



Department
for Education

Check Your Performance Measures Data (CYPMD)

2026 Autumn Results Enquiries Guidance

**A guide for all users of the key
stage 4 (KS4) and 16 to 19 Autumn
checking exercises**

September 2026

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Introduction and important information

Please read this guidance before you submit any results enquiries.

The results enquiries portal will be pre-populated with pupil, student and results details, which enables schools and colleges to raise KS4 and 16 to 19 results related enquiries.

The results enquiries portal is separate from the KS4 Autumn and 16 to 19 checking exercise portals where you check your school or college's data and if necessary, request pupil/student amendments.

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's performance measures data or how to request pupil or student amendments. If you need further information on these, please refer to the [2026 KS4 Autumn Checking Exercise Guidance](#) or the [2026 16 to 19 Autumn Checking Exercise Guidance](#).

Important information

The results enquiries portal opens on Monday 5 October 2026 and will remain open until **early 2027**.

Please wait for the November **late results** CSV file to be shared **before** raising incorrect grade enquiries.

If you have an enquiry regarding a pupil or student's T Level core or specialism results, you will need to contact the appropriate Awarding Organisation (AO). For enquiries regarding industry placements, please manage these via the [Manage T Level results Portal](#). The CYPMD helpline **cannot** help you with these enquiries.

Summary of 2025 results enquiries

In 2025, the department received most of the necessary grade corrections and qualification data from AOs in time for the revised publications. **A substantial number of results enquiries across all categories were raised unnecessarily.**

To further support schools and colleges when raising results enquiries in 2026 we carried out an analysis of the results enquiries submitted in 2025. Our analysis includes information on some of the common issues that we found. The analysis is available here: [2025 Summary of Results Enquiries Outcomes](#).

Here is a summary of the results enquiries raised during the 2024/25 cycle:

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%
Total	2,240	93%

To reduce the burden on schools and colleges and to save your valuable time, please wait for the November late results file that will be shared with you in late November before raising incorrect grade enquiries. In over 99% of these cases in 2025, the correct grade had already been received by the department.

Types of result enquiries

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

- missing qualification
- incorrect grade **(these enquiries should only be raised after you have checked your school or college's late results file that will be made available in November)**
- result does not belong to pupil/student
- graded music exams not credited to your school or college (KS4 only)

If your results enquiry does not fit into one of the categories above, you cannot 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 or student from an exam. You should raise these queries with the 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 can 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 or student's result should be included in your school or college's performance measures 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 or student main results CSV file, or late results CSV file/s, but there is no entry for the qualification for the relevant pupil or student.

Incorrect grade definition

We define this as a situation where you can see the relevant qualification for the pupil or student in the main results CSV file or late results CSV file/s 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 exams (KS4 only)

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

Understanding your school or college's CSV files

Before raising a results enquiry, please make sure you have downloaded and checked your data on the [KS4 Checking Exercise Portal](#) and/or the [16 to 19 Checking Exercise Portal](#).

Timeline of AO data and publications

Please be aware that the KS4 'school or college 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 2026. **This data has already been processed and cannot be altered.**

Any results enquiries raised from Monday 5 October 2026 will not change KS4 provisional performance measures data that will be published in October 2026.

Any late results/remarks received from AOs by **30 October 2026** and contained in your November late results file, will be included in **revised** KS4 and 16 to 19 performance measures data published in early 2027. **These results will not be included in KS4 provisional data published in October 2026.**

Results/remarks received **after 30 October 2026 and before the AO final data submission on 3 February 2027** will be used to update the KS4 and 16 to 19 **final** data publications in 2027.

Timeline of sharing late results data with schools and colleges

KS4 late results

For KS4, improvements to our processes this year have enabled more data to be included in the main results CSV file. As a result, only **one** CSV file will be made available in late November on the [KS4 Checking Exercise Portal](#) for checking your school or college's late results.

We will inform schools and colleges by email when the **November** late results file is available on the [KS4 Checking Exercise Portal](#).

The table below shows when results received from AOs will be shared and published.

Data received from AO by	Which results CSV file will contain these results	When can you view this in the KS4 Autumn portal	Which publication will these results be included in
16/09/2026	Main results CSV file	05/10/2026	Provisional
30/10/2026	November late results CSV file	Late November	Revised
03/02/2027	N/A	N/A	Final

16 to 19 late results

For 16 to 19 there will be two late results files made available in the [16 to 19 Checking Exercise Portal](#).

The **first** late results file will be available to you on Monday 5 October 2026 when the 16 to 19 Autumn checking exercise opens.

We will inform schools and colleges by email when the **November** late results file is available on the [16 to 19 Checking Exercise Portal](#).

The table below shows when results received from AOs will be shared and published.

Data received from AO by	Which results CSV file will contain these results	When can you view this in the 16 to 19 Autumn portal	Which publication will these results be included in
02/09/2026	Main results CSV file	05/10/2026	Provisional (There is no school/college level reporting)
16/09/2026	First late results CSV file	05/10/2026	Revised
30/10/2026	November late results CSV file	Late November	Revised
03/02/2027	N/A	N/A	Final

When to raise a results enquiry

Data held within the [KS4 Checking Exercise Portal](#) and the [16 to 19 Checking Exercise Portal](#) 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 each pupil or student.

This will ensure that we receive all relevant information about a pupil or student and the result being queried 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 (16 to 19 only)**, you identify a qualification is missing, **please raise this immediately**, using the [Results Enquiries Portal](#). Further information can be found on page 16 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 (16 to 19 only) and November late results CSV file**, 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 November late results file, as we continue to receive re-marks from AOs daily.

Any incorrect grade results enquiries raised will be considered for final data publication in 2027.

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 (if applicable) and November late results CSV file**, you may be adding an unnecessary burden on your time 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 **November late results** CSV file, we may not process these until later in November.

Result does not belong to pupil or student

At KS4, any exam results achieved by a pupil prior to year 11 are matched to that pupil or student, regardless of where or by whom they were entered for the exam, including private exam entries.

In these cases, the first entry will count towards your school's 2026 KS4 performance measures. More information on KS4 discounting is published here: [Key stage 4 discounting and early entry guidance \(2025\) - GOV.UK](#)

For 16 to 19, private entries for approved qualifications have been included in your school or college's performance measures data. You cannot remove these results from your school or college performance measures data, even where the examinations were entered privately or are qualifications not taught by your college. More information on how pupils or students are allocated to institutions can be found in the [16 to 19 accountability headline measures: technical guide](#)

If, once you have checked your school's **main results CSV file and first late results CSV file (16 to 19 only)**, you identify a qualification that does not belong to a pupil or student, please raise this **immediately**, and by 5:00pm on Friday 16 October 2026.

