



# 2021 Leaving Certificate Candidate Self Service Portal – PHASE 2 Before You Start Guide

The Candidate Self Service Portal (CSSP) is a service provided by the State Examinations Commission (SEC) and the Department of Education for 6<sup>th</sup> year students entered for the 2021 Leaving Certificate and Leaving Certificate Applied programmes. Phase One of the Candidate Self Service Portal, which was open between 12 and 16 March, allowed you to create your account and make your preliminary choices in each of your subjects about written examinations and Accredited Grades for the 2021 Leaving Certificate.

The portal is reopening for candidates to review and confirm their level selection and their choices of examinations, Accredited Grades or both for the 2021 Leaving Certificate for each subject in which they are entered. **The Candidate Self Service Portal (CSSP - Phase 2) will reopen at 12 noon on Tuesday 27 April and close at 6 pm on Friday 30 April.**

The choices that you make at this time are extremely important. While you will be able to change your mind later on about whether you sit the examinations (with some limitations which are explained in the guide), **the choices that you are going to make at this time are your final choices for Accredited Grades and you will not be able to make any changes after you make your final submission through the portal.**

This Guide contains information about the importance of the choices that you now have to make; a Step-By-Step guide to the process; answers to some common questions; and details of how to get help.

## **Before proceeding please take time to read this guide in full.**

- All Leaving Certificate Candidates; you must review, amend as necessary, and confirm, final options of whether you want to sit the examinations, receive Accredited Grades, or both, on a subject by subject basis.
- All Leaving Certificate Candidates; you must review, amend as necessary, and confirm, final levels for each subject noting that this is the final level at which Accredited Grades will be awarded to you.
- While you can now opt to sit an examination in a subject which you had opted out of, it is no longer possible to enter for any new subjects.
- It is possible to withdraw from a subject if you have decided that you no longer want to be assessed in that subject. Once you withdraw from a subject, it will not be possible to re-enter for this subject later either for examinations or for Accredited Grades.
- All Leaving Certificate Applied Year 2 (6<sup>th</sup> Year) candidates; you must make your choices of whether you intend to sit examinations, receive Accredited Grades or both for individual subjects and tasks.
- Leaving Certificate Applied Year 1 (5<sup>th</sup> Year) candidates; your details are not set up on the CSSP. Details in relation to Year 1 candidates opting for Accredited Grades, examinations, or both, are being collected through schools.
- All candidates; you must complete this process at this time even if your choices have not changed since Portal Phase 1 in March. This also applies to candidates who registered on the portal in March but who did not make any selections.

- Candidates, already entered for the 2021 Leaving Certificate, who did not complete the portal registration process in March now have a final opportunity to register on the Portal and make their subject selections. (A Step-By-Step Guide to the process of creating your account (for those that did not do so in March) and selecting your options for Phase2 is presented below.)
- This service is for candidates who are already entered for the 2021 Leaving Certificate. The entry process has closed and no further applications will be accepted.

### **Choice of Level for Each Subject**

This is your final opportunity to indicate the level at which Accredited Grades will be awarded. The level which you select now in each subject will be your final level for the purposes of Accredited Grades.

Please consider your choice of level in each subject very carefully - If you select a level higher than that which you have been studying you may receive an estimated mark lower than that which you were expecting from your school.

**After the portal closes, the Accredited Grades levels will be locked in and cannot be changed by either candidates or schools. This is because teachers will have started to engage with the estimation process.**

If you are taking the examinations, you will be able to change your subject level on the day of the examination in June.

If you have opted for both examinations and Accredited Grades, and you sit the examinations, you will be credited with the better of the two results.

All Accredited Grades will be calculated by reference to the final level selection made by you on the Candidate Self Service Portal at this time. If you change level in a subject on the day of the examinations and you have also opted for Accredited Grades, your examination result will be at a different level to your accredited grade in that subject. In such cases, the comparison of the better of your examination result and your Accredited Grade will be made by reference to established equivalences between Higher, Ordinary and Foundation levels so that you receive the result which is most advantageous to you. (If you have applied to third -level education, it is your responsibility to ensure that you meet any minimum entry requirements associated with your course choices.)

### **Selection of Examinations, Accredited Grades or Both**

For each subject, you must finalise your choice of sitting examinations, opting for Accredited Grades, or both. You are advised to give yourself as much choice as possible by keeping your options open in your subjects for as long as possible. However, some things have changed since Portal Phase 1 which you should consider.

