

Results Verification Service Complete User Guide



September 2023

Results Verification Service

Complete User Guide

Contents

Exams that can be verified using the Results Verification Service.....	3
Exams that cannot be verified using the Results Verification Service.....	3
How to register your organisation.....	4
Primary Users.....	4
Finding and verifying candidates' results.....	6
Shared results search.....	9
1. Searching the list.....	9
2. Sorting the list.....	10
Candidate results view.....	10
Downloading results.....	11
Advanced tools – Application Programming Interface (API) integration.....	13
Editing your organisation details.....	13
Editing your recognised exams and tests.....	13
Useful links.....	14
Contacts.....	14

The Results Verification Service (RVS) (bit.ly/ResultsVerification) allows Recognising Organisations to check the authenticity of Cambridge English results. The service is secure, easy to use and gives you the confidence that a candidate's result is valid.

For security reasons, candidates' results can only be verified and viewed using the Results Verification Service. Results are not sent directly via email or other direct correspondence.

Exams that can be verified using the Results Verification Service

Any of the following exams taken from 2005 onwards can be verified using the RVS:

- A2 Key
- A2 Key for Schools
- B1 Preliminary
- B1 Preliminary for Schools
- B2 First
- B2 First for Schools
- C1 Advanced
- C2 Proficiency
- B1 Business Preliminary
- B2 Business Vantage
- C1 Business Higher
- Delta Module One

Exams that cannot be verified using the Results Verification Service

Any Cambridge exam taken before 2005, and all teaching qualifications, such as CELTA, DELTA Modules Two and Three, ICALT and TKT, cannot be verified using the RVS. These exams can be verified by Recognising Organisations using the [Manual Verification Request form](#) for Recognising Organisations (bit.ly/MVRequestform or QR code).



IELTS

The IELTS results service is separate to the Cambridge English Results Verification Service.

Please follow the link to the IELTS website to register for the [IELTS Results Verification Service](#) (bit.ly/IELTSRVS or QR code). If you have any questions about the service, there is a 'contact us' link at the top of the IELTS page.



How to register your organisation

To register for the **Results Verification Service** visit our online registration form: bit.ly/RVSRegistrationForm (or QR code).



Only official representatives of an organisation, such as a university, company or governmental body, who are authorised to verify exam results for that institution should apply for an account.

Each institution should only require one account. If your organisation has an existing account you need to contact the **Primary User** to add you to the account, to verify results as an **Admin User**. Each account can have one Primary User – the person who applied for the account; an unlimited number of Admin Users can be added by the Primary User.

If your organisation has a particular reason for requiring an additional account, such as different office locations, different countries, or because they operate independent admissions processes for different levels of study, please contact us at recognition@cambridgeenglish.org for more advice, before applying.

All Account names must be unique. If there is likely to be more than one RVS account linked to your organisation then you must include something in each account name that will distinguish it from the others, for example:

Account 1: University of San Serriffe – Freedonia Undergraduate admissions

Account 2: University of San Serriffe – Freedonia Graduate admissions

Once you have submitted the application you will receive an email receipt acknowledging your request, to be processed within five working days.

If your account is approved, you will receive an email with a link to set up your password; this needs to be completed within five days, before the link expires. If you do not receive an email please check all your email folders, including any junk/spam folders for an email from: noreply-auth0@cambridge.org

If you cannot find the email, please contact centreregistration@cambridgeenglish.org for an update on your application.

Primary Users

The **Primary User** is the person who applied for the account unless a request has been made to change the Primary User.

The Primary User for your organisation's Results Verification Service (RVS) account can:

- verify results
- add Admin Users to the account so that they can verify results; there is no limit to the number of Admin Users that can be added to the account
- remove Admin Users from the account when they leave, or no longer need access
- edit the account details – account name, address or exams recognised
- delete the account if it is no longer required – we do not recommend this unless you are certain the account will not be used in future.