If a results enquiry for a result that has been incorrectly attributed to a pupil or student is not raised by 5:00pm on Friday 16 October 2026, it may not be processed in time to be reflected in your revised performance measures data, which will be shared with you in early 2027.

If you identify a qualification that does not belong to a pupil or student in your November late results CSV file, any amendment will be reflected in the final publication in 2027.

Graded music exams (KS4 only)

If, once you have checked your school or college's main results CSV file, you identify a pupil or student with a graded music exam that your school or college 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.

If you identify a pupil or student in your November late results CSV file with a graded music exam that your school or college would like to be credited for, any amendment will be reflected in the final publication in 2027.

How to raise a results enquiry

From 5 October 2026 **until early 2027** you can access the [Results Enquiries Portal](#).

Like the [KS4 Checking Exercise Portal](#) and the [16 to 19 Checking Exercise Portal](#), 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's 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 result, if applicable.

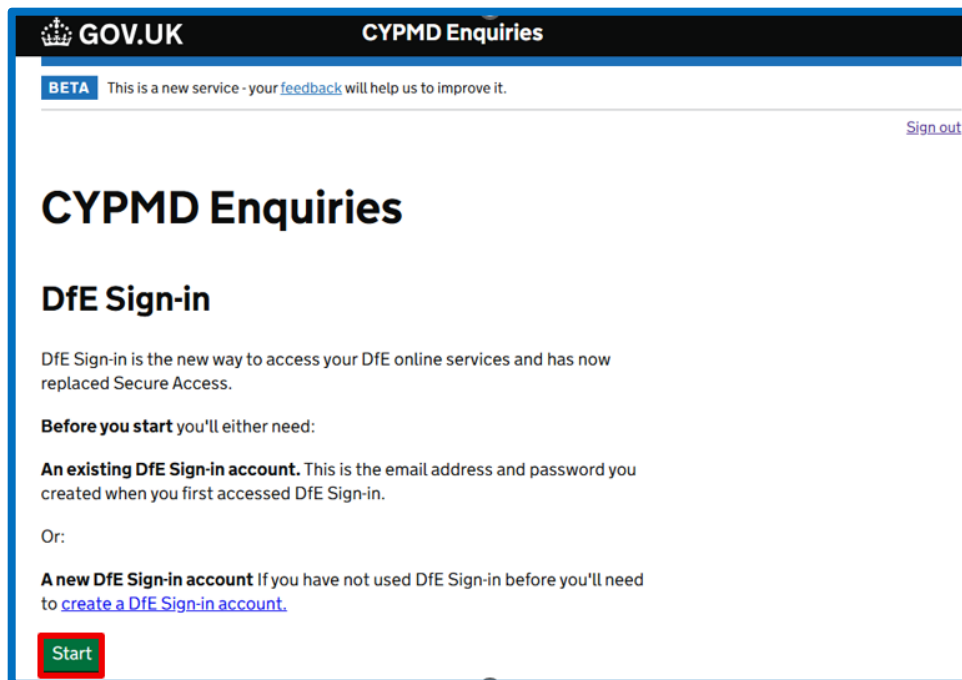
Please note, we can only make amendments to your school or college's results data (both amendments to grades and adding a missing qualification) if that data is provided directly to the department by an AO.

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 that does not belong to pupil/student'](#)
- [how to raise a 'graded music exam' results enquiry \(KS4 only\)](#)
- [how to tell us if you raised a results enquiry incorrectly](#)

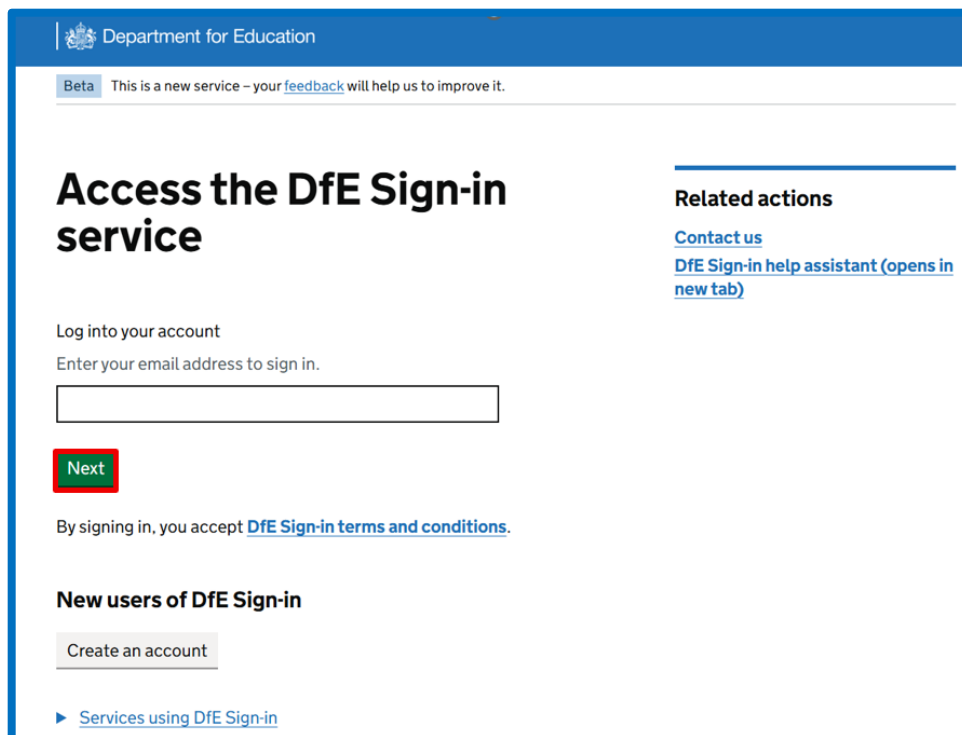
How to log-in/access the results enquiries portal

