

GOV.UK **DfE Sign-In**

BETA This is a new service – your [feedback](#) will help us to improve it.

[Back](#)

Select your organisation

You are associated with more than one organisation, please select the one you wish to sign-in with.

Your organisations

- England Euro 2024 Academy
- School B

[Continue](#)

Actions
[Request access to an organisation](#)

Step 7: You will now see your school information and your account details. Click 'Continue'.

GOV.UK **CYPMD Enquiries**

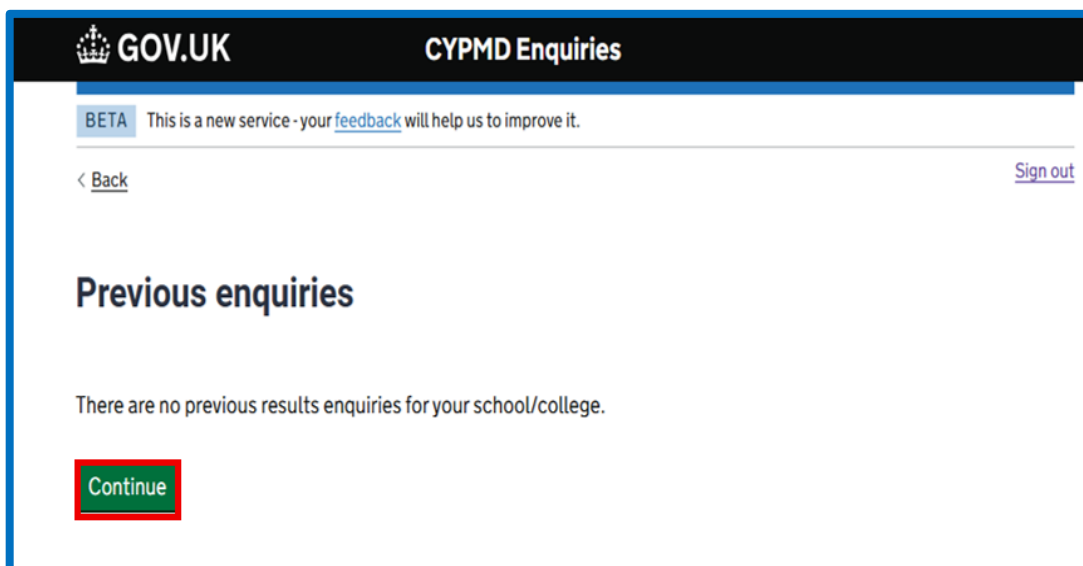
BETA This is a new service - your [feedback](#) will help us to improve it. [Sign out](#)

Your details

Establishment name	England Euro 2024 Academy
Establishment DfE number	123/1966
Establishment URN	1966
Your name	Gareth Southgate
Your email	Gareth.Southgate@england.sch.uk

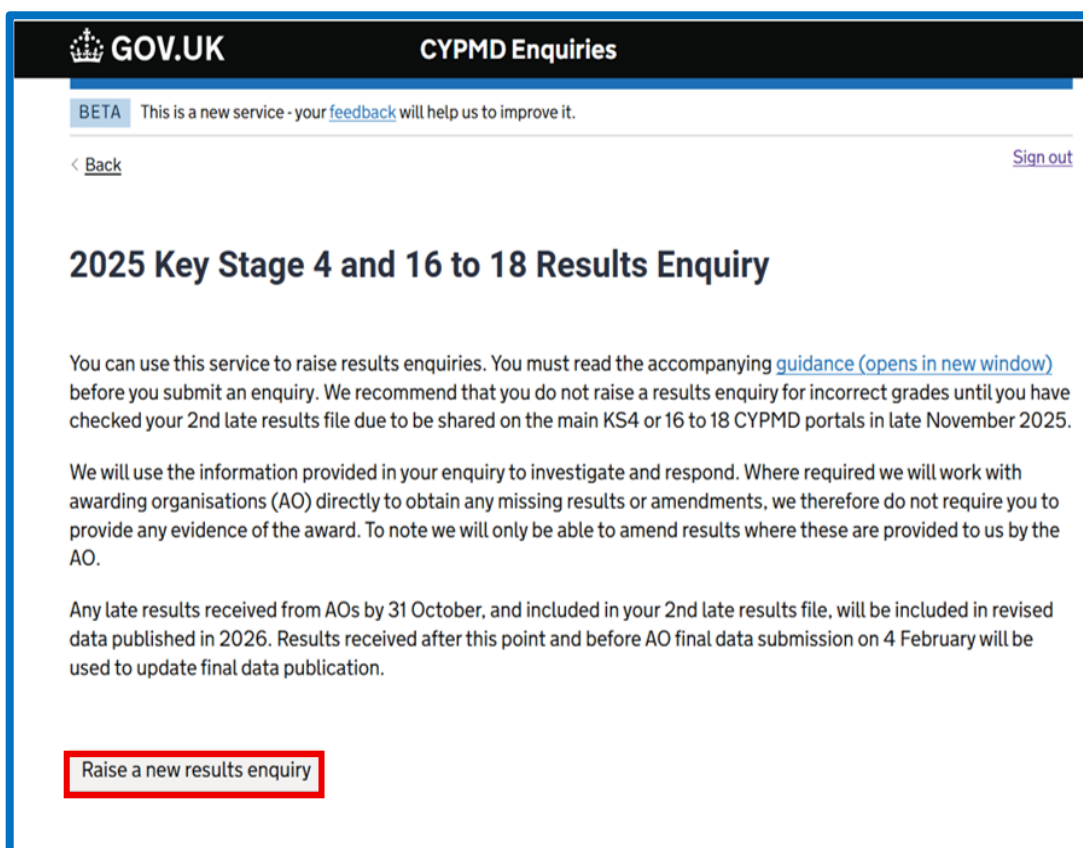
[Continue](#)

Step 8: If you have not previously raised a result enquiry before you will see the following screen, click 'Continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a header with the GOV.UK logo and the text 'CYPMD Enquiries'. Below the header, a blue banner contains the text 'BETA This is a new service - your [feedback](#) will help us to improve it.' On the left side, there is a '< Back' link, and on the right side, there is a 'Sign out' link. The main heading is 'Previous enquiries'. Below this heading, the text reads 'There are no previous results enquiries for your school/college.' At the bottom of the page, there is a green button with the text 'Continue' highlighted by a red border.

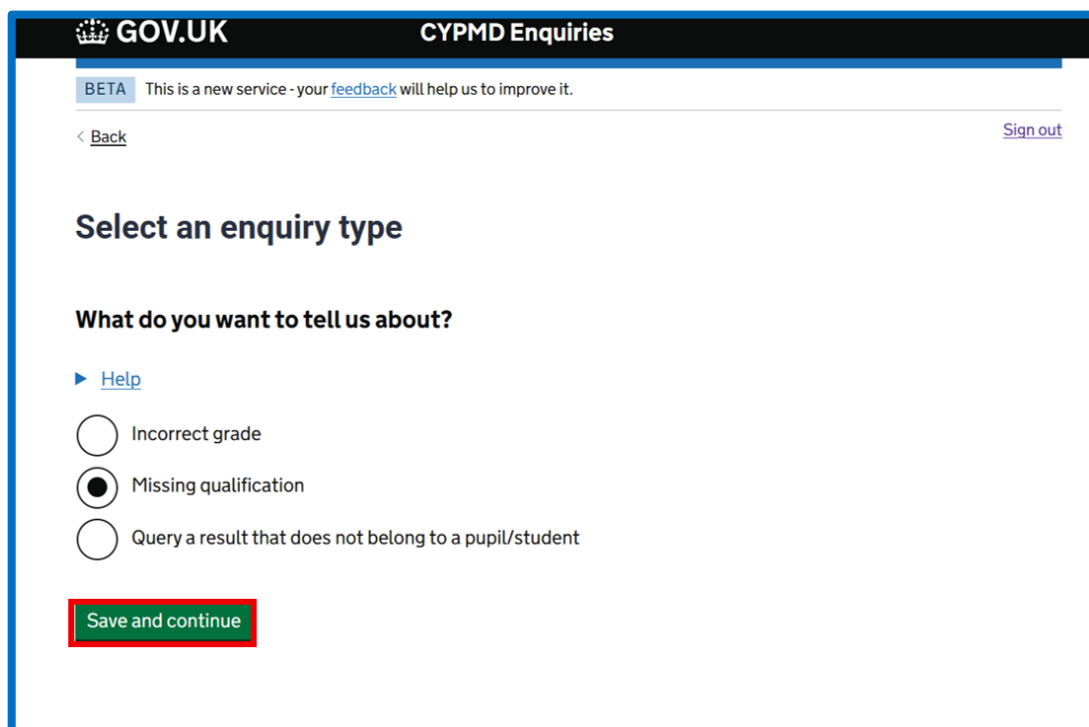
Step 9: You will now see the following screen, click 'Raise a new results enquiry'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a header with the GOV.UK logo and the text 'CYPMD Enquiries'. Below the header, a blue banner contains the text 'BETA This is a new service - your [feedback](#) will help us to improve it.' On the left side, there is a '< Back' link, and on the right side, there is a 'Sign out' link. The main heading is '2025 Key Stage 4 and 16 to 18 Results Enquiry'. Below this heading, there is a paragraph of text: 'You can use this service to raise results enquiries. You must read the accompanying [guidance \(opens in new window\)](#) before you submit an enquiry. We recommend that you do not raise a results enquiry for incorrect grades until you have checked your 2nd late results file due to be shared on the main KS4 or 16 to 18 CYPMD portals in late November 2025.' Another paragraph follows: 'We will use the information provided in your enquiry to investigate and respond. Where required we will work with awarding organisations (AO) directly to obtain any missing results or amendments, we therefore do not require you to provide any evidence of the award. To note we will only be able to amend results where these are provided to us by the AO.' A third paragraph states: 'Any late results received from AOs by 31 October, and included in your 2nd late results file, will be included in revised data published in 2026. Results received after this point and before AO final data submission on 4 February will be used to update final data publication.' At the bottom of the page, there is a green button with the text 'Raise a new results enquiry' highlighted by a red border.