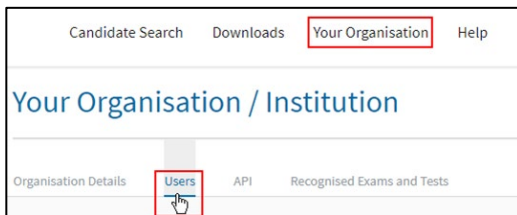
Only one Primary User is allowed for each account for security reasons. You cannot edit or delete the Primary User details.

If the Primary User for your organisation's account needs to be changed, please send us their details: first name; surname or last/family name; job title; email address to recognition@cambridgeenglish.org

Setting up additional Admin Users

The Primary User will be able to add **Admin Users**, and edit or delete existing Admin Users, as required.

To add another user, the Primary User should log in to the service, navigate to **Your Organisation** and then the **Users** tab:

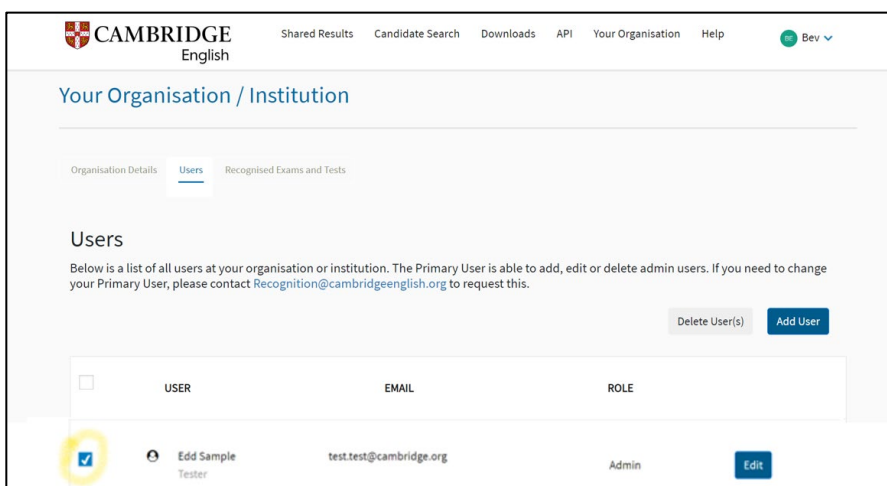


Click the button and fill in the required information. Once completed the new users will receive an automated email with a link to set up their password – this needs to be completed within five days, before the link expires.

Removing Admin Users

We recommend that as soon as Admin Users leave the organisation, or are no longer required to verify results, they should be deleted, to keep the account up to date and to maintain a high level of security.

To delete Admin Users, select the tick box alongside the name of the person you wish to delete, then select **Delete** at the top of the list:



Finding and verifying candidates' results

There are two ways in which you can verify candidates' results.

1. Candidates can directly share their results with your organisation

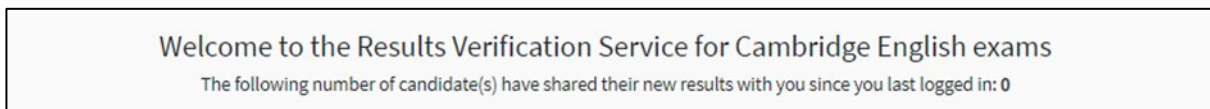
Using the **Results Service for Candidates**, they can access their results via this link: [Results Service for Candidates](https://bit.ly/3KRHwPp) (bit.ly/3KRHwPp or QR code).