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



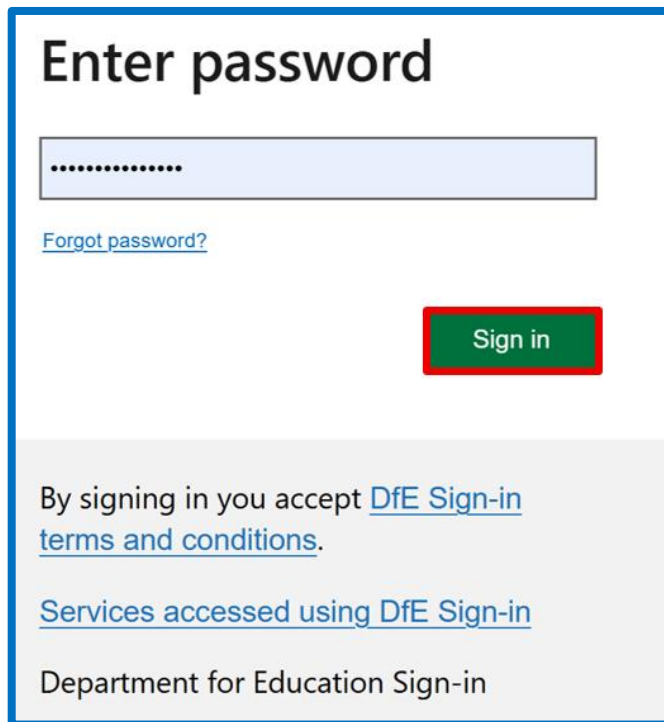
The screenshot shows the 'CYPMD Enquiries' portal on the GOV.UK website. At the top, there is a 'GOV.UK' logo and a 'CYPMD Enquiries' header. Below this, a 'BETA' banner states: 'This is a new service - your [feedback](#) will help us to improve it.' A 'Sign out' link is visible in the top right corner. The main heading is 'CYPMD Enquiries'. Underneath, there is a 'DfE Sign-in' section. It explains that DfE Sign-in is the new way to access DfE online services, replacing Secure Access. It then lists two options: 'Before you start you'll either need:' followed by 'An existing DfE Sign-in account. This is the email address and password you created when you first accessed DfE Sign-in.' and 'Or: A new DfE Sign-in account. If you have not used DfE Sign-in before you'll need to [create a DfE Sign-in account](#).' At the bottom of this section, there is a red 'Start' button.

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



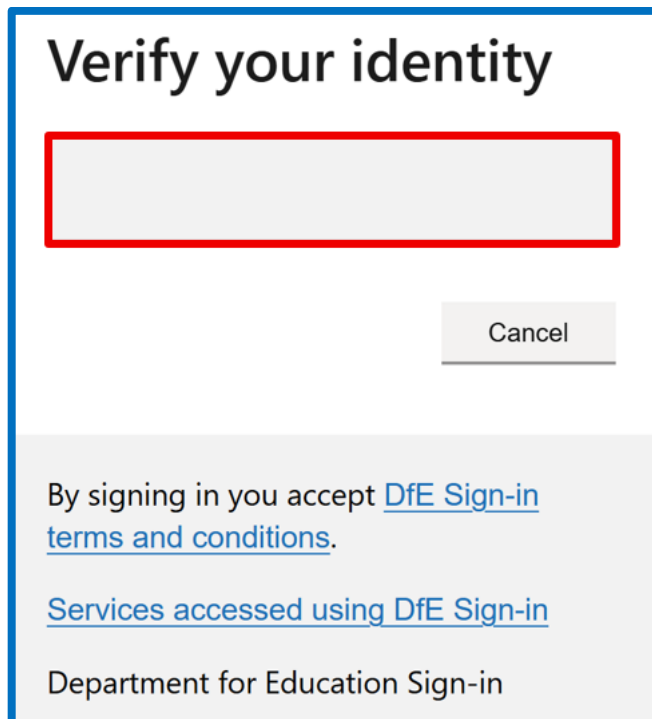
The screenshot shows the 'Access the DfE Sign-in service' page on the Department for Education website. At the top, there is a 'Department for Education' header. Below this, a 'Beta' banner states: 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'Access the 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 has a section 'Log into your account' with the instruction 'Enter your email address to sign in.' followed by an empty text input field. Below the input field is a red 'Next' button. Underneath the button, it says 'By signing in, you accept [DfE Sign-in terms and conditions](#).' There is also a section for 'New users of DfE Sign-in' with a 'Create an account' button. At the bottom, there is a link 'Services using DfE Sign-in' with a right-pointing arrow.

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



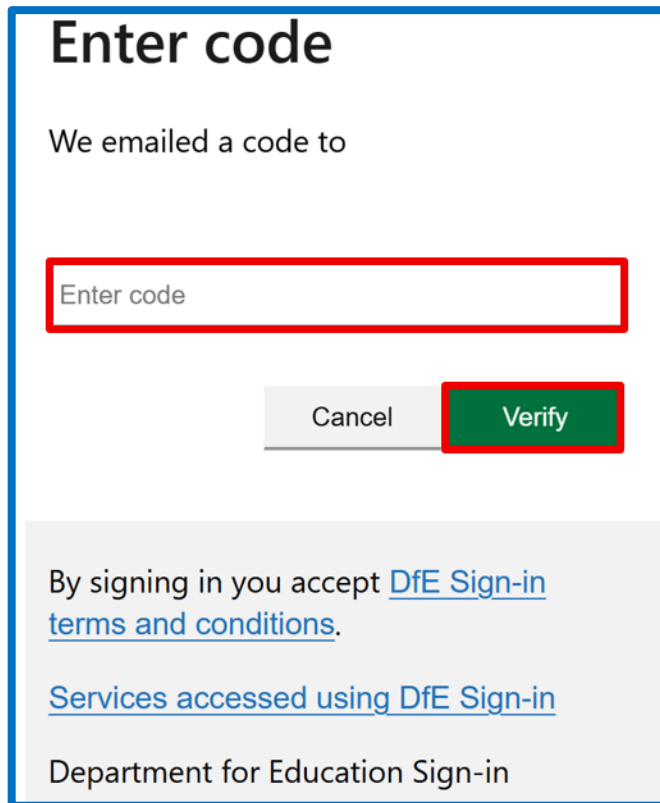
The screenshot shows a web form titled "Enter password". It features a password input field with a light blue background and a masked password ".....". Below the field is a blue link "Forgot password?". To the right of the field is a green "Sign in" button with a red border. At the bottom, there is a light gray footer area containing the text: "By signing in you accept [DfE Sign-in terms and conditions.](#)", "[Services accessed using DfE Sign-in](#)", and "Department for Education 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 form titled "Verify your identity". It features a large, empty rectangular box with a red border, which is highlighted in the original image. Below this box is a gray "Cancel" button. At the bottom, there is a light gray footer area containing the text: "By signing in you accept [DfE Sign-in terms and conditions.](#)", "[Services accessed using DfE Sign-in](#)", and "Department for Education Sign-in".