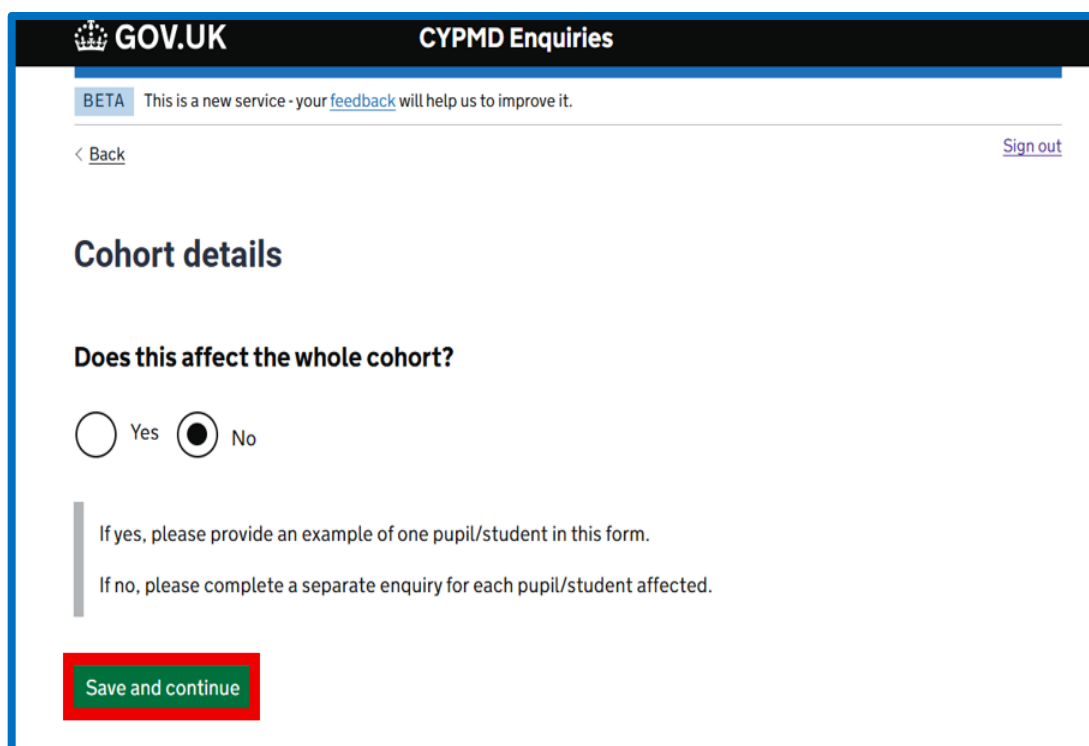
How to raise a 'missing qualification' results enquiry

Step 1: Select 'Missing qualification' and click 'Save and continue'.



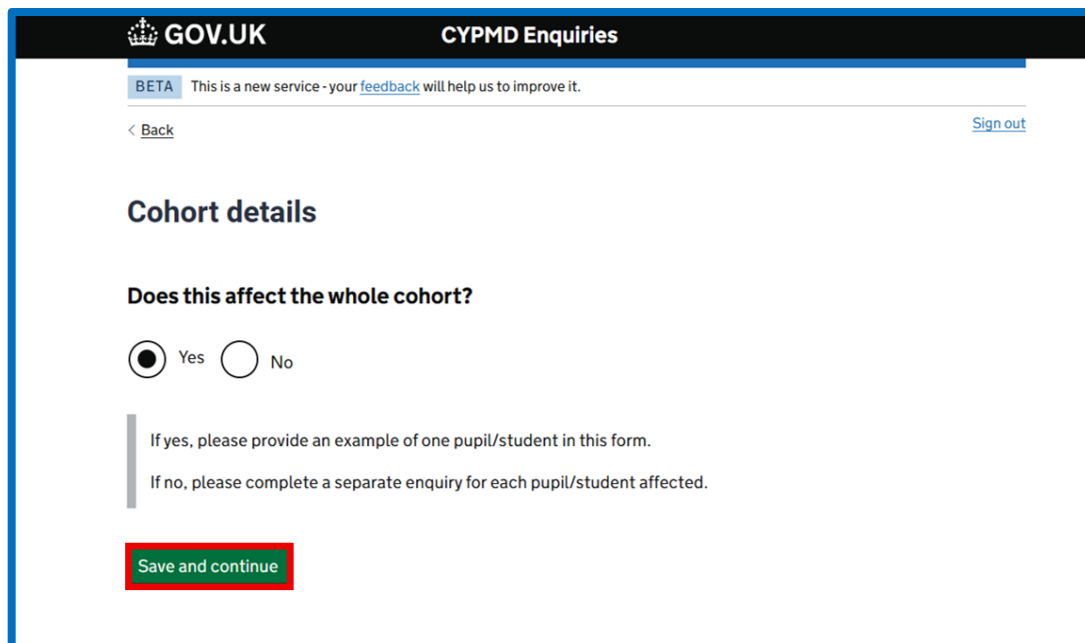
The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a header with the GOV.UK logo and the text 'CYPMD Enquiries'. Below the header, there is a beta notice: 'BETA This is a new service - your [feedback](#) will help us to improve it.' and a 'Sign out' link. A '< Back' link is also present. The main heading is 'Select an enquiry type'. Below this, the question is 'What do you want to tell us about?'. There are three radio button options: 'Incorrect grade', 'Missing qualification' (which is selected), and 'Query a result that does not belong to a pupil/student'. A 'Help' link is also visible. At the bottom, there is a 'Save and continue' button highlighted with a red border.

Step 2: You will now need to tell us if the missing qualification you are submitting a results enquiry for affects the whole cohort. If you select 'No' click 'Save and continue' and go to step 5 below.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website, specifically the 'Cohort details' section. The header is the same as in Step 1. The main heading is 'Cohort details'. Below this, the question is 'Does this affect the whole cohort?'. There are two radio button options: 'Yes' and 'No' (which is selected). Below the radio buttons, there are two lines of text: 'If yes, please provide an example of one pupil/student in this form.' and 'If no, please complete a separate enquiry for each pupil/student affected.' At the bottom, there is a 'Save and continue' button highlighted with a red border.

Step 3: For this example, we are saying 'Yes'. Click 'Save and continue'.



GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Cohort details

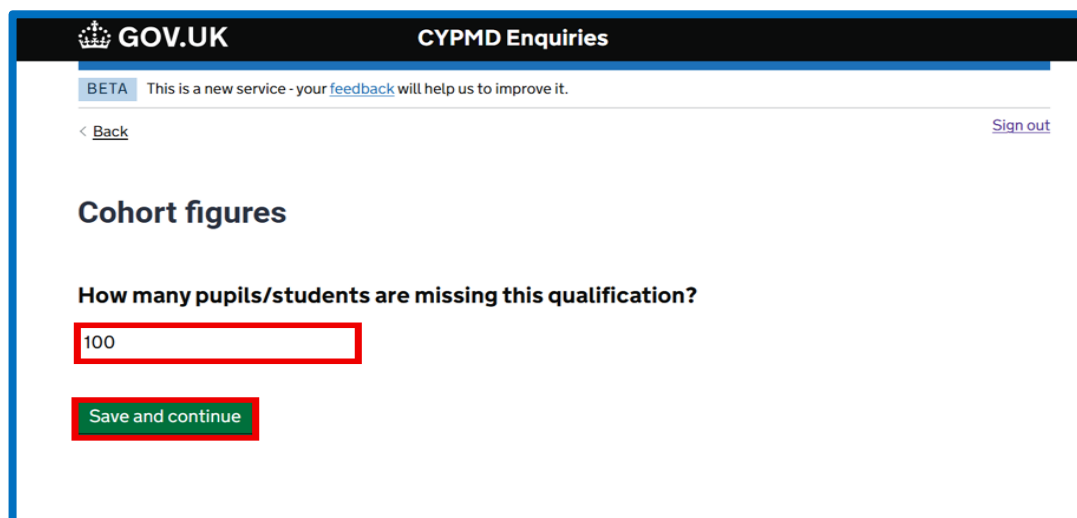
Does this affect the whole cohort?

