

Missing and incomplete results

Each series, the OCR Data Capture team receives a variety of missing and incomplete result (MIR) queries. This guide highlights some of the problem areas as well as advice on how to avoid them in the future.

MIRs can be submitted easily via the Post-results area of OCR Interchange, which also shows the most up-to-date candidate results.

Smooth running

2013–14 edition



A supplementary guide on how to prevent missing and incomplete results



If you are unsure whether your query is an MIR, please take the time to read the scenarios below, as it may turn out that there is a better way to resolve your query.

If your query falls into one of these scenarios, please follow the instructions given. If you are still unsure how to proceed, please contact the OCR Customer Contact Centre for further advice.

Special consideration

If you have previously had a special consideration application approved and you now wish to query a related missing or incomplete result, you should submit an MIR in the usual way.

If you have not previously made a special consideration application and now wish to do so following the issue of results, please contact the Special Requirements team by email at ocrspecialrequirementsteam@ocr.org.uk. It is not guaranteed that late requests will be accepted.

Please note that the statement of results will not indicate whether special consideration has been granted.

Malpractice cases

If your query concerns a candidate involved in a malpractice case who has received a 'Pending (Q)' result, before submitting an MIR, please contact the Malpractice team at malpractice@ocr.org.uk to enquire about progress with the case. If you are not aware of an associated malpractice, it might be worth checking with the Head of Centre to whom all malpractice correspondence is addressed.

Missing certification or unit entry

If you discover that a candidate does not have a required certification entry, please use the 'Late Certification' area of OCR Interchange.

If a candidate does not have a unit entry, but you are certain that they completed the unit in question, please submit an MIR query.

Please note that, if you are querying a unit result, there is no need to include the certification code in your request, as any changes to unit results will automatically update the overall score and certification grade (where applicable).

AS transfer of credit

If you have previously had an application for an AS transfer of credit approved and you now wish to query a related missing or incomplete result, you should submit an MIR in the usual way. If your query concerns a candidate for whom you submitted an AS transfer request for a previous certification series and who is now re-certifying, you will have received 'No Result (X)' for the current series because the transfer does not automatically carry forward.

If you have not submitted a transfer request at all and have received 'No Result (X)', you need to submit one immediately. JCQ AS transfer of credit forms are available on the JCQ website at www.jcq.org.uk. There is no guarantee that the transfer will be accepted, as it depends on the JCQ criteria being satisfied. In all cases, you should either fax your request to the Special Requirements Team on **01223 553051** or email it to ocrspecialrequirementsteam@ocr.org.uk. Transfers cannot be resolved by telephone and must be submitted in writing.

Mark queries

Please note that the results shown within Interchange show final UMS marks, not the raw marks. In many cases, UMS marks will differ from the original raw marks and what may appear to be an incorrect mark may in fact be correct.

For further information regarding UMS marks, please see the OCR *Admin Guide: 14–19 Qualifications*. To check that your results include the correct raw marks, you can check your unit results report.

Further post-results services

If you are not happy with the outcome of a candidate's results, you may wish to request a clerical re-check or review of marking. For further information about these services, please see the 'Enquiries about Results' section of the OCR *Admin Guide* for more details.

Manual certification for Further Mathematics

It is permissible for candidates to enter for GCE Further Mathematics with the OCR or OCR (MEI) specification if they have previously entered (or are simultaneously entering) for GCE Mathematics with another specification or awarding body. In this case, OCR has to check that there is no overlap between the content of the units being used for the GCE Mathematics and Further Mathematics qualifications.

A Manual Certification Form must be completed for each candidate. This can be downloaded from the [OCR website](#).

You can return these forms by fax or by email, as instructed on the form. It is good practice to submit these forms at the same time as making entries - this will help you avoid the need for an MIR.

Have you made the correct entries?

Please help us to help you by ensuring that all your entries are correct and submitted in good time.

The following points should help you:

- **Is the candidate entered for the correct option/tier?**
- **Has the candidate sat exams using a different unique candidate identifier (UCI)? If so have you let us know?** Units taken under multiple UCIs will not be linked automatically, so the candidate's results from the current series will not be combined with those from a previous series.
- **Have you sent more than one EDI entry file?** After the initial entry file has been submitted, any further 'entry' files can overwrite earlier entries. To avoid this, all additional files must be submitted as 'amendment' files, which end with different incremental numbers (for example, X02 then X03, etc). Please ensure that your files contain all the assessments that each candidate should be entered for.
- **Does the EDI file have the correct series code?** If files are submitted with an invalid series code, the entries will not be recognised as being for the current series.
- **Has the candidate satisfied the terminal rules?** For assessments with terminal rules, candidates must take the terminal unit in the



same series as certification. Candidates must also be entered for the terminal unit at the same level as for certification.