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



Enter code

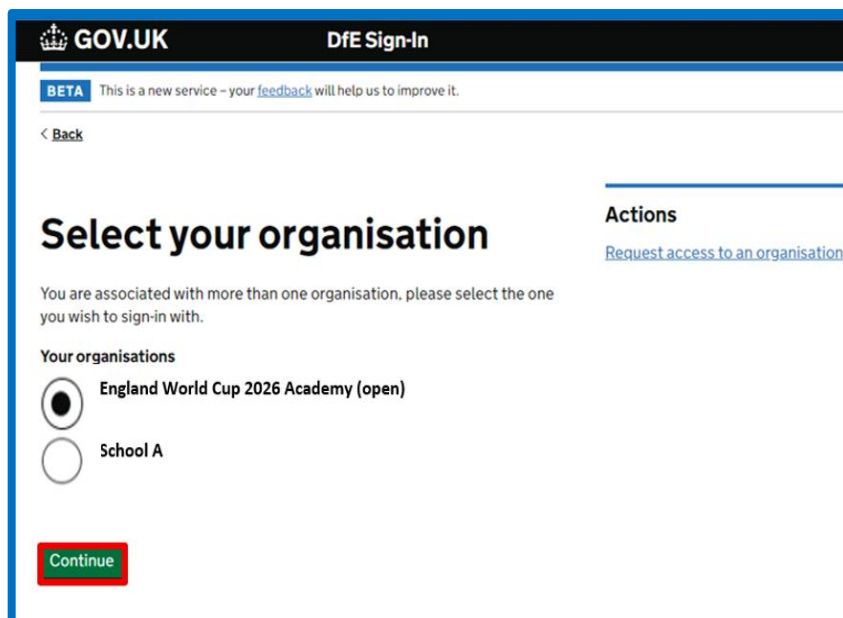
We emailed a code to

By signing in you accept [DfE Sign-in terms and conditions](#).

[Services accessed using DfE Sign-in](#)

Department for Education Sign-in

Step 6: If you have access to more than one school or college, you should select the establishment you wish to access 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 World Cup 2026 Academy (open)

☐ School A

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 World Cup 2026 Academy
Establishment DfE number	123/1966
Establishment URN	1966
Your name	Thomas Tuchel
Your email	Thomas.Tuchel@england.sch.uk

Continue

Step 8: You will see the following screen, which will display any results enquiries you have previously raised. Click 'Continue'.

GOV.UK CYPMD Enquiries

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

[< Back](#)

Previous enquiries

There are no previous results enquiries for your school/college.

Continue

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

GOV.UK CYPMD Enquiries

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

[< Back](#)

2026 Key Stage 4 and 16 to 19 Results Enquiries

You can use this service to raise results enquiries. You must read the accompanying [guidance \(opens in new window\)](#) before you submit an enquiry. Please do not raise a results enquiry for incorrect grades until you have checked your November late results file due to be shared on the main KS4 or 16 to 19 CYPMD portals in late November 2026.

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.

Any late results received from AOs by 30 October, and included in your November late results file, will be included in revised data published in 2027. Results received after this point and before AO final data submission on 3 February will be used to update final data publication.

Raise a new results enquiry

How to raise a 'missing qualification' results enquiry

You should raise this type of enquiry as soon as possible after checking your school or college's **main results CSV file and first late results CSV file (16 to 19 only)**.

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

GOV.UK CYPMD Enquiries

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

Select an enquiry type

What do you want to tell us about?

[Help](#)

☐ Incorrect grade

☒ Missing qualification

☐ Query a result that does not belong to a pupil/student

Save and continue

Step 2: 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.

GOV.UK CYPMD Enquiries

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

[< Back](#)

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

The screenshot shows the 'CYPMD Enquiries' form on the GOV.UK website. The header includes the GOV.UK logo and the title 'CYPMD Enquiries'. Below the header, there is a 'BETA' notice and a 'Sign out' link. The main section is titled 'Cohort details'. It asks 'Does this affect the whole cohort?' with two radio buttons: 'Yes' (selected) and 'No'. Below the radio buttons, there is a text input field with a placeholder 'If yes, please provide an example of one pupil/student in this form.' and a note 'If no, please complete a separate enquiry for each pupil/student affected.' At the bottom, there is a red 'Save and continue' button.

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

The screenshot shows the 'CYPMD Enquiries' form on the GOV.UK website. The header includes the GOV.UK logo and the title 'CYPMD Enquiries'. Below the header, there is a 'BETA' notice and a 'Sign out' link. The main section is titled 'Cohort figures'. It asks 'How many pupils/students are missing this qualification?' with a text input field containing the number '100'. At the bottom, there is a red 'Save and continue' button.

Step 5: If your school or college has both KS4 and 16 to 19 data, you should select which key stage is affected, for this example we have selected 16 to 19. Click 'Save and continue'.

The screenshot shows the 'CYPMD Enquiries' form on the GOV.UK website. The header includes the GOV.UK logo and the title 'CYPMD Enquiries'. Below the header, there is a 'BETA' notice and a 'Sign out' link. The main section is titled 'Select the key stage'. It asks 'Select the key stage' with two radio buttons: 'Key Stage 4' and '16 to 19' (selected). At the bottom, there is a red 'Save and continue' button.

Step 6: Select one of the pupils/students who the missing qualification enquiry is about. Click 'Save and continue' to proceed.

GOV.UK CYPMD Enquiries

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

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

Select a pupil/student

Where you have more than one pupil/student missing this qualification, select only one pupil/student below.

Select the pupil/student that has the missing qualification

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.

☒ Aaron Ramsdale (CYPMD ID: 2146343213, ULN: 41289913, DOB: 08/05/2007, NOT INCLUDED)

☐ Dean Henderson (CYPMD ID: 2146343170, ULN: 41289913, DOB: 07/09/2007, NOT INCLUDED)

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

Save and continue

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

Pupil/student name Aaron Ramsdale

CYPMD ID 2146343213

Select Awarding Organisation (AO) name

City & Guilds

Save and continue

Step 8: Select the qualification number (QAN) from the drop-down list. 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](#)

Provide the missing qualification details

Pupil/student name Aaron Ramsdale

CYPMD ID 2146343213

Awarding Organisation (AO) name City & Guilds

Select the Qualification Number (QAN)

60075235

Save and continue

Step 9: Provide the 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 City & Guilds

Qualification number (QAN) 60075235

Provide award date

e.g 20/08/2026. 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'.