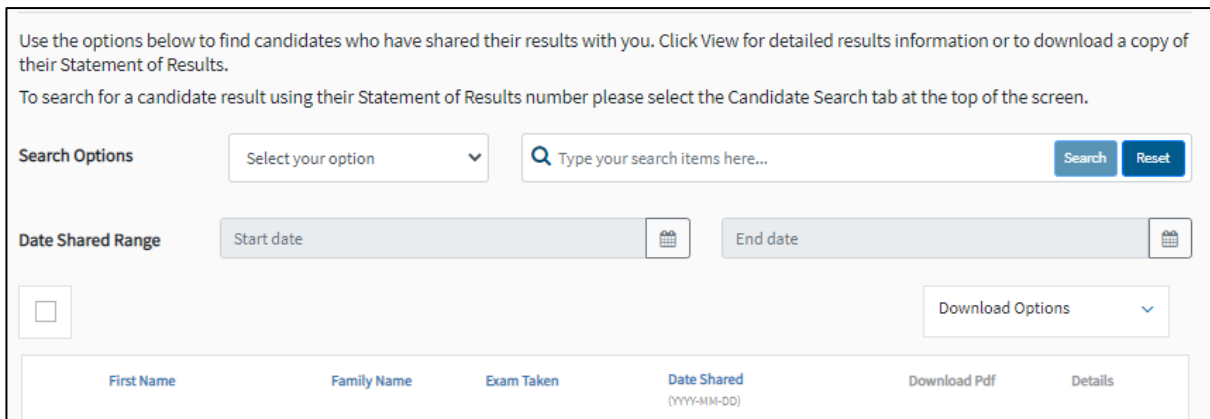
Guidance for candidates on how to share their result can be found here: bit.ly/3qHY4CK

Once they access the service, they can select your organisation name and securely send their results directly to your organisation's Results Verification Service account. Please ensure that you inform the candidates of the exact name of your organisation, as displayed on your RVS account.

Their results will then appear in the list starting on the front page of your account. At the top of the page, you will see the number of new results shared with your account since you last logged in.



New candidates will always appear in **bold**. You can filter the shared results on your organisation's account using the search options or the column headers:



Use the options below to find candidates who have shared their results with you. Click View for detailed results information or to download a copy of their Statement of Results.

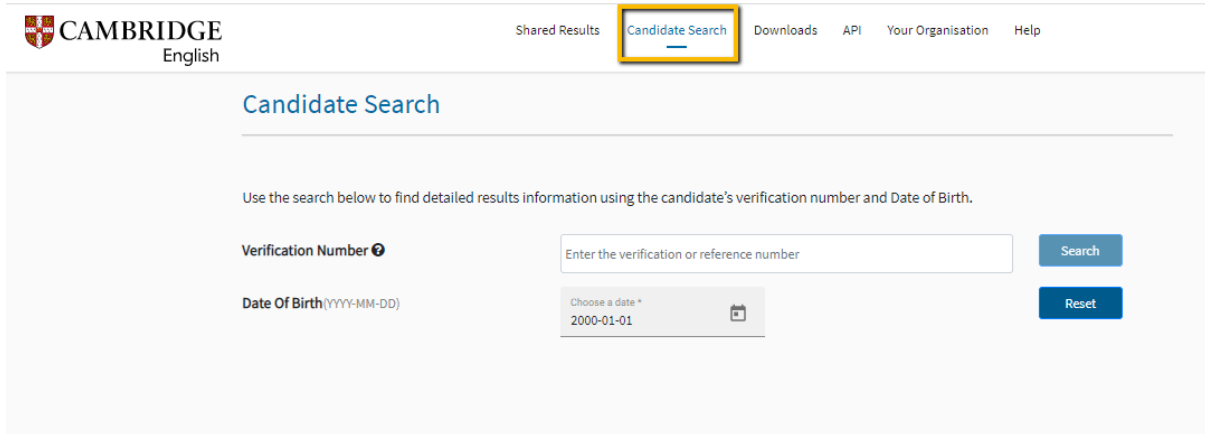
To search for a candidate result using their Statement of Results number please select the Candidate Search tab at the top of the screen.

