

Contacting us and getting help

This guide is designed to be used alongside the Admin and Application Guides which give full details of how to use 4Matrix. These can be accessed via the Help tab in 4Matrix or via our website.

News and Known Issues: Our News Page is accessible via the **Help** tab in 4Matrix and also at www.4Matrix.com/news

Knowledgebase: <https://help.4Matrix.com>

Getting Support: Log a support ticket at <https://help.4Matrix.com>. Include details of the problem, attach screenshot(s) of any error messages, and include your 4Matrix version number. To check which version of 4Matrix you are using, go to the **Help** tab in 4Matrix and select **About 4Matrix**.

4Matrix Live Chat: <https://www.4Matrix.com> (use the green chat box)

We will prioritise and respond to all live chats and tickets as quickly as possible. Please try to avoid telephoning us unless you have a serious technical issue and/or cannot access 4Matrix.

On results days, our live chat and ticket support services will be available from:

- **8am – 5pm Wednesday 14th August (GCE Results)**
- **8am – 5pm Thursday 15th August (GCE Results)**

Except for the above, our support services will be available from 9am – 3pm for the holiday period.

Useful Links

Results Day Resources, including import help: <https://www.4Matrix.com/resultsdays>

JCQ Guidance: [Notice to Centres](#)

Preparation

It is important that users familiarise themselves with the import process prior to results days. We will be unable to provide support for basic training on these days.

Users should also complete our Pre-Results Day Checks at <https://www.4Matrix.com/resultsdays>.

If your school uses Arbor, Bromcom or SIMS we recommend that you check that the **MIS Extract Tool** is functioning correctly by carrying out a complete import of last year's results data.

For SIMS users, exam results extraction will only work if SIMS is managed on site at the school.

Hosted SIMS users should refer to www.4Matrix.com/simsreports for more information. All other MIS users can import pupil information using our Wonde data extraction wizard, but exam results will be imported using spreadsheets.

We strongly recommend that schools **launch 4Matrix the week prior to results days to allow any pending updates to apply.** If 4Matrix is not updating, please follow the process detailed in the [Update Help](#) guide to resolve the issue.

Subject Mappings

Please ensure that subjects are mapped to the correct awards in advance of results days by following the guidance in the *Pre-Results Day Checklist*: <https://www.4matrix.com/resultsdays>.

We will not be processing Missing Qualification requests on Results Days.

Embargoing your exam results

It is important to check the **Visibility** setting for all series in 4Matrix that contain results.

If you are not familiar with how the Series Visibility options work, please refer to our more detailed guidance in the *Part 1: Pre-Results Day Checklist* at <https://www.4Matrix.com/resultsdays>.

We recommend setting your results series to Admin and SLT only on embargo days. Check prior to results day that users with Admin and SLT user roles have been granted early access to exam results by your Head of Centre. The visibility can then be switched to all staff on results days after the candidates have received their results, in line with [JCQ regulations](#).

Importing your exam results from Arbor/Bromcom/SIMS

Exam results stored in the exams area of your MIS will be picked up in the 4Matrix MIS Extract. If **all** results have been imported into the MIS, there is no need to import a spreadsheet separately.

To import your exam results from your MIS:

- Choose **Admin > MIS > MIS Name**
- Select **Year 13 2023 – 2024**
- In the Series Name, click [+] and select **Actual Results**, or scroll down to the bottom, select **Other**, and call the series '*Summer Results 2023*' or similar
- Ensure that **Visibility** is set to include Admin and SLT (or other appropriate groups) on restricted results days
- In Step 2, choose Run
- Choose a location to Save the extract to
- (e.g. *My Documents\4Matrix MIS Extracts*) Choose **Run Extract**
- Please consider the effective date of the extract. **This should not be the current date**, as the extract will pick up contextual data and pupils on roll that day and leavers will not be included. Choose an appropriate date - school census date 18th January 2024 may be the most suitable.

Importing your exam results from Arbor/Bromcom/SIMS Cont./

- Specify a date range for the exam results between 01/02/2024 and 31/08/2024. This will prevent exam results acquired prior to 01/02/2024 being imported, such as GCSEs taken in Year 11 or GCSE Maths & English re-sits.
- In Step 3, all exam results with a result date within the date range specified will be imported including level 2 qualifications. It is only possible to have level 3 qualifications in a Key Stage 5 series in 4Matrix. **All level 2 qualifications will need to be changed to column type 'Not included'**.

See <https://www.4Matrix.com/import> or the full Admin guide for help with additional steps.

