

# 2025 Summary of Results Enquiries Outcomes

## Introduction

In Autumn 2025, the Department introduced a new results enquiries portal designed to improve the experience for schools and colleges when seeking clarification or correction of KS4 and 16 to 18 examination results. This document provides an overview of the enquiries received during the 2025 cycle, the nature of the issues raised, when results data are received and the recommended action to be taken during the Autumn 2026 checking exercises.

## Headlines

The Department continued to work closely with Awarding Organisations (AOs) throughout 2025 to improve the quality and timeliness of the data they supplied. As a result, the total number of results enquiries fell from 5,924 in 2024 to 2,240 in 2025, a reduction of more than half.

A breakdown of the 2,240 enquiries can be found in Table 1. In most instances, the corrected grades or relevant qualification data had already been provided to the Department in time to be included in revised publications, or the enquiry was raised due to a misunderstanding of performance measures rules, and no further action was required.

**Table 1: Breakdown of enquiries**

Type of results enquiry raised	Total number of enquiries raised	% of enquiries raised not requiring action
Incorrect grade	1,211	99%
Missing qualification	675	95%
Result does not belong to pupil/student	354	70%
<b>Total</b>	<b>2,240</b>	<b>93%</b>

## Advice for the 2026 Cycle

The Department received the vast majority of necessary grade corrections and qualification data from AOs in time for the revised publications. A substantial number of enquiries - across all categories - were unnecessary. To support a smoother process in 2026, schools and colleges are advised to:

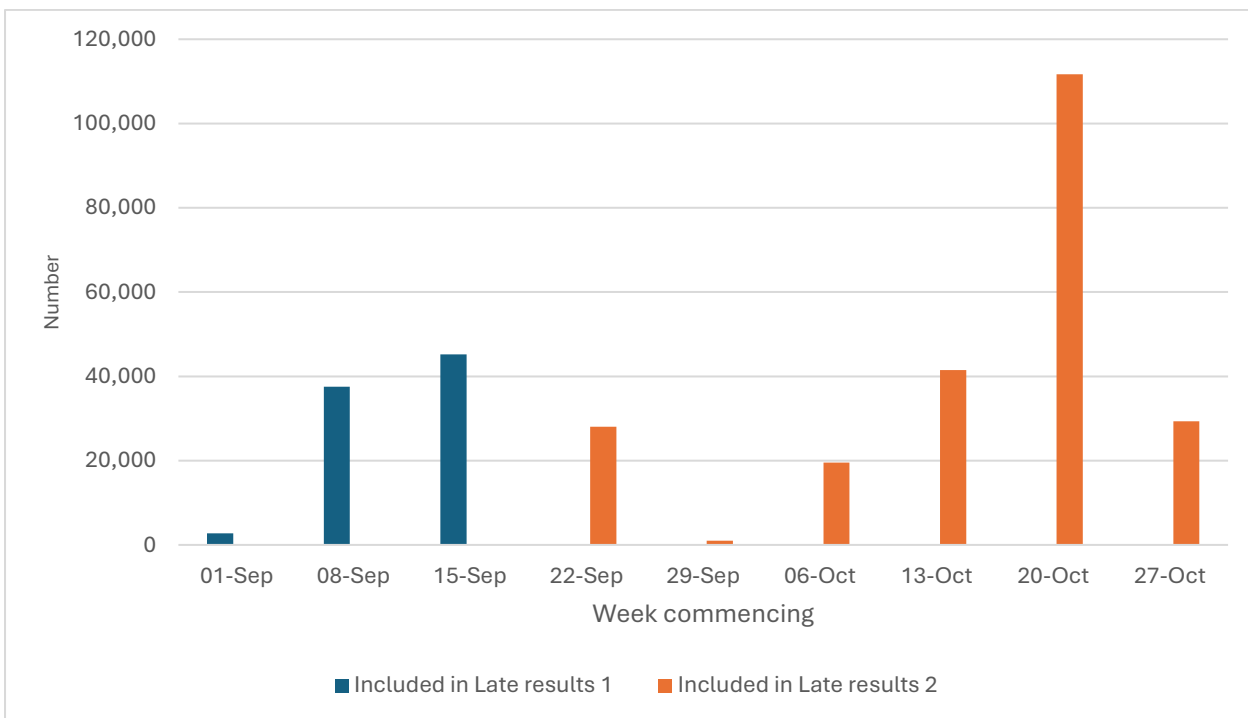
- **wait for the second late results file in late November** before raising incorrect grade enquiries. In over 99% of such cases in 2025, the correct grade had already been received by the Department.
- **avoid submitting incorrect grade enquiries immediately when the checking exercises open**, as these will not affect provisional data already calculated.

- **consult the relevant guidance** which will be shared in advance of the KS4 and 16 to 19<sup>1</sup> Autumn checking exercises, to help ensure enquiries are appropriate and directed through the correct channels. Updated materials will be available via the [CYPMD Help Centre](#).

## Understanding the Timing of Enquiries

It is important to understand the timing of the data submitted to the Department and provided to schools and colleges. The main data extract was taken on 1 September 2025, forming the basis of the provisional dataset and publication. Additional results and grade changes resulting from reviews of marking/moderation and appeals continued to be received from AOs after this point, as shown in chart 1, for inclusion in the revised publication. For this reason, schools were asked not to raise incorrect grade enquiries until the second late results file was released in late November, as this contained most of the updated information.

**Chart 1: Results received from AOs in autumn 2025**



Despite this guidance, more than 1,000 incorrect grade enquiries were submitted before the second late results file was issued. In most of these cases, the correct grade had already been received by the Department but not yet shared with schools in the second late results file, meaning the enquiry did not require action and **could not have influenced the provisional publication.**

<sup>1</sup> We are now referring to '16 to 19' performance measures rather than the current '16 to 18'. This is to better align with terminology used elsewhere by the department.

## Timeline of Data Received from Awarding Organisations

Throughout the Autumn term, the Department received multiple datasets from AOs, each forming part of a structured release timeline:

<b>Data received from AO by</b>	<b>Which results CSV file contained these results</b>	<b>When was this released on the KS4/16 to 18 Autumn portal</b>	<b>Which publication were these results included in</b>
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