The screenshot shows the 'Additional information' section of the CYPMD Enquiries form. At the top, there is a 'GOV.UK' logo and a 'CYPMD Enquiries' header. Below this, 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 section is titled 'Additional information' and contains a sub-section 'Additional comments (optional)'. Below this is a large text input box containing the word 'Test'. A character count at the bottom of the box indicates 'You have 246 characters remaining'. At the bottom of the form, there is a green button labeled 'Save and continue'.

Step 11: Please 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 'Submit'.

The screenshot shows the 'Summary of enquiry details' section of the CYPMD Enquiries form. At the top, there is a 'GOV.UK' logo and a 'CYPMD Enquiries' header. Below this, 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 section is titled 'Summary of enquiry details' and contains a sub-section 'Summary of enquiry details for Aaron Ramsdale'. Below this is a table with the following details:

DFE number	873/4603
Key stage	16 to 19
Enquiry type	Missing qualification
Pupil/student name	Aaron Ramsdale
CYPMD ID	2146343213
Awarding Organisation (AO) name	City & Guilds
Qualification number (QAN)	60075235
Qualification name and subject	City & Guilds Entry Level Certificate in Mathematics Skills (Entry 1)
Graded exam	No
Award date	21/08/2025
NCN	Unknown
Grade achieved	Q
Additional comments	Test

At the bottom of the form, there is a 'Declaration' section. It contains a checkbox with a checkmark and the text 'I confirm that all data is correct'. Below this is a green button labeled 'Submit'.

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

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

GOV.UK CYPMD Enquiries

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

[Sign out](#)

Submission complete

Your reference number
CYPMD_16-19_8734603_RE10001

What happens next

We have sent your enquiry to the Department for Education. You will receive an email following their investigation.

Download a copy of your enquiry

Select the link below to save a copy of your enquiry for your records.

[Download PDF copy](#)

[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.**

Result Enquiry Form – CYPMD_16-19_8734603_RE10001

online collections <online.collections@notifications.service.gov.uk>
To

Department for Education

Thank you for your results enquiry form CYPMD_16-19_8734603_RE10001

The Department for Education will investigate your enquiry and where appropriate respond in due course.

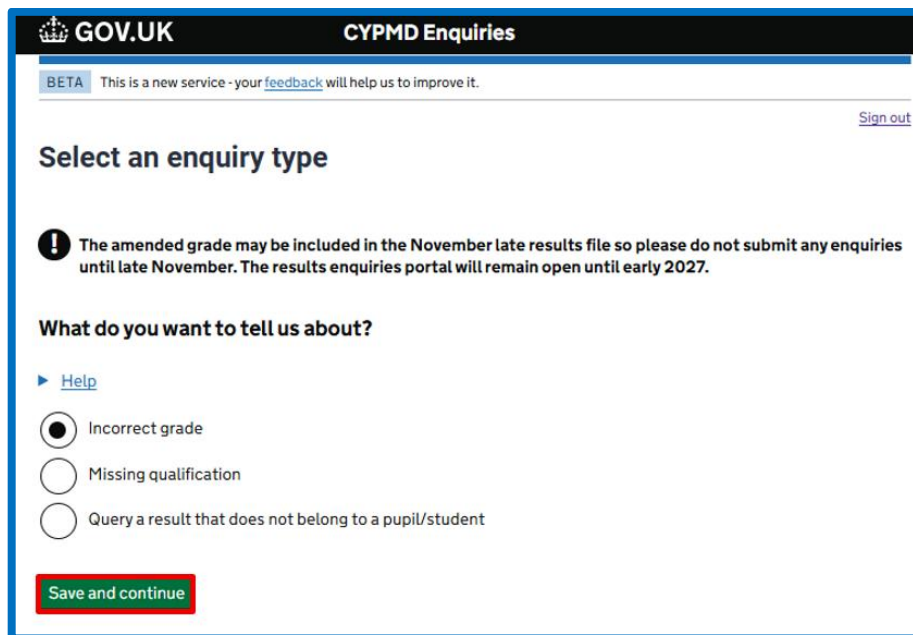
If this confirmation email has not been received within 24 hours of the submission of your results enquiry, please check your spam/junk email folders. If you still can't find the confirmation email, please [send a message](#) to the CYPMD Helpline and select the option 'Other enquiry'.

How to raise an 'incorrect grade' results enquiry

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

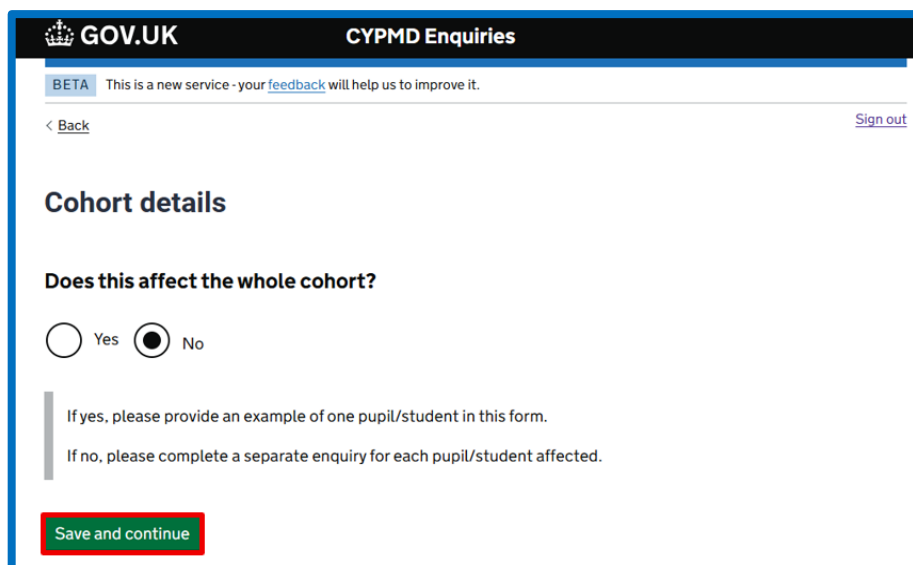
Any incorrect grade results enquiries raised will be considered for final data publication in 2027.

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 and a 'Sign out' link. The main heading is 'Select an enquiry type'. Below this, a warning icon and text state: 'The amended grade may be included in the November late results file so please do not submit any enquiries until late November. The results enquiries portal will remain open until early 2027.' The question 'What do you want to tell us about?' is followed by 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 'Save and continue' button is at the bottom.