Yes No

If yes, please provide an example of one pupil/student in this form.
If no, please complete a separate enquiry for each pupil/student affected.

Save and continue

Step 4: You now need to tell us how many pupils/students are affected by the missing qualification. Insert the number of pupils/students and then click 'Save and continue'.



GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Cohort figures

How many pupils/students are missing this qualification?

100

Save and continue

Step 5: If your school or college has both KS4 and 16 to 18 data, you will now need to tell us which key stage is affected, for this example we have selected 16 to 18. Click 'Save and continue'.

The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice: 'This is a new service - your feedback will help us to improve it.' Below this, there are links for '< Back' and 'Sign out'. The main heading is 'Select the key stage'. Underneath, there is a sub-heading 'Select the key stage' followed by two radio button options: 'Key Stage 4' (unselected) and '16 to 18' (selected). A red box highlights the 'Save and continue' button at the bottom.

Step 6: You now need to select the pupil/student who the missing qualification enquiry is about. Click 'Save and continue' to proceed.

The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice: 'This is a new service - your feedback will help us to improve it.' Below this, there are links for '< Back' and 'Sign out'. The main heading is 'Select a pupil/student'. Underneath, there is a sub-heading 'Select the pupil/student that has the missing qualification'. A paragraph of instructions follows: 'You can search for a pupil/student by typing the name of the pupil/student, CYPMD ID, unique pupil number (UPN), unique learner number (ULN) or date of birth (DOB). You can also navigate through the pupil/student list by clicking 'Next'. Once you have identified the pupil/student you wish to raise an enquiry about, click on the radio button next to the name. Click 'Continue' to proceed.' Below the text is a search input field. Two radio button options are listed: 'Aaron Ramsdale (CYPMD ID: 2146343213, UPN: 41289913, DOB: 08/05/2005, NOT INCLUDED)' (selected) and 'Dean Henderson (CYPMD ID: 2146343170, UPN: 41289913, DOB: 07/09/2005, NOT INCLUDED)'. Below the options are navigation links: '< Previous', a blue box with the number '1', 'Next >', and a red box highlighting the 'Save and continue' button at the bottom.

Step 7: You now need to tell us about the missing qualification. Start by selecting the AO from the drop-down list. Then select 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Provide the missing qualification details

Student name Aaron Ramsdale

CYPMD ID 2146343213

Select awarding organisation (AO) name

Gateway Qualifications

Save and continue

Step 8: You now need to select the qualification number (QAN) from the drop-down list. Once this information is provided click 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Provide the missing qualification details

Pupil/student name Aaron Ramsdale

CYPMD ID 2146343213

Awarding Organisation (AO) name Gateway Qualifications

Select the Qualification Number (QAN)

60154160

Save and continue

Step 9: You now need to provide syllabus code (if applicable), award date, National Centre Number (optional) and missing grade. Once this information is provided click 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Provide the missing qualification details

Pupil/student name	Aaron Ramsdale
CYPMD ID	2146343213
Awarding Organisation (AO) name	Gateway Qualifications
Qualification number (QAN)	60154160

Select syllabus code

Also known as specification code, entry code or cash-in code

NA

Provide award date

e.g 21/08/2025. If the exact date is not known please provide the 1st of the month

Day Month Year

21 08 2025

Provide National Centre Number (NCN) where exam was taken (optional)

Select missing grade this pupil/student achieved

Q

Save and continue

Step 10: You now have the opportunity to provide any information that may support your enquiry using the 'Additional comments' box (optional). Click 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Additional information

Additional comments (optional)

You have 250 characters remaining

Save and continue

Step 11: You now need to check the information you have provided is correct (you can use the 'back' button if you need to amend the information). Once the information is correct, tick the 'Declaration' and then click 'Save and continue'.

GOV.UK **CYPMD Enquiries**

BETA This is a new service - your [feedback](#) will help us to improve it. [Sign out](#)

[< Back](#)

Summary of enquiry details

Summary of enquiry details for Aaron Ramsdale

Pupil/student name	Aaron Ramsdale
CYPMD ID	2146343213
Awarding Organisation (AO) name	Gateway Qualifications
Qualification number (QAN)	60154160
Qualification name and subject	Gateway Qualifications Entry Level Award In ESOL Skills for Life (Reading) (Entry 2)
Syllabus code	Unknown
Session	Unknown
Award date	01/08/2025
Grade achieved	U

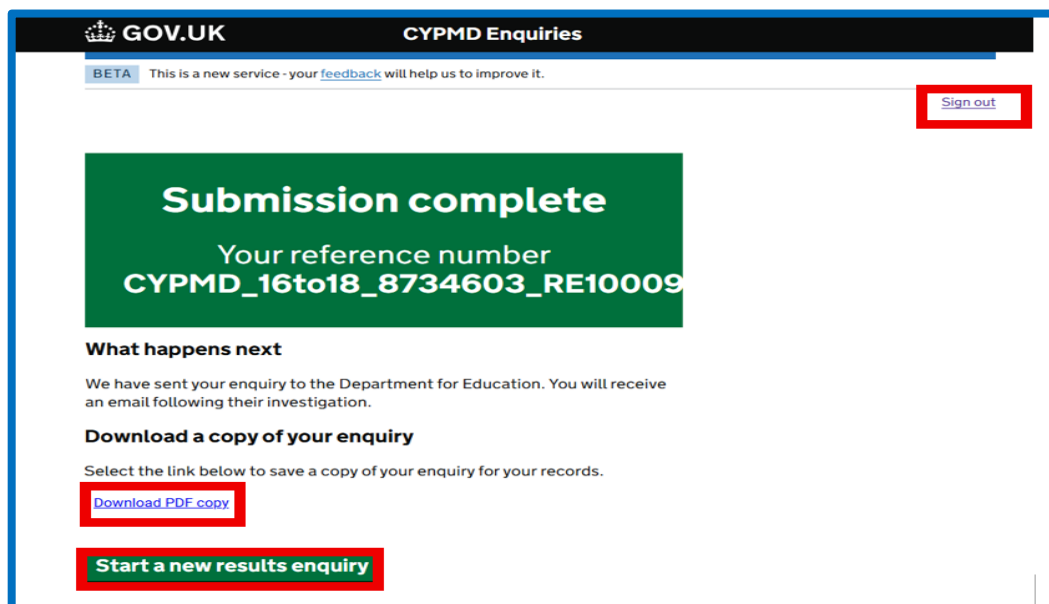
Declaration

I confirm that all data is correct

[Save and continue](#)

Step 12: You have now submitted your results enquiry. From this page you can either:

- sign out of the results enquiries portal
- download a copy of your results enquiry
- start a new results enquiry



The screenshot shows the GOV.UK CYPMD Enquiries page. At the top, there is a black header with the GOV.UK logo and the text 'CYPMD Enquiries'. Below the header, a blue banner reads 'BETA This is a new service - your feedback will help us to improve it.' In the top right corner, there is a red-bordered button labeled 'Sign out'. The main content area features a large green box with the text 'Submission complete' and 'Your reference number CYPMD_16to18_8734603_RE10009'. Below this, there is a section titled 'What happens next' with the text 'We have sent your enquiry to the Department for Education. You will receive an email following their investigation.' Underneath, there is a section titled 'Download a copy of your enquiry' with the text 'Select the link below to save a copy of your enquiry for your records.' and a red-bordered button labeled 'Download PDF copy'. At the bottom, there is a red-bordered button labeled 'Start a new results enquiry'.