Search Options

Date Shared Range

First Name	Family Name	Exam Taken	Date Shared (YYYY-MM-DD)	Download Pdf	Details
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2. You can search for the candidate on the Results Verification Service using the 'Candidate Search' option:



The screenshot shows the Cambridge English website's navigation bar with 'Candidate Search' highlighted. Below the navigation bar is the 'Candidate Search' section. It includes a header with the Cambridge English logo and navigation links: 'Shared Results', 'Candidate Search' (highlighted), 'Downloads', 'API', 'Your Organisation', and 'Help'. The main content area is titled 'Candidate Search' and contains the following text: 'Use the search below to find detailed results information using the candidate's verification number and Date of Birth.' There are two input fields: 'Verification Number' with a placeholder 'Enter the verification or reference number' and a 'Search' button; and 'Date Of Birth (YYYY-MM-DD)' with a date picker showing '2000-01-01' and a 'Reset' button.

Here you can enter the candidate's **date of birth** and their Statement of Results number, which appears as a **Reference/Verification number** – this can be found on their Statement of Results and certificate.

For qualifications taken from June 2021 onwards the number will be referred to as the 'Verification number'; for any exams taken before that date the number is referred to as the 'Reference number'.

Below are examples of what the Reference or Verification number will look like:

Example **Verification** number (for exams from February 2020): A1234567

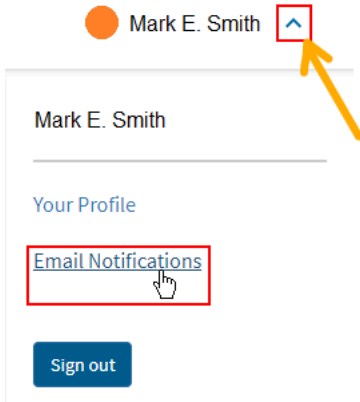
Example **Reference** number (for exams before February 2020): 123AB1234567

Receive notifications of shared results

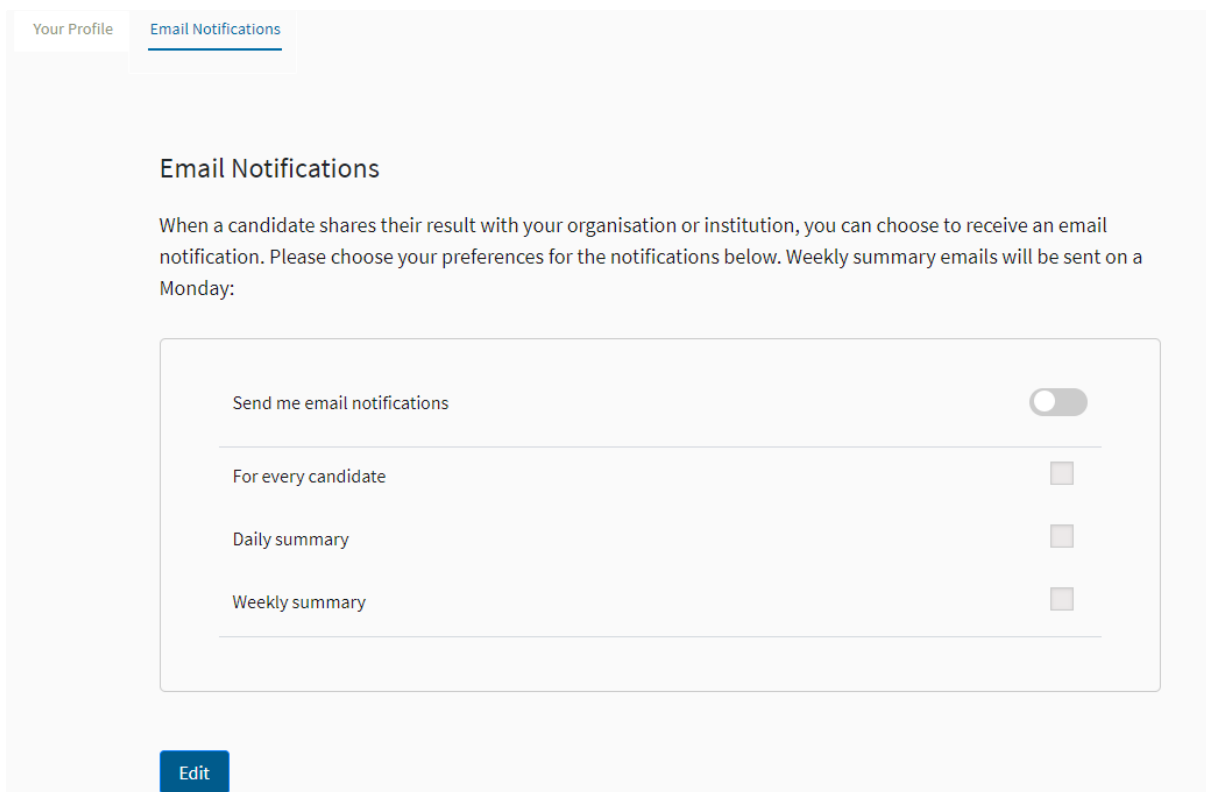
How to turn email notifications 'on' or 'off'