In opting for examinations;

- you should be mindful in subjects with multiple components (such as Orals, Practicals and Coursework).
- If you did not sit the Oral examination in a language subject, or the Music Practical Performance Test, or if you have not completed practical coursework in a subject and the completion date has passed, then it will only be possible for you to obtain a grade based on your performance in the written examination in these subjects.
- If you sit an examination and have not completed the related components, the marks for the related components will be forfeit.
- If you have not completed the related components in these subjects and you know at this stage that you are not going to sit the examinations please update your selections to reflect this.

If you have completed a related assessment component, but do not go on to take the written examination, this work may not be marked. Even if the component is marked, it will not be possible to use this mark as part of your Accredited Grade. Your Accredited Grade will be based solely on the estimated mark submitted for standardisation as part of the accredited grades process.

If you select examinations only in any of your subjects, you should be aware that an Accredited Grade will be available to you only as contingency later on in the event that you cannot, for unforeseen reasons, sit the examination in June. However, if you sit the examinations in a subject and have not opted for an Accredited Grade you will be provided with the result of the examination only and will not have access to the Accredited Grade.

There will be no alternative sitting of the 2021 Leaving Certificate. Irrespective of the choices made by individual candidates, Accredited Grades will be provided to any candidate unable to attend for any of their examinations for Covid related reasons; due to other medical emergencies; or in the event of a bereavement. This is the case for an individual student or a group of students or if there is a more significant disruption such as a school closure or a regional or national lockdown.

### **Information Provided to Schools**

The SEC has provided schools (and other centres of education which are recognised by the SEC to hold the Leaving Certificate examinations) with updated details of the subjects and levels for which candidates are entered following the closing of Phase one of the portal. We have asked schools to engage with their students in relation to their decisions about the level selections. Schools have also been asked to provide assistance to any candidate who might have difficulty with completing the portal registration or subject selection or registration process.

### **Non-Curricular Language Subjects**

The Leaving Certificate non-curricular languages (NCLs) are:

Bulgarian	Finnish	Polish
Croatian	Hungarian	Portuguese
Czech	Latvian	Romanian
Danish	Lithuanian	Slovakian
Dutch	Maltese	Slovenian
Estonian	Modern Greek	Swedish

Arrangements have been developed for candidates taking these subjects to have the opportunity to be provided with an Accredited Grade in their subject by sitting a Department of Education organised Proficiency Assessment in their school on Saturday 8 May.

Many of the candidates entered for these subjects did not opt for Accredited Grades in Portal Phase 1. If you are one of these candidates, you should use this opportunity to update your choice in the Non-Curricular Language subject for which you are entered and opt in to receive an Accredited Grade.

By now you should have received an email setting out details of the specific arrangements for the Proficiency Assessment. The written Proficiency Assessment is scheduled for 90 minutes duration and will commence at 2.00pm and conclude at 3.30pm on Saturday 8 May 2021

If you choose not to complete the written language Proficiency Assessment, the only route to a grade in a non-curricular language is by taking the relevant examination in June.

### **Out of School Learners and Students Studying a Subject outside of School**

For the Accredited Grades process, further details concerning arrangements for students attending recognised schools but studying subjects out of school and students studying entirely outside of schools (or other centres of education recognised by the SEC to hold the Leaving Certificate examinations) can

be found here.; [A Guide to Accredited Grades for Leaving Certificate 2021 for Out-of-School Subjects, and Out-of-School Learners.](#)

Details of these arrangements have been provided to all schools and centres and directly to external candidates and information is regularly updated on [www.gov.ie/leavingcertificate2021](http://www.gov.ie/leavingcertificate2021) If you are in one of these categories of learners, or think you might be, you should read the Guidance documentation and ensure that you comply with all of the procedures in order that you have the opportunity to be provided with an Accredited Grade.

By now, if you are a candidate in one of these categories, you should have already completed an Initial Information Form (OOS 1) to provide preliminary information to your school or to the school at which you are sitting your examination which will also act as your host school for accredited grades.

While you may select the Accredited Grades option in each of your subjects, whether or not you can be provided with an Accredited Grade will ultimately depend on your engagement with the published procedures for these categories of learners. It is your responsibility to read, understand, and comply with all of the requirements.

### **Warnings to Candidates**

Parents/guardians and candidates must not under any circumstances contact, either formally or informally, directly or indirectly, a teacher or other member of staff at any stage to discuss, or with a view to influencing the decision-making process relating to the estimated marks to be assigned to a candidate in any subject or which may confer an undue advantage to a particular candidate.