Step 13: Once you have submitted your results enquiry, you will receive a confirmation email containing a unique reference number. **Please keep this for your records.**



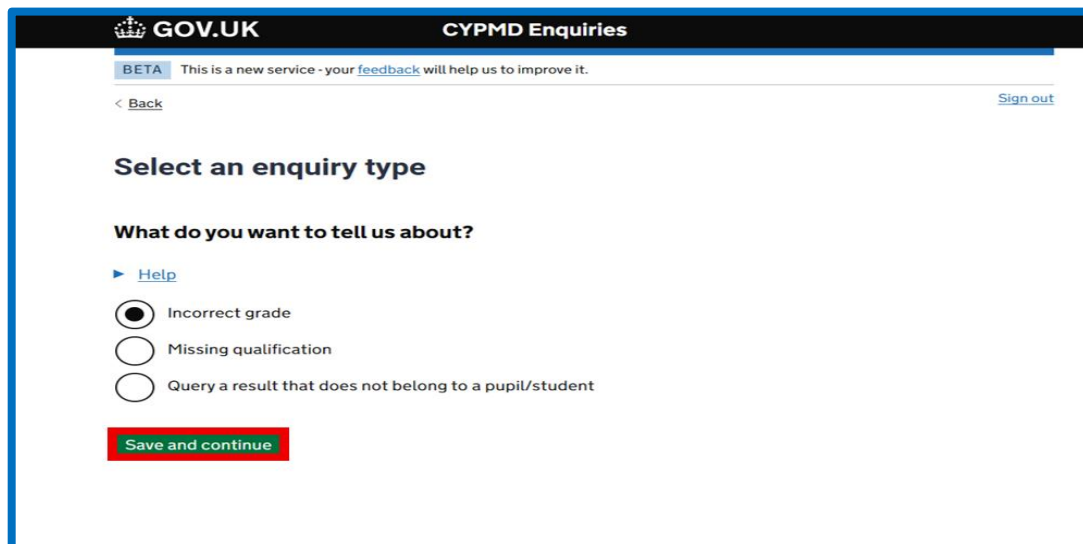
The screenshot shows a confirmation email from the Department for Education. The subject line is 'Result Enquiry Form – CYPMD_16to18_1231966_RE10001'. The sender is 'online collections <online.collections@notifications.service.gov.uk>' with a profile picture of a green circle containing the letters 'OC'. The recipient is 'To'. The email body features the Department for Education logo and the text 'Thank you for your results enquiry form CYPMD_16to18_1231966_RE10001 The Department for Education will investigate your enquiry and where appropriate respond in due course.'

If this confirmation email has not been received within 24 hours of the submission of your results enquiry, please check your spam/junk email folders. If you still can't find the confirmation email please **send a message** to the CYPMD Helpline and select the option 'Other enquiry'.

How to raise an 'incorrect grade' results enquiry

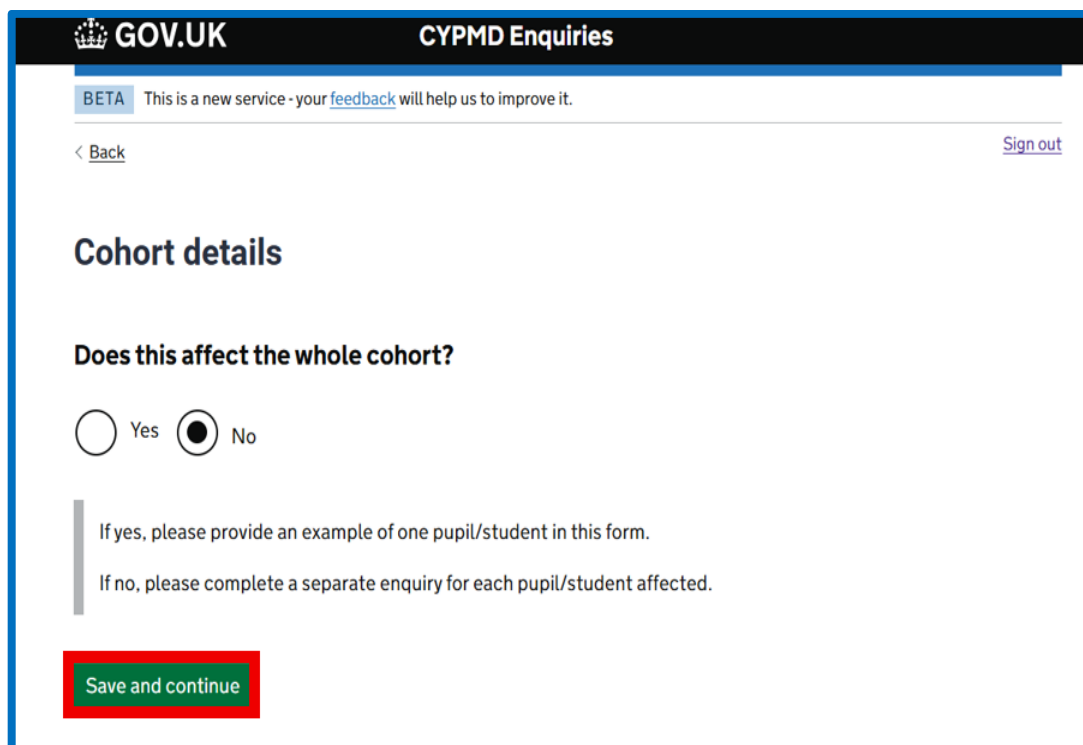
You should not raise this type of enquiry until you have checked your school or college's **main results CSV file**, **first late results CSV file** and **second late results CSV file**.

Step 1: Select 'Incorrect grade' and click 'Save and continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice: 'This is a new service - your feedback will help us to improve it.' Below this are links for '< Back' and 'Sign out'. The main heading is 'Select an enquiry type'. Underneath, it asks 'What do you want to tell us about?' and provides three radio button options: 'Incorrect grade' (which is selected), 'Missing qualification', and 'Query a result that does not belong to a pupil/student'. A red-bordered 'Save and continue' button is located at the bottom of the form.

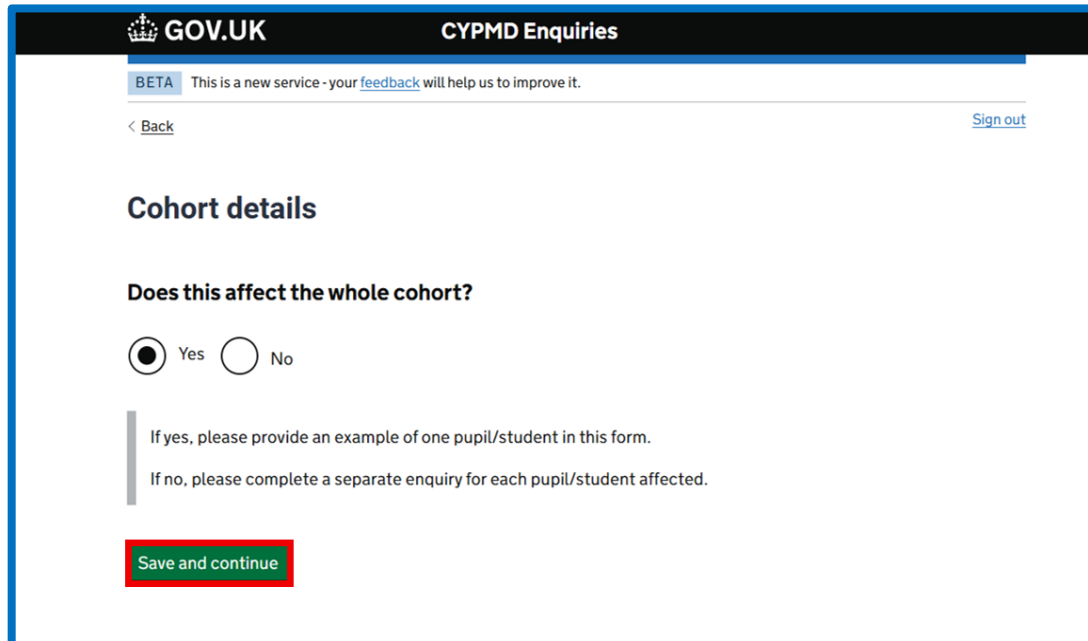
Step 2: You will now need to tell us if the incorrect grade you are submitting a results enquiry for affects the whole cohort. If you select 'No' click 'Save and continue' and go to step 5.



The screenshot shows the 'Cohort details' page in the CYPMD Enquiries system. It features the same 'BETA' notice and navigation links as the previous page. The heading is 'Cohort details'. The question 'Does this affect the whole cohort?' is followed by two radio button options: 'Yes' and 'No' (which is selected). Below the options, there are two lines of text: 'If yes, please provide an example of one pupil/student in this form.' and 'If no, please complete a separate enquiry for each pupil/student affected.' A red-bordered 'Save and continue' button is at the bottom.