Step 2: 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. It includes a '< Back' link and a 'Sign out' link. 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 'Save and continue' button is at the bottom.

Step 3: You should only click 'Yes' if every pupil/student 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'.

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: Tell us how many pupils/students are affected by the incorrect grade. Insert the number of pupil/students, 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 have an incorrect grade for this qualification?

100

Save and continue

Step 5: If your school or college has both KS4 and 16 to 19 data, you should select which key stage is affected, for this example we have selected KS4. 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](#)

Select the key stage

Select the key stage

☒ Key Stage 4

☐ 16 to 19

Save and continue

Step 6: Select one of the pupils/students that you wish to raise a results enquiry for. Click 'Save and continue' to proceed.

GOV.UK CYPMD Enquiries

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

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

Select a pupil/student

Select the pupil/student that has the incorrect grade

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.

- ☐ Alexander-Arnold Trent (CYPMD ID: 170824823, UPN: 170824823, DOB: 06/01/2010, INCLUDED)
- ☒ Bukayo Saka (CYPMD ID: 171632824, UPN: 171632824, DOB: 21/03/2010, INCLUDED)
- ☐ Cole Palmer (CYPMD ID: 171853180, UPN: 171853180, DOB: 13/12/2009, INCLUDED)
- ☐ Declan Rice (CYPMD ID: 170559834, UPN: 170559834, DOB: 16/10/2009, INCLUDED)
- ☐ Ezri Konsa (CYPMD ID: 171814836, UPN: 171814836, DOB: 06/06/2010, INCLUDED)
- ☐ Harry Kane (CYPMD ID: 171646664, UPN: 171646664, DOB: 08/02/2010, INCLUDED)
- ☐ Harry Maguire (CYPMD ID: 170229298, UPN: 170229298, DOB: 18/05/2010, INCLUDED)
- ☐ Jack Grealish (CYPMD ID: 171206607, UPN: 171206607, DOB: 06/01/2010, INCLUDED)
- ☐ Jarrod Bowen (CYPMD ID: 170773261, UPN: 170773261, DOB: 25/08/2010, INCLUDED)
- ☐ John Stones (CYPMD ID: 170356167, UPN: 170356167, DOB: 20/08/2010, INCLUDED)
- ☐ Jordan Pickford (CYPMD ID: 171911078, UPN: 171911078, DOB: 12/07/2010, INCLUDED)
- ☐ Jude Bellingham (CYPMD ID: 170713825, UPN: 170713825, DOB: 05/10/2009, INCLUDED)
- ☐ Kobbie Mainoo (CYPMD ID: 170550969, UPN: 170550969, DOB: 19/10/2009, INCLUDED)
- ☐ Kyle Walker (CYPMD ID: 169986013, UPN: 169986013, DOB: 07/07/2010, INCLUDED)
- ☐ Luke Shaw (CYPMD ID: 170476051, UPN: 170476051, DOB: 05/06/2010, INCLUDED)

[< Previous](#) **1** [2](#) [Next >](#)

Save and continue

Step 7: Select which result you wish to raise the enquiry for. After you select the result, 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](#)

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)
- ☐ ELQ Science SA (QAN: 60302264, Syllabus code: R483B, Session: S2024, Current grade: 2, CSV file: KS4_MAIN)
- ☒ Skill1 Communication (QAN: 60342845, Syllabus code: 8721, Session: S2024, Current grade: P, CSV file: KS4_MAIN)

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

Save and continue

Step 8: 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 November late results file in late November

[Save and continue](#)

Step 9: Please 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)

Test

You have 246 characters remaining

[Save and continue](#)

Step 10: Please 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 'Submit'.

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

DFE number	873/4603
Key stage	Key Stage 4
Enquiry type	Incorrect grade
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	P
Additional comments	Test

Declaration

☒ I confirm that all data is correct

[Submit](#)

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

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

GOV.UK CYPMD Enquiries

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

[Sign out](#)

Submission complete

Your reference number
CYPMD_KS4_8734603_RE10002

What happens next

We have sent your enquiry to the Department for Education. You will receive an email following their investigation.

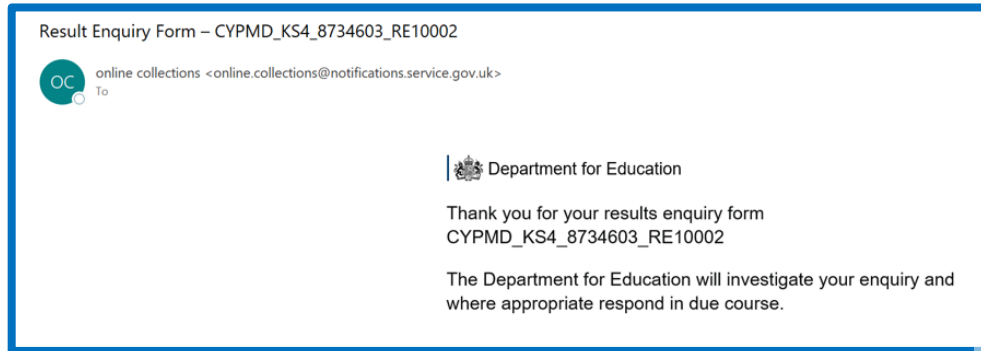
Download a copy of your enquiry

Select the link below to save a copy of your enquiry for your records.

[Download PDF copy](#)

[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.**

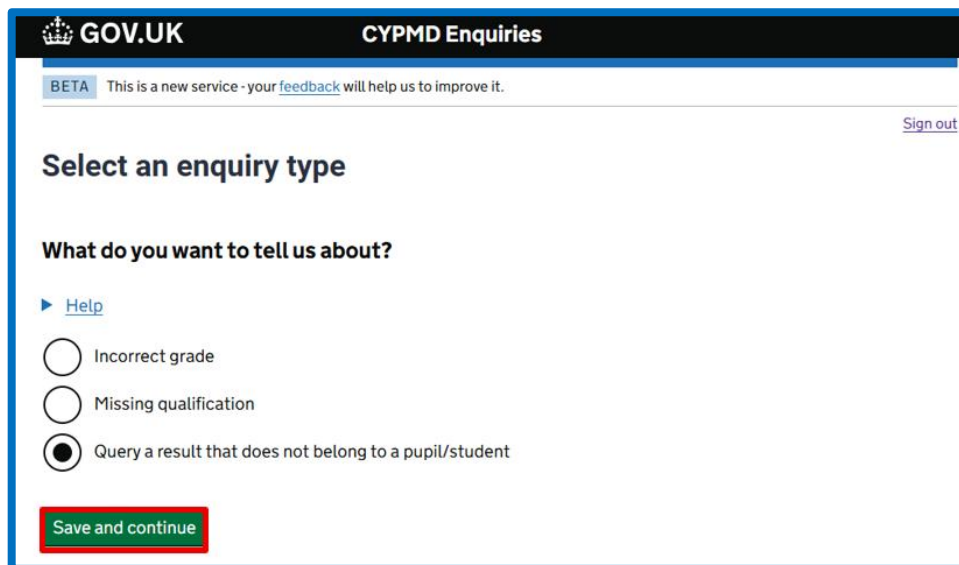


If this confirmation email has not been received within 24 hours of the submission of your results enquiry, please check your spam/junk email folders. If you still can't find the confirmation email please [send a message](#) to the CYPMD Helpline and select the option 'Other enquiry'.