If you registered for access to your Results Verification Service account before July 2023, the notifications on your profile will automatically be set to 'off'.

Each individual user can choose to receive email notifications to inform them whenever candidates share their results with your organisation. If you are not already receiving these notifications and would like to, you can click on the arrow next to your name, in the top right-hand corner of your account, and select **Email Notifications**.



Once on the Email Notifications page, you can select how often you want to receive the notifications. Click **Edit**, then select **Send me email notifications**. Tick the preferred option for frequency and then click **save** – this option appears once you have made the selection.



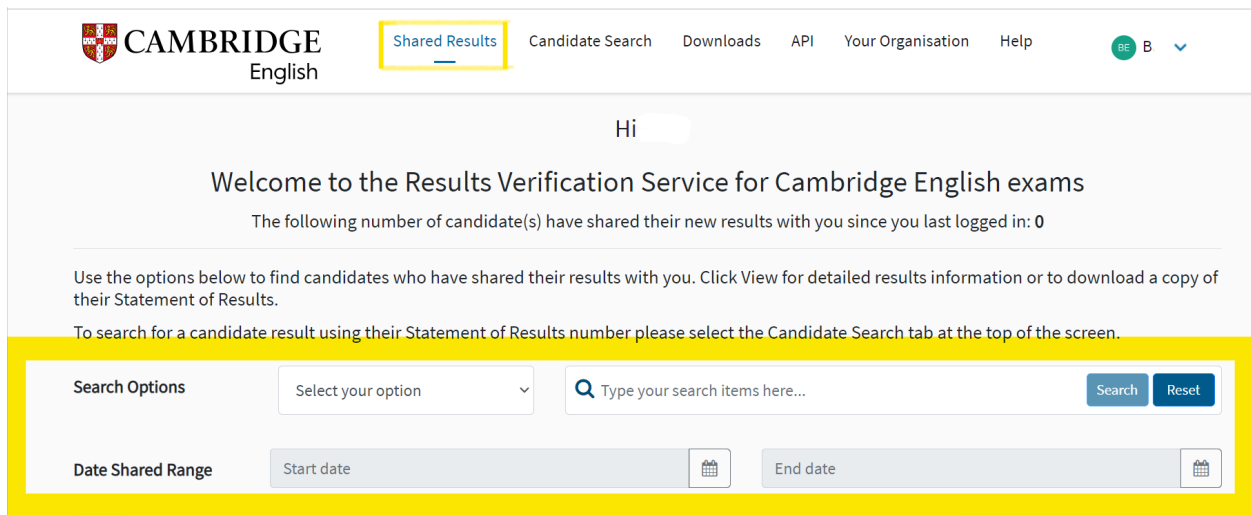
You can also switch notifications off at any time. If the notifications are 'off', an email will not be sent to you, but you will still have the same access to view candidates' results as colleagues who have notifications set at 'on'.