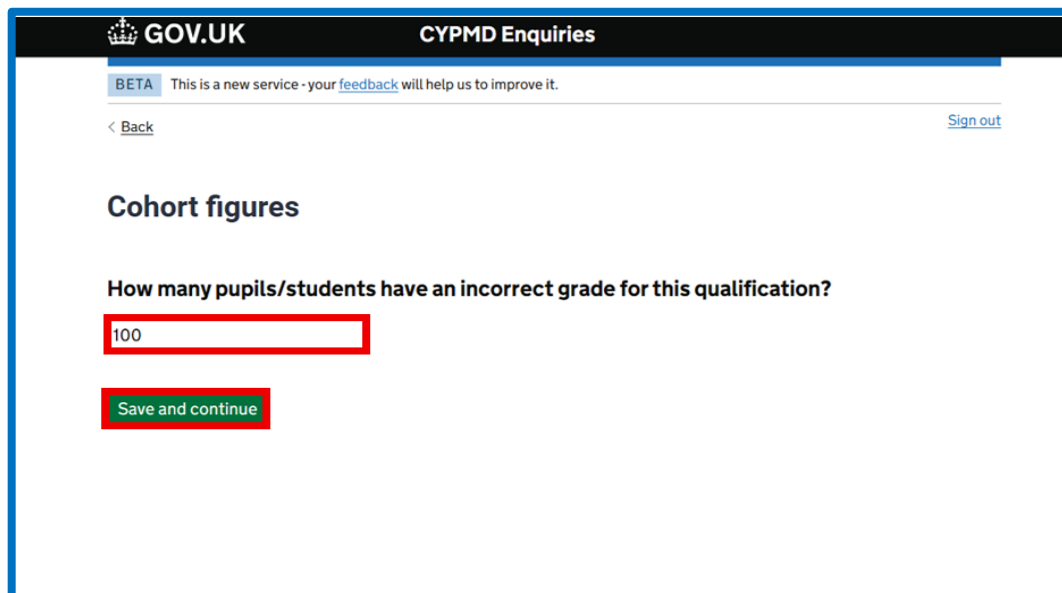
Step 3: You should only click 'Yes' if every pupil has the same current grade, and every re-mark is the same new grade.

For this example, we are saying 'Yes'. Click 'Save and continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice and a 'Sign out' link. The main heading is 'Cohort details'. Below this, the question 'Does this affect the whole cohort?' is displayed. There are two radio buttons: 'Yes' (which is selected) and 'No'. Below the radio buttons, there are two lines of text: 'If yes, please provide an example of one pupil/student in this form.' and 'If no, please complete a separate enquiry for each pupil/student affected.'. At the bottom of the form, there is a green 'Save and continue' button highlighted with a red border.

Step 4: You now need to tell us how many pupils/students are affected by the incorrect grade. Insert the number of pupil/students and then click 'Save and continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice and a 'Sign out' link. The main heading is 'Cohort figures'. Below this, the question 'How many pupils/students have an incorrect grade for this qualification?' is displayed. There is a text input field containing the number '100', which is highlighted with a red border. Below the input field, there is a green 'Save and continue' button highlighted with a red border.

Step 5: If your school or college has both KS4 and 16 to 18 data, you will now need to tell us which key stage is affected, for this example we have selected KS4. Click 'Save and continue'.

The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' banner with the text 'This is a new service - your feedback will help us to improve it.' Below this, there are links for '< Back' and 'Sign out'. The main heading is 'Select the key stage'. Underneath, there is a sub-heading 'Select the key stage' followed by two radio button options: 'Key Stage 4' (which is selected) and '16 to 18'. At the bottom, there is a red 'Save and continue' button.

Step 6: You now need to select the pupil/student that you wish to raise a results enquiry for. Click 'Save and continue' to proceed.

The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' banner with the text 'This is a new service - your feedback will help us to improve it.' Below this, there are links for '< Back' and 'Sign out'. The main heading is 'Select a pupil/student'. Underneath, there is a sub-heading 'Select the pupil/student that has the incorrect grade'. Below this, there is a search box and a list of 16 pupils with their names, CYPMD IDs, UPNs, DOBs, and 'INCLUDED' status. The second pupil, Bukayo Saka, is selected. At the bottom, there is a red 'Save and continue' button.

You can search for a pupil/student by typing the name of the pupil/student, CYPMD ID, Unique Pupil Number (UPN), Unique Learner Number (ULN) or date of birth (DOB). You can also navigate through the pupil/student list by clicking 'Next'. Once you have identified the pupil/student you wish to raise an enquiry about, click on the radio button next to the name. Click 'Save and continue' to proceed.

Name	CYPMD ID	UPN	DOB	Status
Alexander-Arnold Trent	170824823	170824823	06/01/2008	INCLUDED
Bukayo Saka	171632824	171632824	21/03/2008	INCLUDED
Cole Palmer	171853180	171853180	13/12/2007	INCLUDED
Declan Rice	170559834	170559834	16/10/2007	INCLUDED
Ezri Konsa	171814836	171814836	06/06/2008	INCLUDED
Harry Kane	171646664	171646664	08/02/2008	INCLUDED
Harry Maguire	170229298	170229298	18/05/2008	INCLUDED
Jack Grealish	171206607	171206607	06/01/2008	INCLUDED
Jarrold Bowen	170773261	170773261	25/08/2008	INCLUDED
John Stones	170356167	170356167	20/08/2008	INCLUDED
Jordan Pickford	171911078	171911078	12/07/2008	INCLUDED
Jude Bellingham	170713825	170713825	05/10/2007	INCLUDED
Kobbie Mainoo	170550969	170550969	19/10/2007	INCLUDED
Kyle Walker	169986013	169986013	07/07/2008	INCLUDED
Luke Shaw	170476051	170476051	05/06/2008	INCLUDED

Step 7: You now need to select which result you wish to raise the enquiry for. After you select the result, press 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Select a result

Which of Bukayo Saka's results is incorrect?

You can search for a result by typing the subject or QAN. Once you have identified the result you wish to raise an enquiry about, click on the radio button next to the result name. Click 'Save and continue' to proceed

- ELQ Numeracy (QAN: 60158748, Syllabus code: 5930, Session: S2024, Current grade: 3, CSV file: KS4_MAIN_RESULT)
- ELQ Science SA (QAN: 60302264, Syllabus code: R483B, Session: S2024, Current grade: 2, CSV file: KS4_MAIN_RESULT)
- Skill1 Communication (QAN: 60342845, Syllabus code: 8721, Session: S2024, Current grade: P, CSV file: KS4_MAIN_RESULT)

[Previous](#) **1** [Next](#)

Save and continue

Step 8: You now need to select the correct grade for the result you are raising the enquiry for in the drop-down box. After selecting the correct grade click 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Enquiry details

Pupil/student name	Bukayo Saka
CYPMD ID	171632824
Qualification number (QAN)	60342845
Qualification name and subject	Skill1 Communication
Session	S2024
Current grade	P

Revised grade

Please only submit an enquiry about incorrect grades, after you have checked the 2nd late results file in late November

F

Save and continue

Step 9: You now have the opportunity to provide any information that may support your enquiry using the 'Additional comments' box (optional). Click 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Additional information

Additional comments (optional)

You have 250 characters remaining

Save and continue

Step 10: You now need to check the information you have provided is correct (you can use the 'back' button if you need to amend the information). Once the information is correct, tick the 'Declaration' and then click 'Save and continue'.

GOV.UK CYPMD Enquiries

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#) [Sign out](#)

Summary of enquiry details

Summary of enquiry details for Bukayo Saka

Pupil/student name	Bukayo Saka
CYPMD ID	171632824
Qualification number (QAN)	60342845
Qualification name and subject	Skill1 Communication
Session	S2024
Current grade	P
Revised grade	F

