e-Subs: Centre Marks Submission (CMS) FAQs

FAQs for exams officers and teachers using the Centre Marks Submission (CMS) software. A summary on how to submit coursework/controlled assessment marks and samples is available in our guidance booklet (ESUBS/INST)

Centre Marks Submission (CMS)

System Access & Support

Do I have to complete the e-Learning modules?
Whilst they are not a requirement, it is essential that everyone is familiar with the system in advance and we strongly recommend that users familiarise themselves as early as possible.

Are there any other support guides available to us?
There are two 'quick reference guides', one of which explains how to access and log into the Centre Marks Submission (CMS) software and the other to help you navigate the dashboard once logged into the Centre Mark Submission (CMS) software.

My sound doesn't seem to be working when playing the e-Learning – what should I do?
Please check that your speakers are unmuted - or if using headphones, that they're plugged in fully.

When can I set up my internal user access?
When you receive an email/communications from AQA to say the system has gone live.

I'm an exams officer, should I give all my teachers access to Centre Mark Submission (CMS)?
This is at the discretion of your school/college, if you require your teachers to input controlled assessment marks/grades, they will need the required access.

I have a lot of teachers at my school, what technical support will there be?
Please contact the customer services team at help@aqa.org.uk or telephone 0800 197 7163 who will assist you.

I am a teacher, do I have to input my marks at the school?
No, as e-AQA is a web based application and can be accessed at any time providing there is an internet connection to allow you to access to the Centre Mark Submission (CMS) software.

Can I use this abroad/at home?

Yes, e-AQA is a web based application and can be accessed at any time providing there is an internet connection to allow you to access to the Centre Mark Submission (CMS) software.

I do marking at home, who can I contact for support?

Please contact the customer services team at help@aqa.org.uk or telephone 0800 197 7163 who will assist you.

Can more than one teacher work on Centre Mark Submission at any given time?

Yes, each teacher will have their own access password. The software does not have any restrictions that would prevent this.

I am an exams officer with a very large entry, is there an alternative to Centre Mark Submission (CMS)?

Yes, electronic data interchange (EDI) is another available option to schools/colleges for submitting marks. For details of the sample and allocated moderator however, all schools/colleges must use CMS.

I've got multiple components, how can I view them on one page?

Click on 'actions' and select 'rows per page' and it gives an option of how many rows you wish to select. Recommend select 'ALL'. Please see the user guide for further information.

Extension requests

I am an exams officer, am I the only person with access to request extensions?

At initial set up yes. As the exams officer you control the permission/access rights of the teachers within the school/college set up to use Centre Mark Submission.

I am a teacher, can I ask for an extension?

Access for requesting an extension to the original coursework submission date can only be carried out by the exams officer.

How do I request an extension?

Select the 'extension' tab, once requested it will appear on the main dashboard in the Centre Mark Submission system. Please see the user guide for further information.

How do I know my extension request has been granted?

An email will be sent to the main e-AQA administrator within the school/college detailing the outcome. It will also update and be visible on the main dashboard in the Centre Mark Submission system.

How long is an extension for?   I believe the exams officer is sent an email if the extension is granted, but how does a subject head know if the exams officer is not available?

Applictions must be submitted through e-Subs (using a drop down list) for:

- Up to one week
- Up to two weeks
- More than two weeks.

Requests for up to one and two weeks are considered and a decision is normally made within 24 hours (Monday to Friday only).

Requests for more than 2 weeks are normally followed up by an email requesting details and/or evidence in support of the extension, so take a little longer

e-AQA users need the appropriate level of permission to apply for an extension and view the details of the request. However any user with access to the 'mark inputting' screens can see if an extension has been granted as there is a column 'AQA notes' which shows if an extension has been granted and date of the new deadline.

Mark input, special status & mark/entry amendments

I have submitted my entries, when can I submit my marks?
Schools will be able to begin submitting coursework/controlled assessment marks and grades two to three weeks prior to the coursework mark submission deadline.

I am a teacher and I can't see my unit/component/subject to submit marks?
Please contact your exams officer, there may be an issue with your access permission and/or an entry issue.

How do I request marks that are to be carried forward?
There is a special status column which has a drop down field located in the screen where you would input the marks. You do not input any marks, just select carry forward status from the drop down field. Please see the user guide for further information.

I need to change some of the marks I have submitted, how do I do this?
Amendments are carried out the same way as inputting marks. But you must select a reason for the amendment. Please see the user guide for further information.

I have three teachers marking the same subject? Can all three input at the same time?
Yes, each teacher will have their own access password. The software does not have any restrictions that would prevent this occurring. After mark input you can filter the unit by teacher group.

I submit my marks via EDI; do I still need to submit the marks through Centre Mark Submission (CMS)?
If your school/college submits marks via EDI then you do not need to submit your marks through the Centre Mark Submission software. An email will be sent to the main e-AQA administrator within the school/college advising that the sample is ready to be viewed. You will need to view the sample selected via the Centre Mark Submission software. From this you will create your label to dispatch the sample to the moderator.

I have tried to enter my marks on Centre mark Submission (CMS) but the system will not allow me? What do I do?
If you are no longer able to enter marks on Centre Mark Submission and the coursework deadline has passed, please email courseworkadmin@aqa.org.uk and seek advice.

I have withdrawn some candidates prior to mark input, why are they still appearing on Centre marks Submission (CMS)?
It can take up to 24 hours for the change to take effect on CMS.

Some of my candidates have been withdrawn, has my sample changed?
An email will be sent to the main e-AQA administrator within the school/college if the original sample has been affected by the withdrawal of candidates. The additional candidate/s required for moderation will be highlighted in red. These need to be posted to your allocated moderator.