Shared results search

Once a candidate has shared their results with your organisation's account, or you wish to review results you have searched for using the candidate's verification number and date of birth, you can search your candidate's records in the list using the following options:

1. Searching the list

Using the selection options on the Shared Results tab, you can search the list of all results on your account:



The screenshot shows the Cambridge English website interface. At the top, there is a navigation bar with the Cambridge English logo, a 'Shared Results' tab (highlighted in yellow), and other tabs: 'Candidate Search', 'Downloads', 'API', 'Your Organisation', and 'Help'. A user profile icon with the letter 'B' is visible. Below the navigation bar, the main content area displays a greeting 'Hi' and a welcome message: 'Welcome to the Results Verification Service for Cambridge English exams'. It states that 0 candidates have shared their results since the user last logged in. Below this, there is a search section with a dropdown menu for 'Search Options' (set to 'Select your option'), a search input field with the placeholder 'Type your search items here...', and 'Search' and 'Reset' buttons. Below the search input, there is a 'Date Shared Range' section with 'Start date' and 'End date' fields, each with a calendar icon.

Candidate Name: You can search First name, Surname, or a combination of both.

Candidate Date of Birth: Select a date from the calendar or enter using the format YY-MM-DD.

Candidate ID Number: The Candidate ID Number can be found on the candidate's Confirmation of Entry document (e.g. 123456ABC).

Exam Name: A full list of exam names can be found on page 3 of this document ([Exams that can be verified using the Results Verification Service](#)).

Exam Place of Entry: The city where the candidate took the exam.

Exam Centre Name: The full name of the centre where the candidate took their exam.

Candidate Email Address: The email address the candidate used to register on the Results Service for Candidates website.

Date of Exam: Select a date from the calendar or enter using the format YY-MM-DD.

2. Sorting the list

The list can be sorted by name, exam taken, or date shared, by clicking on the column headings of the list of candidates.

Depending on the column heading you select, it will sort the names alphabetically or the dates, in ascending or descending order. Click the heading once for ascending, and twice for descending.

Welcome to the Results Verification Service for Cambridge English exams

The following number of candidate(s) have shared their new results with you since you last logged in: 0

Use the options below to find candidates who have shared their results with you. Click View for detailed results information or to download a copy of their Statement of Results.

To search for a candidate result using their Statement of Results number please select the Candidate Search tab at the top of the screen.

Search Options

Date Shared Range

▼ First Name	Family Name	Exam Taken	Date Shared (YYYY-MM-DD)	Download Pdf	Details
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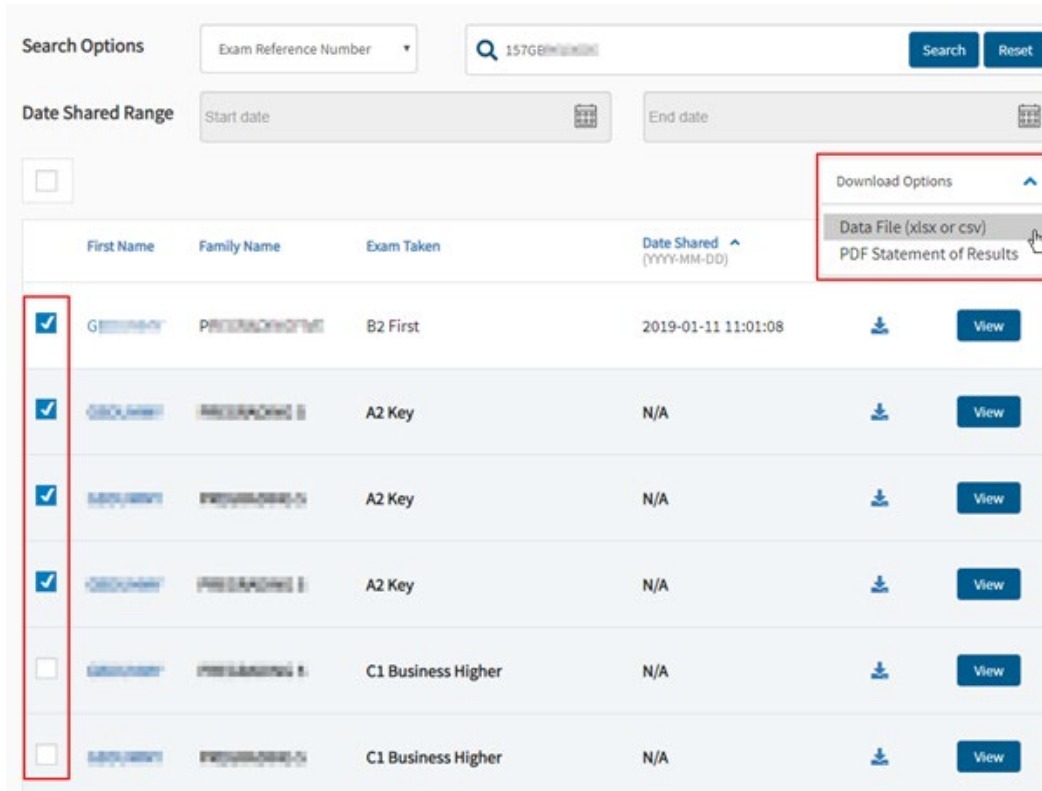
Candidate results view