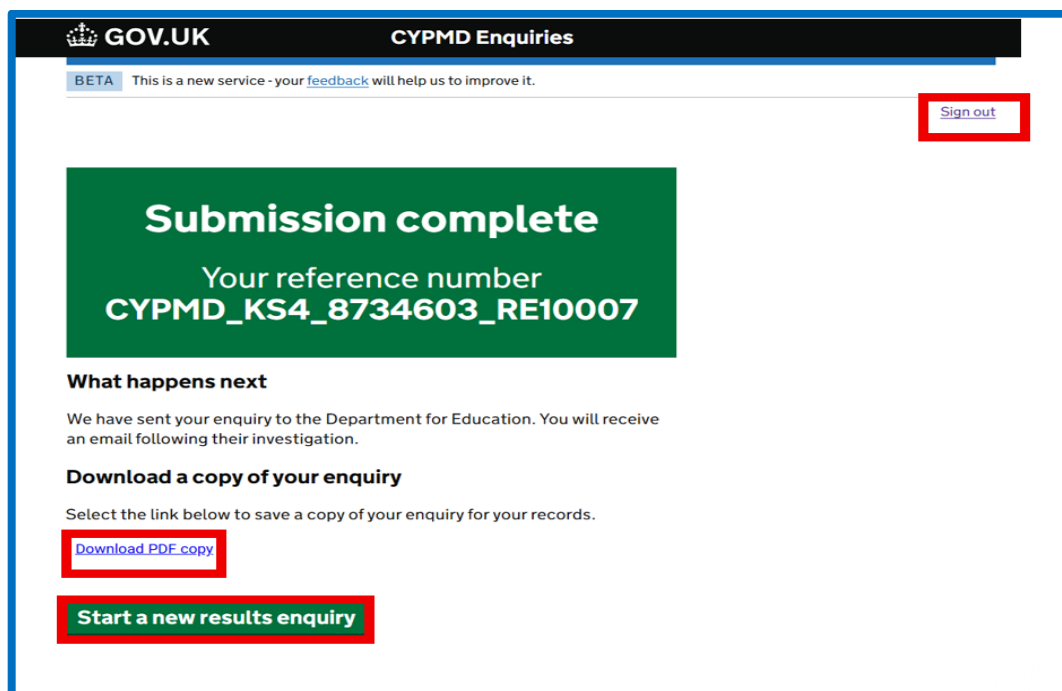
Declaration

I confirm that all data is correct

Save and continue

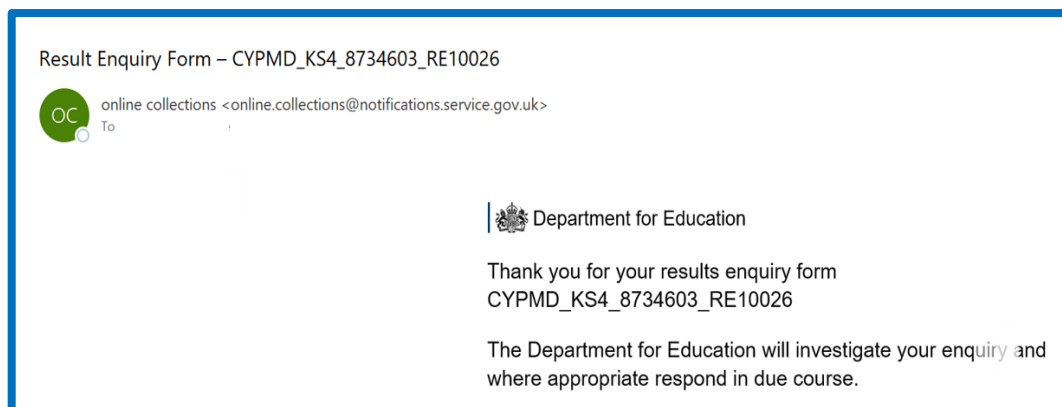
Step 11: You have now submitted your results enquiry. From this page you can either:

- sign out of the results enquiry portal
- download a copy of your results enquiry
- start a new results enquiry



The screenshot shows the CYPMD Enquiries portal on the GOV.UK website. At the top, there is a 'BETA' notice and a 'Sign out' button. The main content area features a green box with the text 'Submission complete' and 'Your reference number CYPMD_KS4_8734603_RE10007'. Below this, there is a section titled 'What happens next' with a paragraph explaining that the enquiry has been sent to the Department for Education. There are two buttons: 'Download PDF copy' and 'Start a new results enquiry'.

Step 12: Once you have submitted your results enquiry, you will receive a confirmation email containing a unique reference number. **Please keep this for your records.**



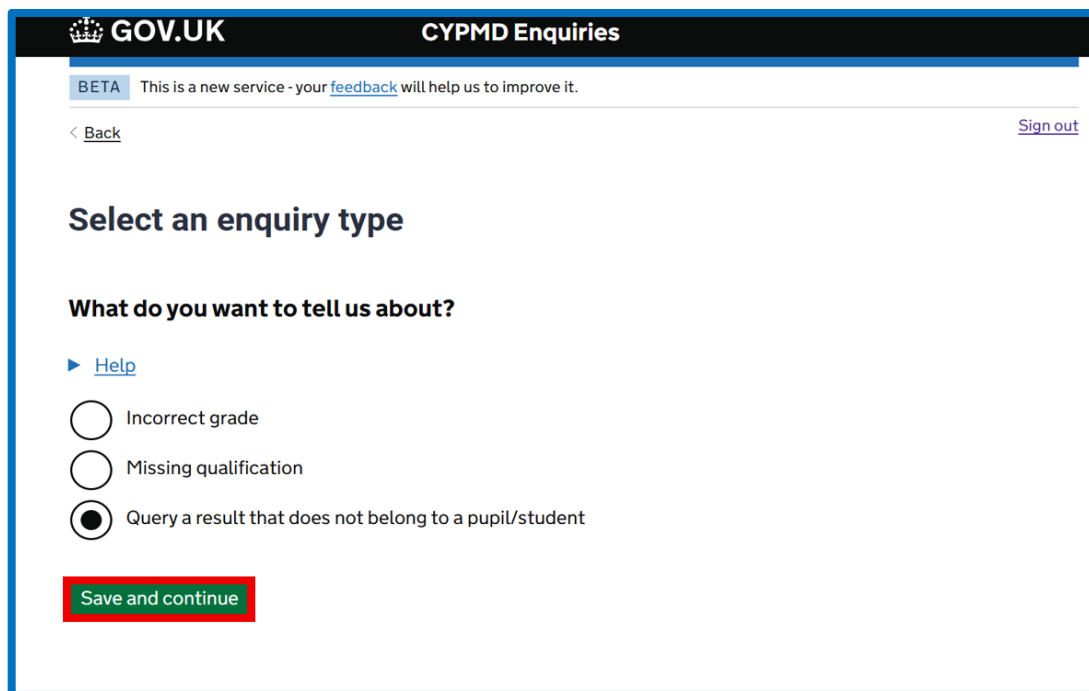
The screenshot shows an email from 'online collections' to 'To'. The subject is 'Result Enquiry Form - CYPMD_KS4_8734603_RE10026'. The email is from the Department for Education and contains the following text: 'Thank you for your results enquiry form CYPMD_KS4_8734603_RE10026. The Department for Education will investigate your enquiry and where appropriate respond in due course.'

If this confirmation email has not been received within 24 hours of the submission of your results enquiry, please check your spam/junk email folders. If you still can't find the confirmation email please [send a message](#) to the CYPMD Helpline and select the option 'Other enquiry'.

How to raise a results enquiry to 'query a result that does not belong to pupil/student'

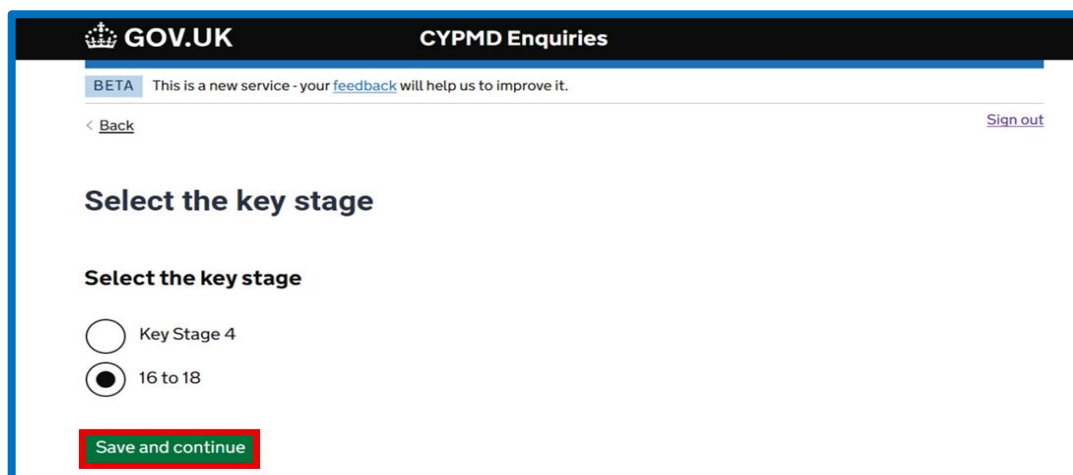
You should raise this type of enquiry after checking your school or college's **main results CSV file and first late results CSV file**.

Step 1: Select 'Query a result that does not belong to a pupil/student' and click 'Save and continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice: 'This is a new service - your [feedback](#) will help us to improve it.' Below this, there are links for '< Back' and 'Sign out'. The main heading is 'Select an enquiry type'. Underneath, it asks 'What do you want to tell us about?' and provides a 'Help' link. There are three radio button options: 'Incorrect grade', 'Missing qualification', and 'Query a result that does not belong to a pupil/student'. The third option is selected. A 'Save and continue' button is highlighted with a red box.

Step 2: If your school or college has both KS4 and 16 to 18 data, you will now need to tell us which key stage is affected, for this example we have selected 16 to 18. Click 'Continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice: 'This is a new service - your [feedback](#) will help us to improve it.' Below this, there are links for '< Back' and 'Sign out'. The main heading is 'Select the key stage'. Underneath, it asks 'Select the key stage' and provides two radio button options: 'Key Stage 4' and '16 to 18'. The second option is selected. A 'Save and continue' button is highlighted with a red box.