- **Is the candidate breaking re-sit rules?** For example, a GCSE unit cannot be sat for a third time without certificating first.
- **Have the entries been updated correctly?** Interchange is a useful tool for checking entries. Allow a day for amendments to be received and processed; then you can check Interchange and be reassured that the changes have been made correctly.
- **It is now possible to submit coursework and oral tests for many assessments electronically via the OCR Repository.** However, it is not possible to offer both the Repository and postal options for the same assessment within the same series. Please therefore make sure that for each assessment, you only have entries for either the Repository option or the postal option.

Further information to help you with entries is available in the *OCR Admin Guide: 14–19 Qualifications* whilst our *Essential Entries Guide* has been specially designed to help new and experienced exams officers avoid common entry issues.

Have you checked your Certification Warning Reports?

Once your certification entries have been processed, OCR will automatically send you a report to highlight any issues that will prevent a result being issued. This is often due to issues with UCIs, rules of combination or terminal rules. Please check these reports carefully so that any problems can be addressed before they impact on your candidates' results.

Reminder: certification entries

Where the candidate intends to certify during the series, have all the relevant unit entries been made and (crucially) has the certification entry been made? This is the code that allows the grade to be calculated – without it, there will be no overall grade.

Always use the candidate's legal name

When making entries, we recommend that you always use the candidate's legal name, and advise candidates to use the same name when completing their question papers, rather than a possible 'known as' name. It is essential that the name on the script always matches the name on the attendance register; if there are any discrepancies, please indicate them on the attendance register. This will prevent confusion during the marking process and reduce the possibility of delayed results. It will also make sure that the correct name is shown on the candidates' certificates.



A common cause of MIR queries is the non-submission or inaccurate submission of coursework or portfolio marks. Here are some tips that may help to prevent missing results and assist in cases where an MIR query is necessary.

Mark submission

By submitting marks or any amendments by the published deadline, moderators will have sufficient time to complete moderation. This will help us issue your results without delay, thereby avoiding the need to submit an MIR.

Please note that the moderation of your candidates' work cannot begin until the marks have been received by OCR and the moderator.

Submitting marks via Interchange

If you choose to submit your coursework marks via Interchange, please make sure you follow these steps:

1. Add and save marks
2. Check and save marks
3. Submit marks via the separate 'Submit Coursework Marks' page

4. Read and tick declaration
5. Print marks; retain a copy for your centre and send a copy to the moderator.

Note: OCR will not receive your marks until the 'Submit' button has been clicked on the 'Submit Coursework Marks' page. For confirmation of this, check that the status has changed to 'Submitted'.

MS1 completion

A common error with the submission of coursework marks is the incorrect completion of MS1 forms. It is vital, when completing the MS1, that the mark lozenges are accurately filled in on the Mark Grid so that the marks can be read by our mark sheet scanners. It is also crucial that marks are written carefully in the Mark Column, as this record of marks is used by our moderators. It may also provide evidence of a candidate's mark in the event of an MIR.

The revised version of the *Guidance for Centres on the Completion of MS1 Internal Assessment Mark Sheets* provides valuable advice to help you complete these forms accurately. Copies of these instructions are included in your MS1 despatch.

Mark amendments

Where an amendment is required, both OCR and the moderator should be informed immediately. In such cases, please ensure that the total amended mark is submitted for the whole component, and not just the mark for a particular section.

Always keep a copy

Whether you are submitting your marks via Interchange, via A2C or on MS1 forms, it is crucial that you retain an accurate record of them so that, in the case of an MIR, you are able to provide evidence of your candidates' marks. Examples you could use are:

- Printout from Interchange (IMS1)
- Printout from A2C
- MS1 (yellow carbon copy)
- Coursework Summary Form (sent to you by OCR in March each year).

Transferred candidates

If a candidate is not present because they are sitting the exam at another centre, please record them as absent on the attendance register, clearly indicating 'transferred to centre xxxxx'.

Managing 'pirate' candidates

If, on the day of the exam, you have candidates who wish to take an exam but don't have an entry (known as 'pirate candidates'), don't worry – they won't miss out. They can sit the exam, as long as you submit an entry amendment (via either EDI or Interchange) to update their entry information. Remember, it is essential that you do make an entry for these candidates; otherwise, their results risk being delayed whilst we match up the right mark with the right candidate. Please be aware that late entry fees will apply to pirate entries.

Completing attendance registers

Please ensure that the attendance register is completed in full at the time of the examination. Candidates should be ticked as present or absent in the boxes provided. Candidates who have been withdrawn or changed tier should be marked as absent on the attendance register. **Please do not leave any candidate blank.**

OCR Customer Contact Centre

Vocational qualifications
Telephone 024 76 851509
Facsimile 024 76 851633
Email vocational.qualifications@ocr.org.uk

General qualifications
Telephone 01223 553998
Facsimile 01223 552627
Email general.qualifications@ocr.org.uk

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