The MIS extract will import the **exam element title from your MIS** - this will not match existing subject titles in 4Matrix. Users will need to map to existing 4Matrix subjects, otherwise a new (duplicate) subject will be created and tools which compare subjects between series i.e. Series Comparison will not work as expected. Subjects can be easily merged later using *Admin > Edit Subjects*.

MIS: Multiple Entries

If the MIS Extract produces multiple results for the same subject, or if you are adding results to a series containing early entries, you will see a prompt asking you to select which grades to use. Please refer to our [Multiple Entries knowledgebase article](#) for more information on this topic.

Importing your examination results from a spreadsheet

Examination Results can be imported from a spreadsheet for users of any MIS.

Create a Marksheet/spreadsheet from the MIS containing pupil information columns (UPN, Forename, Surname, Gender) followed by subject results. Export the marksheet into Excel.

Choose **Admin > Spreadsheet > Pupils/Results:**

- Select *Year 13 2023 – 2024*
- In Series Name, click [+] and select **Actual Results** or scroll down to the bottom, select **Other**, and call the series '*Summer Results 2024*' or similar.
- Ensure that **Visibility** is set to include Admin and SLT (or other appropriate groups) on restricted results days.
- In Step 2, copy and paste in your results from your spreadsheet.

You may also need to import pupil information, classes, and other contextual data. Please see <https://www.4Matrix.com/resultsdays> for more information.

Manually Adding or Adjusting Results

During the import, results can be adjusted in **Step 4: Validate Data**, by either selecting a grade and changing it manually, or using the Find and Replace tool.

After the import, to manually edit or add missing results, please use **Admin > Edit Results** then use the **Show Subject** option. If a subject is missing, you will need to use **Admin > Edit Subjects > Add Subject > KS5** to create it. Note that there is no "Save" button – all changes made in Edit Results take immediate effect.

You can also create a spreadsheet with the missing results and import via **Admin > Spreadsheet > Pupils/Results**. Instead of creating a new series at Step 1, select your existing results series and complete the import.

Early Entries & Discounting

In all performance cohorts discounting is applied to attainment measures at 16 to 18. Discounting is primarily about ensuring that where a student has taken more than one qualification in the same subject area, performance measures only give credit to institutions once for teaching a single course of study.

Discounting subjects with the same discount code

Subject grades which are imported into 4Matrix from **Arbor** or **SIMS MIS** will be 'date stamped' with the date the exam took place.

The **Bromcom MIS** extract DOES NOT import the result date for each grade - it uses the SEASON data. This is significant because it means that 4Matrix may not be able to automatically apply correct discounting where a pupil has entered more than once for the same qualification or has studied 2 subjects from the same 'family' (as defined by a subject's discount code) in the same season. If this date is not available, it will use the date of the import.

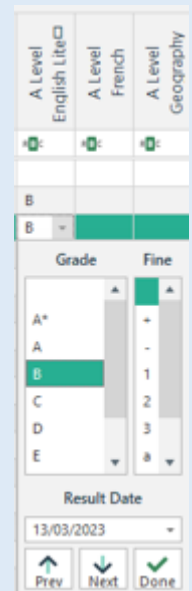
The **Cloud School, Ed:Gen** and **Wonde MIS** extracts do not import exam results.

Series imported from a spreadsheet will be date stamped with the date of import. Once you have imported your series into 4Matrix, you should check how your qualifications are being handled and their discount codes.

Go to **Help > Support Tools > See Inclusion Status**. This will display a table of qualifications from the active series and their inclusion statuses across multiple performance measures. You can export this via the File menu. Make a note of any subjects that have the same Discount Code.

Now open **Admin > Edit Results**. Choose the column for these subjects. Click on each grade in the column and check and amend the result date to when the qualification exam was taken. You can navigate using the arrows. You can also use the **Set Date** button in the top right of this tool to set the result date for an entire subject.

Check the handling of your grades using **Grade Analysis** as it will show any discounted grades in blue. You may need to cross-reference any anomalies with the result date stored in SIMS, Bromcom, Arbor or elsewhere for clarification on which qualification was taken first, then go back and make the necessary date changes in **Admin > Edit Results** in 4Matrix.



2024 Performance Measures

In 4Matrix, the latest released DfE 2019 Value Added Estimates are used. Despite these being the 2019 estimates they are still the most recent, as VA was cancelled in subsequent years.

2024 Performance Measures Cont./

It is expected that Value Added figures will be published in October for the 2024 Key Stage 5 School Performance measures.

Any Valued Added scores reported in 4Matrix on or after results days are indicative and should be treated with discretion.