Step 3: You now need to select the pupil/student you wish to raise this results enquiry for. Click 'Save and continue' to proceed.

The screenshot shows the 'Select a pupil/student' page. At the top, there is a 'GOV.UK' logo and the title 'CYPMD Enquiries'. Below the header, a 'BETA' banner states: 'This is a new service - your feedback will help us to improve it.' There are links for '< Back' and 'Sign out'. The main heading is 'Select a pupil/student'. Underneath, it says 'Select the pupil/student affected'. A paragraph explains that users can search by name, CYPMD ID, UPN, ULN, or DOB, and can navigate through a list by clicking 'Next'. A search input field is present. Below it, two radio buttons are shown: one for Aaron Ramsdale (CYPMD ID: 2146343213, UPN: 41289913, DOB: 08/05/2005, NOT INCLUDED) and one for Dean Henderson (CYPMD ID: 2146343170, UPN: 41289913, DOB: 07/09/2005, NOT INCLUDED). The Dean Henderson option is selected. Navigation buttons for 'Previous', '1', and 'Next' are visible. At the bottom, there is a red 'Save and continue' button.

Step 4: You now need to select the result you wish to raise the enquiry for using the drop-down list. After you select the result, press 'Save and continue'.

The screenshot shows the 'Select a result' page. At the top, there is a 'GOV.UK' logo and the title 'CYPMD Enquiries'. Below the header, a 'BETA' banner states: 'This is a new service - your feedback will help us to improve it.' There are links for '< Back' and 'Sign out'. The main heading is 'Select a result'. Underneath, it says 'Which of Dean Henderson's results do not belong to the pupil/student?'. A paragraph explains that users can search for a result by typing the subject or QAN, and can click on the radio button next to the result name. A search input field is present. Below it, a list of radio buttons is shown for various subjects: Art & Design (QAN: 60180882, Current grade: 2, CSV file: 16to18_MAIN_RESULT), Biology (QAN: 60187529, Current grade: 1, CSV file: 16to18_MAIN_RESULT), Design & Technology (QAN: 60309842, Current grade: 2, CSV file: 16to18_MAIN_RESULT), English Language (QAN: 60142923, Current grade: 2, CSV file: 16to18_MAIN_RESULT), English Language (QAN: IGCSEX09, Current grade: 3, CSV file: 16to18_MAIN_RESULT), Geography (QAN: 60184103, Current grade: 1, CSV file: 16to18_MAIN_RESULT), Mathematics (QAN: 60146084, Current grade: 2, CSV file: 16to18_MAIN_RESULT), Numeracy (QAN: 50087034, Current grade: P, CSV file: 16to18_MAIN_RESULT), and Spanish (QAN: 60321271, Current grade: P, CSV file: 16to18_MAIN_RESULT). The 'Art & Design' option is selected. Navigation buttons for 'Previous', '1', and 'Next' are visible. At the bottom, there is a red 'Save and continue' button. A note at the bottom states: 'If there is more than 1 result that does not belong to the pupil/student, please provide the details of the QAN/s and grade/s in the 'Additional comments' field on the next page.'

Step 5: You now have the opportunity to provide any information that may support your enquiry using the 'Additional comments' box (optional). Click 'Save and continue'.

The screenshot shows the 'Additional information' page. At the top, there is a 'GOV.UK' logo and 'CYPMD Enquiries' title. Below that, a 'BETA' banner states 'This is a new service - your feedback will help us to improve it.' There is a '< Back' link on the left and a 'Sign out' link on the right. The main heading is 'Additional information'. Below it is the section 'Additional comments (optional)' with a large text input box. A message below the box says 'You have 250 characters remaining'. At the bottom, there is a green 'Save and continue' button highlighted with a red box.

Step 6: You now need to check the information you have provided is correct (you can use the 'back' button if you need to amend the information). Once the information is correct, tick the 'Declaration' and then click 'Save and continue'.

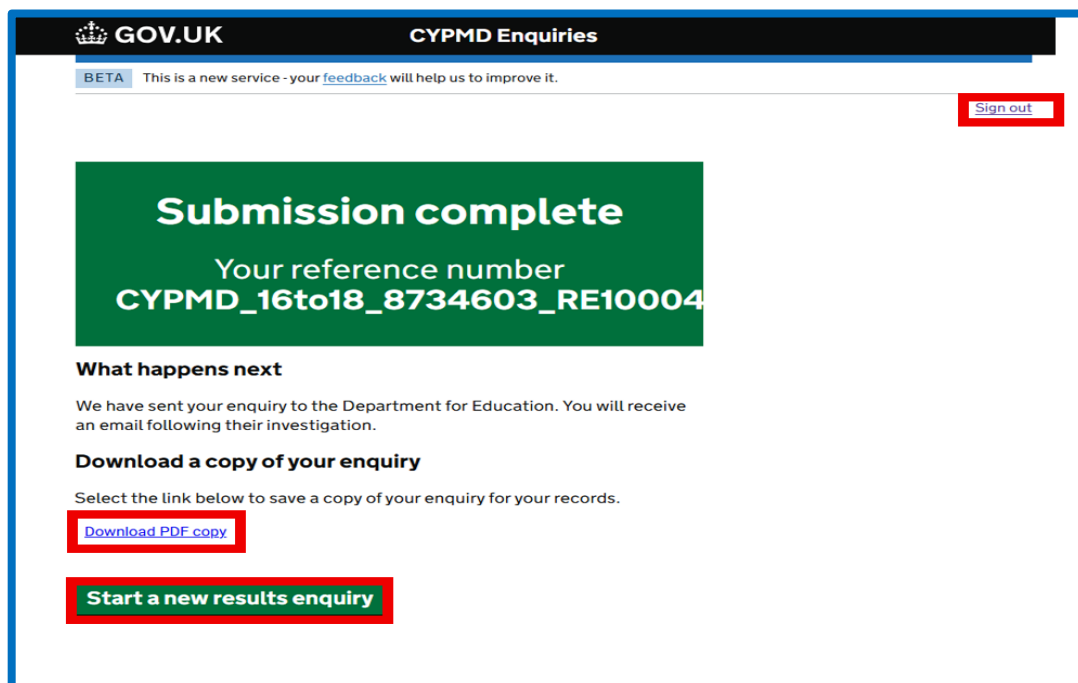
The screenshot shows the 'Summary of enquiry details' page. At the top, there is a 'GOV.UK' logo and 'CYPMD Enquiries' title. Below that, a 'BETA' banner states 'This is a new service - your feedback will help us to improve it.' There is a '< Back' link on the left highlighted with a red box and a 'Sign out' link on the right. The main heading is 'Summary of enquiry details'. Below it is the section 'Summary of enquiry details for Dean Henderson'. There is a table with the following details:

Pupil/student name	Dean Henderson
CYPMD ID	2146343170
Qualification number (QAN)	60180882
Qualification name and subject	Art & Design
Session	S2021
Current grade	2

Below the table is the 'Declaration' section, which contains a checkbox and the text 'I confirm that all data is correct'. The checkbox is highlighted with a red box. At the bottom, there is a green 'Save and continue' button highlighted with a red box.

Step 7: You have now submitted your results enquiry. From this page you can either:

- sign out of the results enquiry portal
- download a copy of your results enquiry
- start a new results enquiry



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website. At the top, there is a 'BETA' notice and a 'Sign out' button. The main content area features a large green box with the text 'Submission complete' and 'Your reference number CYPMD_16to18_8734603_RE10004'. Below this, there is a section titled 'What happens next' which states that an email will be sent to the Department for Education. There is also a section for 'Download a copy of your enquiry' with a 'Download PDF copy' button. At the bottom, there is a 'Start a new results enquiry' button.

Step 8: Once you have submitted your results enquiry, you will receive a confirmation email containing a unique reference number. **Please keep this for your records.**



The screenshot shows a confirmation email from 'online collections <online.collections@notifications.service.gov.uk>' to 'To'. The email is from the 'Department for Education' and contains the following text: 'Thank you for your results enquiry form', 'CYPMD_16to18_1231966_RE10001', and 'The Department for Education will investigate your enquiry and where appropriate respond in due course.'

If this confirmation email has not been received within 24 hours of the submission of your results enquiry, please check your spam/junk email folders. If you still can't find the confirmation email please **send a message** to the CYPMD Helpline and select the option 'Other enquiry'.

How to raise a 'graded (music or dance) exam' results enquiry (KS4 only)

You should raise this type of enquiry after checking your school's **main results CSV file and first late results CSV file**.