After locating your chosen candidate, you can click through to view their result details, including:

- overall result on the [Cambridge English Scale](https://www.cambridgeenglish.org/scale/) (bit.ly/3KQmLUy)
- test-day photo (if applicable)
- CEFR level
- individual score breakdowns.

Downloading results

You can easily download a Statement of Results (pdf) or data file (xlsx/csv) for multiple candidates. To do this, select one or more of the candidates by selecting the tick boxes alongside their name, and then click the arrow next to the **Download Options** box, and choose your file format.



The screenshot shows a search interface for Cambridge English results. At the top, there is a search bar with 'Exam Reference Number' and a search button. Below it, there are date range selectors for 'Start date' and 'End date'. A table lists candidates with columns for 'First Name', 'Family Name', 'Exam Taken', and 'Date Shared'. The first four rows have their selection checkboxes checked. A 'Download Options' dropdown menu is open, showing 'Data File (xlsx or csv)' and 'PDF Statement of Results' as options. A red box highlights the 'Download Options' dropdown and the checked checkboxes in the table.

	First Name	Family Name	Exam Taken	Date Shared (YYYY-MM-DD)		
<input checked="" type="checkbox"/>	GEORGINA	PRESTON	B2 First	2019-01-11 11:01:08	Download	View
<input checked="" type="checkbox"/>	GEORGINA	PRESTON	A2 Key	N/A	Download	View
<input checked="" type="checkbox"/>	GEORGINA	PRESTON	A2 Key	N/A	Download	View
<input checked="" type="checkbox"/>	GEORGINA	PRESTON	A2 Key	N/A	Download	View
<input type="checkbox"/>	GEORGINA	PRESTON	C1 Business Higher	N/A	Download	View
<input type="checkbox"/>	GEORGINA	PRESTON	C1 Business Higher	N/A	Download	View

If you choose the **Data File**, you can use the default template, which will include all available candidate details.

You can also set up your own templates. To do this, navigate to the **Downloads** section and select **Create New Template**.

Candidate Search

Downloads

Your Organisation

Help

Create New Template

Choose a name for your new template.

Select the data that you want to appear on the exported file by dragging and dropping from the options:

Create New Template ✕

Use this form to create a bespoke template and choose which candidate data you would like to download. You can also download the Statement of Results for one or more candidates as required on the Candidate Search page.

Template Name *

Choose Format *

Choose your data options and place them in your desired column order by dragging and dropping - the options from top to bottom below will be your columns from left to right when downloaded.