Legislation is in draft which provides for sanctions, specifically the withholding of the results of a subject or of the entire Leaving Certificate, to be imposed on candidates if they, or those acting on their behalf, are found to have engaged in inappropriate communications about the award of estimated marks.

Similar penalties can be imposed on candidates where false or misleading information has been provided by them or on their behalf in the Accredited Grades process.

### **Other Services Provided through the Candidate Portal.**

A range of other candidate services for the 2021 Leaving Certificate will be provided through the portal later on. These include accessing your provisional results in the examinations, Accredited Grades, or the better of the two if you opt for both, and accessing the details of the outcomes of examinations and/or accredited grades including your grades and your marks in each subject. You will also use it to apply to view examinations scripts, to view your scripts in subjects that are being marked online this year, to make an appeal application and to access your appeal results.

### **Getting Help Using the Portal**

See the Q&A section on pages 11 & 12 for answers to some of the questions you might have about using the Portal. If you do not find the answer there and you need assistance, the SEC Candidate Portal helpdesk can be contacted at **1800-111135 or 1800-111136**. Please note that due to COVID-19 restrictions the helpdesk phonelines will be available between **12 noon and 6pm on Tuesday 27 April** and between 9am and 6pm from Wednesday 28 April through to Friday 30 April. Outside of these hours you can email [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie)

### **General Guidance on the Accredited Grades Process**

General guidance on all aspects of the Accredited Grades process is available at [www.gov.ie/leavingcertificate](http://www.gov.ie/leavingcertificate)

The Department of Education provides a dedicated phone-line service for students, parents, school leaders, teachers and other school personnel and tutors on the Accredited Grade process 2021. This is available at the Department's COVID Helpline on 057-9324461 (select option 2), Monday to Friday, 10am -5pm or by email to LCinfo@education.gov.ie

**What Do I need to Do Now?**

Complete the steps set out on the following pages between 12 noon Tuesday 27 April and 6pm Friday 30 April.

**Not Registered?**

If you are entered for the 2021 Leaving Certificate, but are not already registered on the Portal please create your account now. Refer to page 10 of this guide: register to create your account for the steps involved.

**Already Registered?**

If you are already registered, follow the steps below;

<p><b>Leaving Certificate Candidates</b></p>	<p><b>Login with your Exam number &amp; Password</b></p> <ul style="list-style-type: none"> <li>a. Review your Personal Details</li> <li>b. Review your Subjects and Levels</li> <li>c. Opt for Accredited Grades and/or Examinations subject by subject</li> </ul> <p><b><u>This is the final opportunity to indicate the level at which Accredited Grades will be awarded as after the portal closes it will not be possible for either candidates or schools to change these levels.</u></b></p>
<p><b>Leaving Certificate Applied Candidates (Year 2)</b></p>	<p><b>Login with your Exam number &amp; Password</b></p> <ul style="list-style-type: none"> <li>a. Review your Personal Details</li> <li>b. Review your Subjects</li> <li>c. Opt for Accredited Grades and/or Examinations subject by subject</li> </ul>

## FINAL CONFIRMATION

**Login to your Account** – enter your examination number and the password you created during the registration process. Click the **Log In** button.

### a. Personal Details

This will bring you to the **Personal Details** Screen. On the **Personal Details** screen you will see your personal details as follows which reflects the most up to date information the SEC has about you:

- Your Name, Examination Number and Date of Birth.
- If you are a school candidate you will be required to confirm if you are repeating your Leaving Certificate. (External candidates already provided this information.)
- Your School Details - this will state the name of the School you are attending (or private college or other centre recognised by the SEC for holding examinations). It will also show the School Roll Number. (If you are an independent candidate, not attending school, this section will be blank).

You cannot change your name or date of birth on the portal. If these details are incorrect, please advise your school to email the State Examinations Commission to correct these details.

If you are an external candidate (examination number beginning with 18xxxx) and these details are incorrect, email [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie) with the correct details.

Please click on the **Click here to Proceed** button to bring to **the next page**. **The next page is different depending whether you are a Leaving Certificate or Leaving Certificate Applied (Year 2) candidate.** – (LCA Year 2 Candidates should NOW go to Page 9 of this Guide)

### LEAVING CERTIFICATE CANDIDATES

- Review and Confirm your Subjects and Levels**
- Review and Confirm your selections for Accredited Grades/Examinations, or for both Accredited Grades and Examinations**

(If you did not do so on Portal Phase 1 in March, you are also required to indicate if you wish to sit an examination through Irish. Music Higher Level Candidates are required to choose their Elective.)