Does it take 24 or 48 hours for a withdrawal or amendment to show in e-AQA / e-Subs?
We'd say more 48 hours for a withdrawal. If you wish to submit marks but the withdrawals have not yet been processed, then it's best to enter the candidate as absent rather than 0. Please try and avoid entering 0, as this indicates the candidate has just entered a blank sheet.

What happens when I've already sent my sample, then I need to amend marks, what do I do?
An email will be sent to the main e-AQA administrator within the school/college if the original sample has been affected by the amendment of marks. The new candidate/s will be highlighted red at the top of the sample list. These need to be posted to your allocated moderator.

My computer crashed when I was keying in marks, will my marks have been saved?
Marks will only be saved, if the saved button has been selected prior to the crash. AQA recommends users 'save' at regular intervals whilst inputting marks.

Centres submitting a private candidate's marks on e-Subs – do they enter a mark of 0 and then enter the status as private?
e-Subs won't let them enter a mark, but will be added to the sample as an extra piece of work for the moderator – correct to enter the status as private.

GCSE English – centres have said that in the past they entered separate marks for the two pieces of work. Do they now add these marks together and submit one total mark for their candidate on e-Subs? There only appears to be a total mark column in e-Subs and no option to enter marks for the separate pieces of work.
Yes, add the marks together and submit.

What happens when the candidate has not completed any coursework but is still entered for the unit – does the centre indicate the candidate as absent?
Enter the mark for the completed work and absent for the coursework.

What happens when a candidate has completed all the coursework but the work has been lost by the school? Do they indicate absent on e-Subs?
If the centre has the mark, input the mark and select the status 'lost coursework'. They will then be prompted to apply for special consideration.

What happens when a candidate has completed part of the coursework but not all – what mark/code do they indicate on e-Subs?
Enter the mark of the completed work and leave status as if all work is complete.

If a centre submits marks for a candidate on e-Subs and then subsequently withdraws the candidate do they need to do anything?
The school would have to submit an amendment file to withdraw the candidate.

If a centre has not yet submitted marks for candidates but wants to withdraw them – do they do nothing – do they not input any mark on the system?
Submit an amendment file to withdraw the candidates and e-Subs will be updated once the amendment file been processed.

We've had calls from centres with candidates exempted from the speaking element of the language component, what status do they enter on e-Subs against this candidate?
Special consideration should already be aware, so this should be entered as absent.

If a candidate is ill – what status do they enter against the candidate?
The school would enter the candidate as absent

GCSE Science – centre have to submit marks on Biology, Chemistry and Physics to get a sample request?
Yes, for applied sciences the candidates do a mixture of all 3 subjects, so all 3 marks need to be entered to get a sample from all 3 subjects.

Confusion over ELC Preparation and Marking and Certificate in Preparation and Marking – one of these subjects is on e-Subs and one is paper, which one?
Please can you confirm this is 'Preparation for working life'? If so, ELC is not on e-Subs and Certificate is.

Submitting my sample

How do I know who my moderator is?
Your allocated moderator will be visible in the sample view screen for the coursework/controlled assessment unit. Please see user guide for further information.

When a centre submit marks on e-Subs and click submit sometimes the system states that there is not a moderator and to keep the work secure – how long will it take for a moderator to appear?
As soon as a moderator has been allocated to that centre, the name will appear on CMS. Please keep checking the system for updated information.

Will I get a moderator label?
AQA will no longer be supplying pre-printed moderator labels. You will be able to copy and paste the moderator details from the Centre Mark Submission (CMS) software. Please see user guide for further information.

Can I use the blank yellow label to send my sample to the moderator?
Please do not attempt to use the blank yellow labels that you receive in your AQA stationery packs as these are for **examined** units only.

I have already dispatched my sample to the moderator, but I have noticed that the moderator has changed?
An email will be sent to the main e-AQA administrator within the school/college if the original moderator has changed. Please notify AQA courseworkadmin@aqa.org.uk if you have sent

it to the previous moderator. AQA will ensure it is tracked and forwarded onto the new moderator.

No moderator assigned, what do I do?
Please contact the customer services team at help@aqa.org.uk or telephone 0800 197 7163 who will assist you. If you've made a late entry, it can take up to 48 hours for the system to update. An email will be sent to the main e-AQA administrator within the school once the moderator has been assigned.

If a teacher is unable to sign the centre declaration form due to illness, can an exams officer sign the declaration?
I can confirm that an exams officer can sign this in the absence of the teacher.

Certificate in English speaking 8705/C – we believe there to be no sample request for this? How does it work? There is no information on e-Subs to instruct a teacher/exams officer of what to do?
This is an in-house moderated component, so unfortunately the system does not pick up that it has a sample. However we did send out written correspondence to all schools with entries requesting that they send the sample into AQA, Devas Street, Manchester, M15 6EX – F.A.O –Imogen Whelan. Schools need to send all candidates work if the cohort is less than five. If the cohort is six or above, the school should send a sample of five candidates work to include the highest mark, lowest mark and three from in between.

Reporting Features

Can I produce reports to show the progress status of marks submitted to AQA?
Yes, in the 'enter marks' tab, use the 'actions' button and select 'download', click 'CSV' and this will open an excel document which can be filtered and saved. Please see the user guide for further information.

Non e-Subs subject

We have a moderator visiting for a non e-Subs subject, but are yet to receive a sample request.
The school will be asked for the moderator's details. AQA will send the centre number and component code details to the moderator and ask him/her to contact the centre.

I have put the wrong marks on centre mark forms and sent them; how are these amended?
Download a supplementary centre mark form from e-AQA (secure key materials – moderator admin – exam guidance) resend this to AQA and the moderator

We cannot get the candidate signature on the candidate declaration form.
Centres have until results day to get this signature, just send CDF to the moderator without signatures attaching a note explaining.