Options to choose from:

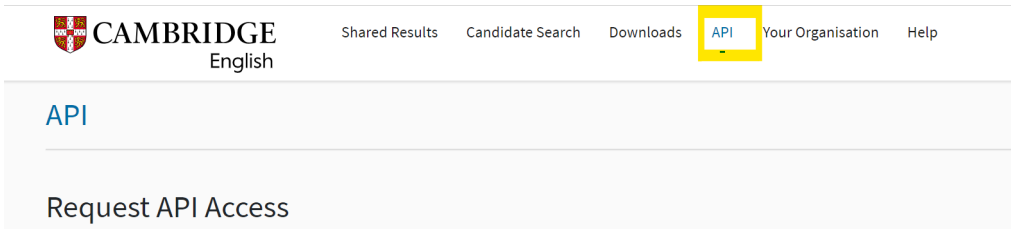
☰	Candidate First Name	✕
☰	Grade	✕
☰	Candidate Family Name	+
☰	Candidate Email Address	+
☰	Candidate Date of Birth	+
☰	Candidate ID number	+
☰	Exam Name	+
☰	Exam Place of Entry	+
☰	Exam Centre	+
☰	Session Code	+
☰	Date of Exam	+
☰	Exam Reference Number	+

Your template will now appear as an option when you download a data file.

You can visit the **Download History** section if you need to download a file again.

Advanced tools – Application Programming Interface (API) integration

To have candidate results delivered directly into your applicant management or CRM system, register for the **Results Verification Service API integration**. To connect the service with your own database, navigate to the API section and request access:

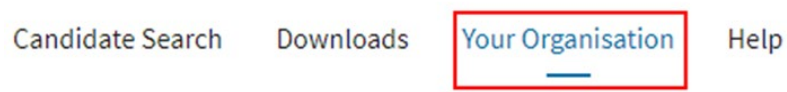


This will provide you with more information about the API and will direct you to the link where you can register.

If you have further questions about the API, contact us at ApplicationSupport@CambridgeEnglish.org quoting 'Results Verification Service API' in the subject title.

Editing your organisation details

The Primary User can edit your organisation details by clicking on the **Your Organisation** tab.



If you need to change your Primary User, please contact the Recognition team at recognition@cambridgeenglish.org

Editing your Recognised Exams and Tests

By selecting **Your Organisation** and then **Recognised Exams and Tests**, you will find a list of all Cambridge English exams and tests that your organisation has informed us they accept or use to verify candidates' results.

The Primary User can edit this list at any time by selecting or deselecting the blue checkboxes next to the exam name.

You can find a full list of exams that can be verified using this service at the top of this article.

All Recognising Organisations will be listed on our [online Global Recognition Database](https://bit.ly/RecognitionDatabase). (bit.ly/RecognitionDatabase)

If you have any questions about the validity of our exams, please do not hesitate to contact our Global Recognition Team at recognition@cambridgeenglish.org.

Useful links:

[IELTS Results Verification Service](https://bit.ly/IELTSRVS) (bit.ly/IELTSRVS)

[Results Service for Candidates](https://bit.ly/3KRHwPp) (bit.ly/3KRHwPp)

[Cambridge English Scale](https://bit.ly/3KQmLUy) (bit.ly/3KQmLUy)

[Online Global Recognition Database](https://bit.ly/RecognitionDatabase) (bit.ly/RecognitionDatabase)

Contacts:

General RVS enquiries and access issues: Customer Service: helpdesk@cambridgeenglish.org

Application status update: centreregistration@cambridgeenglish.org

Primary User Change, applying for additional accounts: recognition@cambridgeenglish.org

API applications and enquiries: ApplicationSupport@CambridgeEnglish.org

Where your world grows

We believe that English can unlock a lifetime of experiences and, together with teachers and our partners, we help people to learn and confidently prove their skills to the world.

cambridge.org/english