- **This is your final opportunity to indicate the level at which Accredited Grades will be awarded as after this date it will not be possible for either candidates or schools to change these levels.**

**On this page you will see details of all the subjects and the levels for which you are entered for the Leaving Certificate 2021. This is the most up to date information we have about you, based on the information you have provided us with to date.**

Scrúduithe / Examination Number:

Withdraw subject	Subject	Level	Choose your option(s)	English or Irish Paper Version
<input type="checkbox"/>	IRISH	Higher Level / <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	N/A
<input type="checkbox"/>	ENGLISH	Higher Level / <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	N/A
<input type="checkbox"/>	MATHEMATICS	Ordinary Level <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	English <input type="button" value="v"/>
<input type="checkbox"/>	HISTORY (LATER MODERN)	Higher Level / <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	English <input type="button" value="v"/>
<input type="checkbox"/>	FRENCH	Higher Level / <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	English <input type="button" value="v"/>
<input type="checkbox"/>	CHEMISTRY	Higher Level / <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	English <input type="button" value="v"/>
<input type="checkbox"/>	MUSIC	Higher Level / <input type="button" value="v"/>	Accredited Grade <input checked="" type="checkbox"/> State Examination <input checked="" type="checkbox"/>	English <input type="button" value="v"/>

Performing Elective   
 Listening Elective   
 Composing Elective

Confirm:  By checking this box, you are confirming your selections above

Before you make your final choices, please read the important information presented on pages 1-3 of this Guide.

You should review the information presented very carefully before making your final selections.

You will be able to do the following by checking or unchecking the boxes or selecting from the drop-down menus (as appropriate): -

- a. For each subject, you must confirm your final choice of sitting the examination; receiving an Accredited Grade, or both.
- b. Change the level of your subjects
- c. Withdraw from a subject in which you had been entered for the Leaving Certificate
- d. For candidates entered for Music at Higher Level, choose your Elective (if you have not done so).
- e. If you opt for to sit the Examination(s), indicate if you require an Irish version of the paper for the written examination

If you are happy with the information presented then do not make any changes to the check boxes or the drop-down selections. However, you must still submit your final selections.

When you have made your final choices by completing the form and **before** you hit the SUBMIT button, you should carefully review the page to ensure it is correct. **You will not be able to go back to alter your choices on the portal at this time. The subjects/levels selected for Accredited Grades cannot be changed after this.**

At the end of the page you then tick the box confirming your choices and then click the **Submit** button

Once this has been done, you will receive a confirmation page which you can print and/or save for your records. You will also receive a copy of this confirmation page by email from the State Examinations Commission.

This is all you need to do at this point. You are strongly advised to keep your account details securely (Examination number and the password you created) so you can access the portal when the Results are made available.



## **LEAVING CERTIFICATE APPLIED – YEAR 2 CANDIDATES**

Leaving Certificate Applied (Year 2) can now make their choices of whether to sit the examinations, receive Accredited Grades, or both for each subject and task.

2021 Leaving Certificate Applied (Year 2) 2021 Ardeistiméireacht Fheidhmeach (Bliain 2)		
Scrúduitheir / Examination Number: <input type="text"/>		
Subject	Choose your option(s)	
SPANISH	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
ENGLISH AND COMMUNICATION	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
SOCIAL EDUCATION	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
MATHEMATIC APPLICATIONS	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
AGRICULTURE / HORTICULTURE	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
GRAPHICS AND CONSTRUCTION STUDIES	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
CONTEMPORARY ISSUES TASK	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
PRACTICAL ACHIEVEMENT TASK	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
PERSONAL REFLECTION TASK	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
VOCATIONAL EDUCATION TASK	Accredited Grade	<input type="checkbox"/>
	State Examination	<input type="checkbox"/>
Confirm: <input type="checkbox"/> By checking this box, you are confirming your selections above		

## Register to Create your Account

The following only applies to candidates that have not registered.