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

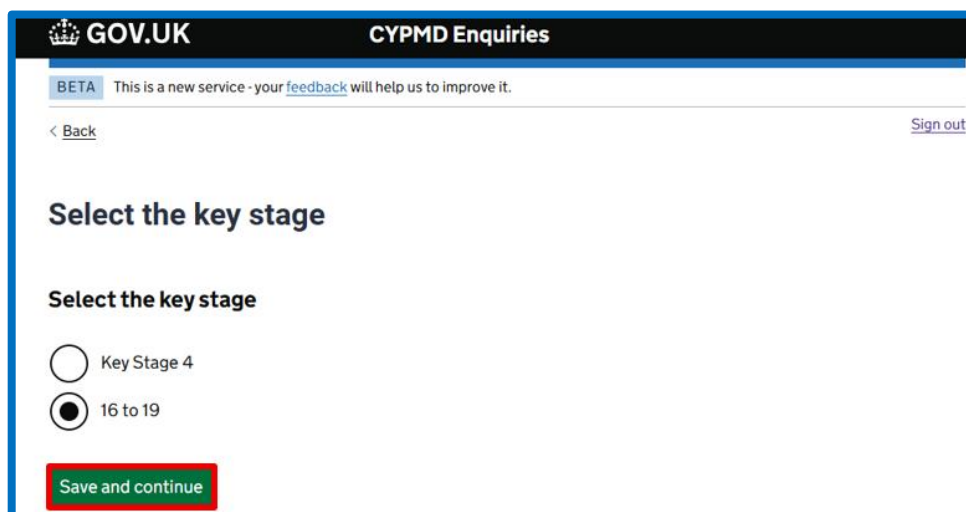
You should raise this type of enquiry as soon as possible after checking your school or college's **main results CSV file** and **first late results CSV file (16 to 19 only)**.

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 header with the 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.' A 'Sign out' link is in the top right corner. The main heading is 'Select an enquiry type'. Below this is the question 'What do you want to tell us about?'. 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 at the bottom, highlighted with a red border.

Step 2: If your school or college has both KS4 and 16 to 19 data, select which key stage is affected, for this example we have selected 16 to 19. Click 'Save and continue'.



The screenshot shows the 'CYPMD Enquiries' page on the GOV.UK website, at the second step. The header is the same as in Step 1. Below the 'BETA' banner, there is a '< Back' link on the left and a 'Sign out' link on the right. The main heading is 'Select the key stage'. Below this is the question 'Select the key stage'. There are two radio button options: 'Key Stage 4' and '16 to 19'. The second option is selected. A 'Save and continue' button is at the bottom, highlighted with a red border.

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

GOV.UK CYPMD Enquiries

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

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

Select a pupil/student

Select the pupil/student affected

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.

☐ Aaron Ramsdale (CYPMD ID: 2146343213, ULN: 41289913, DOB: 08/05/2007, NOT INCLUDED)
 ☒ Dean Henderson (CYPMD ID: 2146343170, ULN: 41289913, DOB: 07/09/2007, NOT INCLUDED)

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Save and continue

Step 4: Select the result you wish to raise the enquiry for using the radio button. After you select the result, 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](#)

Select a result

Which of Dean Henderson's results do not belong to the pupil/student?

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

☒ Art & Design (QAN: 60180882, Syllabus code: 8201C, Session: S2021, Current grade: 2, CSV file: 16to19_MAIN)
 ☐ Biology (QAN: 60187529, Syllabus code: 8461F, Session: S2021, Current grade: 1, CSV file: 16to19_MAIN)
 ☐ Design & Technology (QAN: 60309842, Syllabus code: 8552E, Session: S2021, Current grade: 2, CSV file: 16to19_MAIN)
 ☐ English Language (QAN: 60142923, Syllabus code: 8700, Session: S2021, Current grade: 2, CSV file: 16to19_MAIN)
 ☐ English Language (QAN: IGCSEX09, Syllabus code: 0990AR, Session: S2021, Current grade: 3, CSV file: 16to19_MAIN)
 ☐ Geography (QAN: 60184103, Syllabus code: 8035, Session: S2021, Current grade: 1, CSV file: 16to19_MAIN)
 ☐ Mathematics (QAN: 60146084, Syllabus code: 8300F, Session: S2021, Current grade: 2, CSV file: 16to19_MAIN)
 ☐ Numeracy (QAN: 50087034, Syllabus code: 4367, Session: W2019, Current grade: P, CSV file: 16to19_MAIN)
 ☐ Spanish (QAN: 60321271, Syllabus code: 8998, Session: S2021, Current grade: P, CSV file: 16to19_MAIN)

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

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.

Save and continue

Step 5: Provide any information that may support your enquiry using the 'Additional comments' box (optional). Click 'Save and continue'.

The screenshot shows the 'Additional information' section of the CYPMD Enquiries form. At the top, there is a 'GOV.UK' logo and a 'CYPMD Enquiries' header. Below this, a 'BETA' banner states: 'This is a new service - your feedback will help us to improve it.' A '< Back' link is on the left, and a 'Sign out' link is on the right. The main heading is 'Additional information'. Underneath, it says 'Additional comments (optional)'. There is a text input field containing the word 'Test'. Below the field, it says 'You have 246 characters remaining'. At the bottom, there is a green 'Save and continue' button.

Step 6: Please 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 'Submit'.

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

DFE number	873/4603
Key stage	16 to 19
Enquiry type	Query a result that does not belong to a pupil/student
Pupil/student name	Dean Henderson
CYPMD ID	2146343170
Qualification number (QAN)	60180882
Qualification name and subject	Art & Design
Session	S2021
Current grade	2
Additional comments	Test

Below the table, there is a 'Declaration' section. It contains a checkbox with a checkmark and the text 'I confirm that all data is correct'. Below this, there is a green 'Submit' button.