Checking your headline figures

Do not report the information shown in 4Matrix without separately verifying it using other methods. **We will not accept any responsibility for the consequences of publishing incorrect information, however caused.**

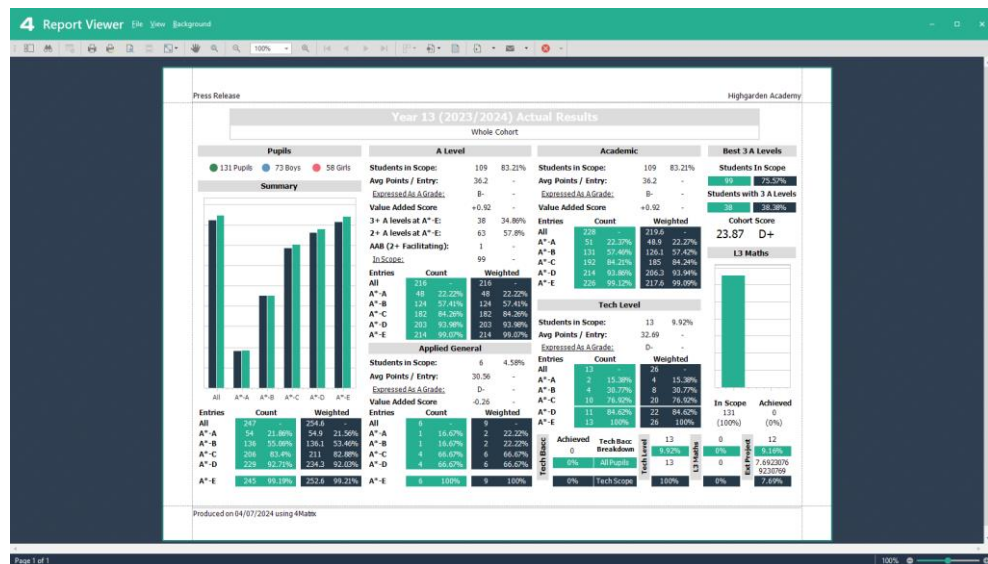
In **Press Release**, check that the number of pupils in your cohort is correct overall and for each subcategory.

- In **Performance Tracking** compare your Actual Results series against your latest series and check the number of pupils and total number of entries.
- In **Grade Analysis**, check that all subjects are present. Check for any blue grades. Blue grades mean that the grade is excluded for some reason, either due to discounting or because it does not count in performance measures, and this may require attention.
- In **Subjects Summary**, check the subjects listed, the number of entries and APS against your last set of tracking data. There will inevitably be some differences but if there are any missing results, check Series Comparison for a pupil level comparison, or re-import for a missing subject.

Producing Reports

You can produce reports from most tools in 4Matrix by going to **File > Print**. Full details of all reports can be found in the **Application Guides**.

- The **Press Release** tool will report the main headline figures for your school. This report is ideal for SLT.



- **Results Overview** – A broadsheet of results with the addition of colour coding against a Predictions series or Target series.
- **Subjects Summary** can be used to compare results against any other series, including Predictions, and exported to a spreadsheet for further investigation.
- **Pupil Summary** (under the **Reports** tab) can be used to produce certificates for pupils.

More Useful Links

- 4Matrix News Page: <https://www.4Matrix.com/news> - Also accessible from within 4Matrix via the Help tab
- PDF versions of the 4Matrix Application Guides: <https://www.4matrix.com/documentation>
- Approved KS5 qualifications: <https://www.gov.uk/government/publications/16-to-19-qualifications-discount-codes-and-point-scores>
- KS5 Accountability Guide: <https://www.gov.uk/government/publications/16-to-19-accountability-headline-measures-technical-guide>
- JCQ: [Notice to Centres-Release of results June 2024 FINAL.pdf \(jqc.org.uk\)](https://www.jcq.org.uk/news/2024/06/notice-to-centres-release-of-results-june-2024-final.pdf)



<https://www.facebook.com/groups/4MatrixData/>

Join our Facebook group - It's a great place for school leaders and Data Managers to discuss secondary performance data, with **over 1000 members** to date. We also talk about the latest 4Matrix developments, news, and share useful documents and resources.

4Matrix Links

Website: <https://www.4Matrix.com/>

Facebook: <https://www.facebook.com/groups/4Matrixdata/>

Support portal: <https://help.4Matrix.com>

Twitter: <https://twitter.com/4Matrix>

We wish you all an enjoyable summer break and good luck! – The 4Matrix Team