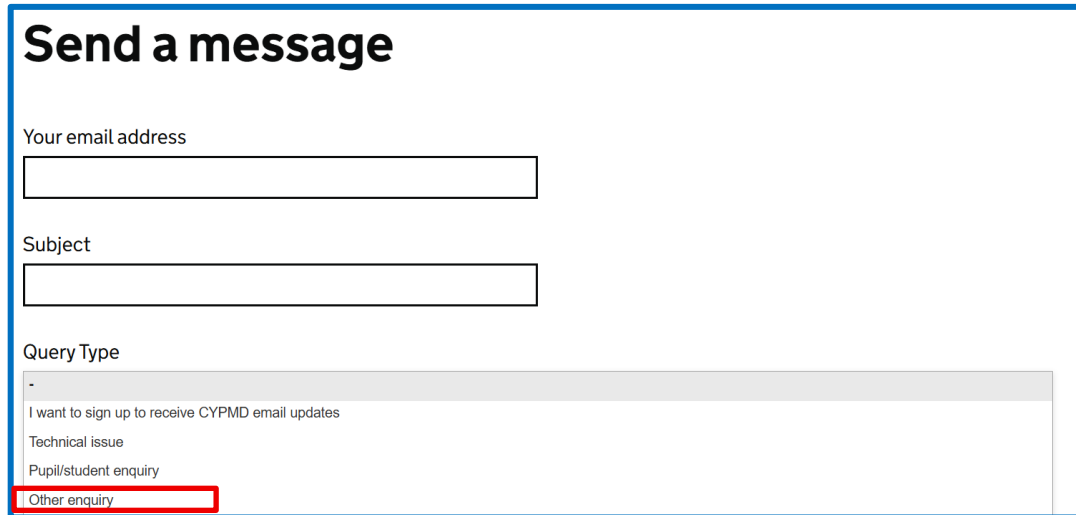
For this type of results enquiry there is not a dedicated results enquiry route within the results enquiries portal. The reason for raising a results enquiry will determine what action you need to take:

- if the result is included in your school or college data and does not require an amendment but you want the result to be credited to your school or college, you should follow the [How to raise an 'incorrect grade' results enquiry](#) process
 - at step 8 in this process, where you are asked to tell us the 'revised grade' using the drop down, please select the existing grade
- if the result enquiry is included in your school or college data but the grade is incorrect and you want the result to be credited to your school or college, you should follow the [How to raise an 'incorrect grade' results enquiry](#) process
 - at step 8 in this process, you will need to enter the revised grade
- if the graded exam does not appear in your school's main results CSV file or first late results CSV file, and you want the result to be credited to your school, you should follow the [How to raise a 'missing qualification' results enquiry](#) process

How to tell us if you raised a results enquiry incorrectly

If you have submitted a results enquiry incorrectly for your school or college you will need to:

Step 1: **Send a message** to the CYPMD Helpline. Select the 'Other enquiry' option.



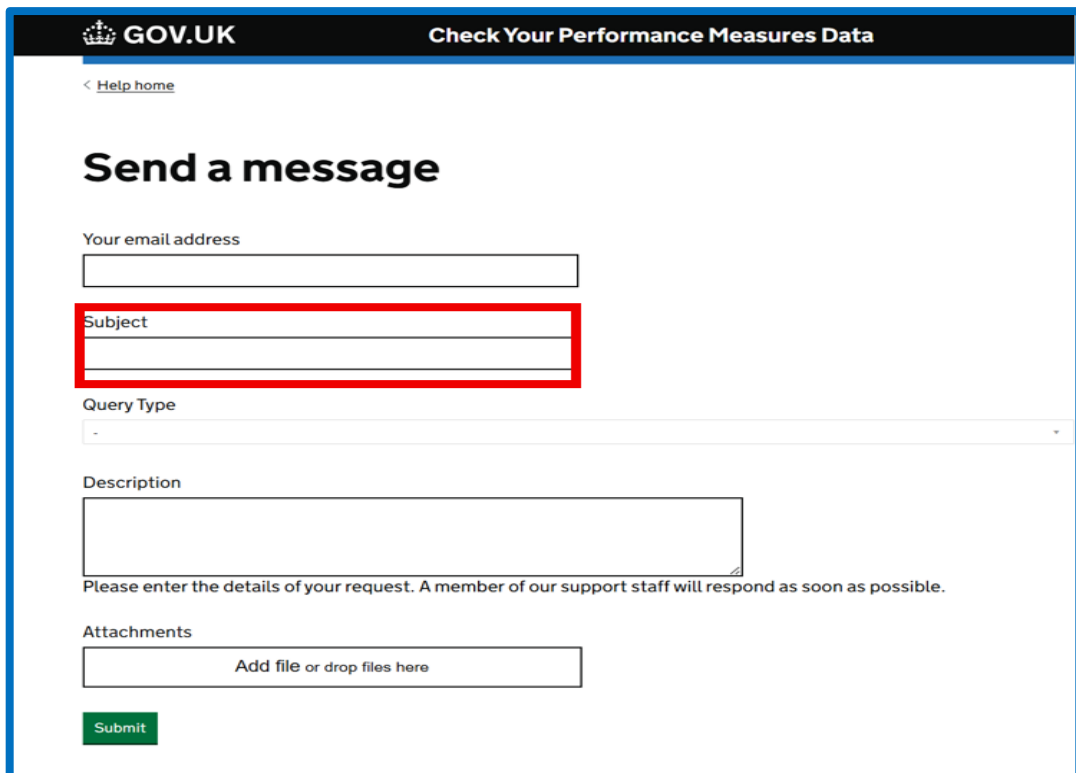
Send a message

Your email address

Subject

Query Type
-
I want to sign up to receive CYPMD email updates
Technical issue
Pupil/student enquiry
Other enquiry

Step 2: In the subject field of your message, you should quote the CYPMD reference number from the results enquiry you have raised incorrectly, and the CYPMD ID of the pupil/student you raised the enquiry about.



GOV.UK Check Your Performance Measures Data

[Help home](#)

Send a message

Your email address

Subject

Query Type
-

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Submit

The screenshot shows the GOV.UK CYPMD Enquiries page. At the top, there is a header with the GOV.UK logo and the text 'CYPMD Enquiries'. Below the header, there is a 'BETA' badge and a message: 'This is a new service - your feedback will help us to improve it.' In the top right corner, there is a 'Sign out' link. The main content area features a large green box with the text 'Submission complete' in white. Below this, another green box contains the text 'Your reference number CYPMD_16to18_8734603_RE10004'. Underneath, there is a section titled 'What happens next' with the text: 'We have sent your enquiry to the Department for Education. You will receive an email following their investigation.' Below this, there is a section titled 'Download a copy of your enquiry' with the text: 'Select the link below to save a copy of your enquiry for your records.' and a blue link 'Download PDF copy'. At the bottom, there is a green button with the text 'Start a new results enquiry'.

Once your message has been received by the CYPMD Helpline, your results enquiry will be resolved, and no further action will be taken.

You will receive an acknowledgement that your results enquiry has been resolved.

There is no facility to amend or cancel a results enquiry within the results enquiries portal once it has been submitted.

What happens next?

Once a results enquiry is submitted, we will use the information provided to investigate and provide a response to you as soon as possible.

If required, we will work with AOs directly to obtain any missing results or grade amendments.

Further information

If you login to the results enquiries portal and encounter a technical issue, for example if a list of pupils/students does not appear on screen, please [send a message](#) to the CYPMD Helpline, selecting 'Technical issue'.

Please note, there are no CSV file downloads available within the results enquiries form. If you need to download your pupil/student or results data, please go to the [KS4 Autumn checking exercise portal](#) or the [16 to 18 Autumn checking exercise portal](#).

If you encounter any technical difficulties creating a DfE Sign-in account or have forgotten your login details, please go to this contact form: [DfE Sign-in \(education.gov.uk\)](#)

If you need to contact the CYPMD Helpline with any other queries, please [send a message](#).

Additional guidance

Further guidance about secondary school performance measures and accountability arrangements can be found here: [Secondary accountability measures](#).

Further information on how 16 to 18 performance measures are calculated can be found here: [16 to 18 accountability headline measures: technical guide](#).

Key dates

Date	Activity
6 October 2025	KS4 Autumn checking exercise and 16 to 18 Autumn checking exercise opens.
6 October 2025	First late results files shared with schools and colleges on the KS4 Autumn checking exercise portal and the 16 to 18 Autumn checking exercise portal .
17 October 2025	Deadline to raise all results enquiries for a result that does not belong to a pupil/student and any graded (music or dance) exams (KS4 only)
Late November	Second late results files shared with schools and colleges on the KS4 Autumn checking exercise portal and the 16 to 18 Autumn checking exercise portal .
Early 2026	2024/25 secondary school performance measures (revised) published here .
April 2026	2024/25 secondary school performance data (final) published here .

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