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

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

GOV.UK CYPMD Enquiries

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

[Sign out](#)

Submission complete

Your reference number
CYPMD_16-19_8734603_RE10003

What happens next

We have sent your enquiry to the Department for Education. You will receive an email following their investigation.

Download a copy of your enquiry

Select the link below to save a copy of your enquiry for your records.

[Download PDF copy](#)

[Start a new results enquiry](#)

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.**

Result Enquiry Form – CYPMD_16-19_8734603_RE10001

OC online collections <online.collections@notifications.service.gov.uk>
To

Department for Education

Thank you for your results enquiry form CYPMD_16-19_8734603_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 a 'graded music exam' results enquiry (KS4 only)

You should raise this type of enquiry as soon as possible after checking your school's **main results CSV file**.

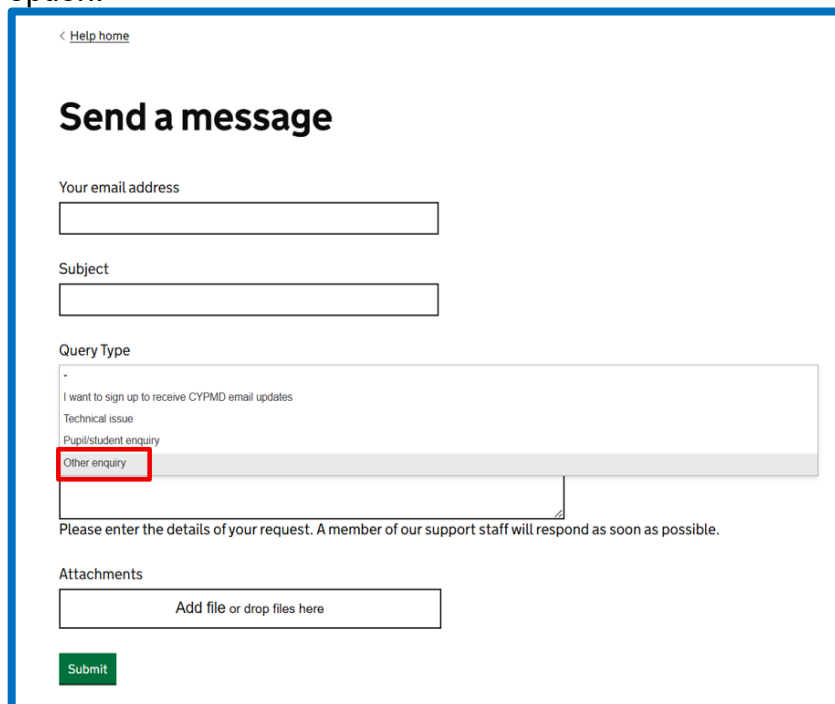
For this type of results enquiry there is no dedicated results enquiry route within the results enquiries portal. The reason for raising a results enquiry will determine what action you need to take:

- if the result is included in your school or college's data and does not require an amendment but you want the result to be credited to your school, 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 is included in your school or college's 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, where you are asked to tell us the 'revised grade' using the drop down, please select the revised grade
- if the graded exam does not appear in your school or college's main 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.



The screenshot shows the 'Send a message' form. The 'Query Type' dropdown menu is open, and 'Other enquiry' is highlighted with a red box. The form includes fields for 'Your email address', 'Subject', and 'Attachments', and a 'Submit' button.

< [Help home](#)

Send a message

Your email address

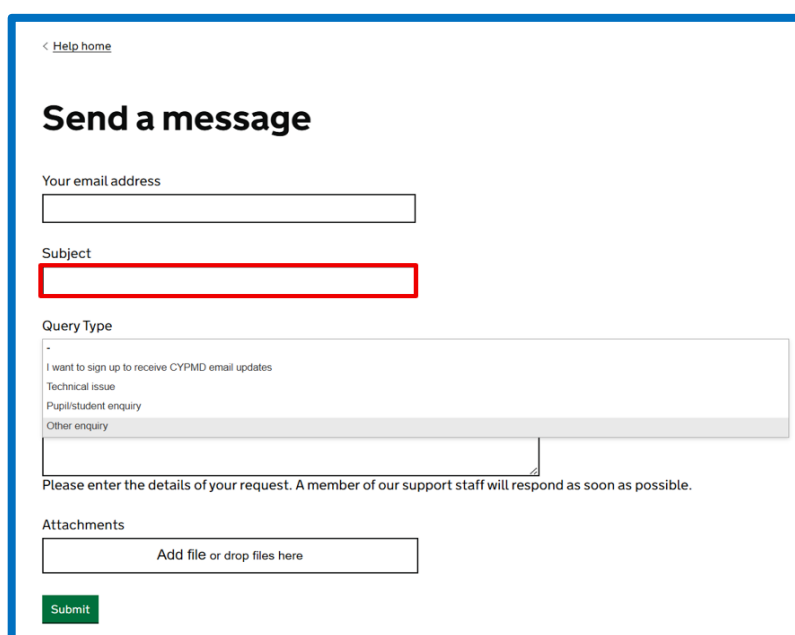
Subject

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

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

Attachments

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.



The screenshot shows the 'Send a message' form. The 'Subject' field is highlighted with a red box. The form includes fields for 'Your email address', 'Subject', and 'Attachments', and a 'Submit' button.

< [Help home](#)

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

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

Attachments

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 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 portal. If you need to download your pupil/student or results data, please go to the [KS4 Checking Exercise Portal](#) or the [16 to 19 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 \(including Progress 8 and Attainment 8\)](#).

Further information on how 16 to 19 performance measures are calculated can be found here: [16 to 19 accountability headline measures: technical guide](#).

Key dates

Date	Activity
5 October 2026	The 2026 KS4 Checking Exercise Portal , 16 to 19 Checking Exercise Portal and the Results Enquiries Portal opens.
5 October 2026	16 to 19 only , first late results files shared with schools on the 16 to 19 Checking Exercise Portal .
16 October 2026	Deadline to raise all results enquiries for a missing result, a result that does not belong to a pupil/student and any graded music exams (KS4 only).
Late November	November late results files shared with schools and colleges on the KS4 Checking Exercise Portal and the 16 to 19 Checking Exercise Portal. Please do not raise any ‘incorrect grade’ enquiries until you have checked the November late results file.
Early 2027	The Results Enquiries Portal closes.

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