1. Before you start the registration process you will need the following information to hand:
  - a. your examination number —see the Q&A Section below if you do not know this number.
  - b. your Personal Identification Number (PIN) which is the first 4 digits of your Personal Public Services Number (PPS number) —see the Q&A Section if you do not know this number.
  - c. an email address to which you will have regular access over the coming months  
NB: Do not use Yahoo/Ymail email accounts as there are issues delivering emails to Yahoo accounts. Please use a different email account type.
  - d. your mobile phone number.
2. Go to [www.examinations.ie](http://www.examinations.ie) or [www.gov.ie/LeavingCertificate](http://www.gov.ie/LeavingCertificate) Click on the **Leaving Certificate Candidate Self Service Portal (CSSP) 2021**
3. Select the green **Register** button. This brings you to the first page of the Registration process.
4. On this page enter your Examination number in the first box. Enter the first 4 digits of your PPS number in the box marked PIN. Click **Register**. This brings you to the Registration page. This is where you will create your Candidate Self Service Portal Account.
5. **To Create your Account** on this page, you need to enter and confirm;
  - e. Your mobile number
  - f. Your email address

You also need to create a password which you will need to enter and confirm. The password must be a minimum of 8 characters and include upper and lower-case characters and numbers. When you have this done, click **Register** button.

6. **Receive your Account Activation email** - you should receive an Account Activation email from the State Examinations Commission to activate your account. While you might receive your email immediately, it may take a few hours (depending on the delivery policies of individual email providers). Make sure to also check your SPAM & JUNK FOLDERS.

If after 2 hours you do not receive the Account Activation email you should contact the helpdesk - Phone 1800-111135 or 1800-111136. Please note that due to COVID-19 restrictions, the helpdesk phonelines will be available between **12 noon and 6pm on Tuesday 27 April** and between 9am and 6pm from Wednesday 28 April through to Friday 30 April. You can also get in touch by email to [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie).

7. **Activate your Account** — in order to complete the registration process, you must click on the link in the email sent to your email account. The email will be from the State Examinations Commission. Clicking the link in the email completes the registration process and confirms the creation of your Candidate Self Service Portal Account. NB: **Your Account is not activated until you click on the link in the Account Activation email.**

When you click the link in the Account Activation email you will be brought to the **Login**. **You can also access the Login button from the CSSP Homepage.**

## Portal Questions and Answers

### **I have forgotten my Password that I registered with in March?**

When you are on the Login screen and are prompted to input your exam number and your password. There is a 'Forgot Your Password?' link you can click on and this will direct you to reset your password.

### **I do not know my Examination number – how can I get this?**

- You should have been provided with this 6-digit number by your school, centre of education or by the State Examinations Commission if you entered for your Leaving Certificate independently. Please check your records for the number.
- If you do not have this number and you are attending a school or other centre of education (including further education and training centres or private college) then you should ask the school to provide the number to you.
- If you are an external candidate then you should have this number on record from the correspondence received from the State Examinations Commission.
- If you are still unable to trace this number, you can contact the Helpdesk for assistance.

### **What is my PIN?**

It is the first 4 digits of your Personal Public Service number. Combining your examination number with this PIN will allow you to confirm your identity to register with the Candidate Self Service Portal (CSSP).

### **What is a PPS Number?**

Your Personal Public Service Number (PPS Number) is a unique reference number. A PPS Number is always seven numbers followed by either one or two letters.

### **I don't know my PPS Number – where can I find it?**

1. You will find your PPS Number on the following documents:
  - Public Services Card
  - Medical Card or GP Visit Card
  - European Health Insurance Card
  - Drugs Payment Scheme Card
  - Payslips you have received from your employer, if you are working
  - Correspondence from the Revenue Commissioners or the Department of Employment Affairs and Social Protection
2. If you live at home with a parent or guardian, please check with them to see if they know your PPS Number.

If you have checked all of the sources suggested and still cannot locate the number, you can check with your school as they may have this number on their records. (**Note:** Due to the public health emergency, you should make every effort to locate your PPS Number, following steps above, before making contact with your school.)

### **I have checked all of the suggested sources and with my school and I still am unable to locate my PPS Number?**

If you still cannot find your PPS Number, you should call the Department of Employment Affairs and Social Protection at 071 967 2616 or 1890 927 999. **If you are under 18, your parent or guardian will have to make this contact on your behalf.**

**I do not have a PPS Number, or I believe that I did not have one at the time I entered for the Leaving Certificate examinations. Should I obtain one now?**

No. If you do not have a PPSN, or did not have one when you entered for the examinations, you should contact the contact the helpdesk.

**I have my PPS number, and I have entered the first four digits as my PIN but it is not recognised by the system, what should I do?**

If you are sure that you have correctly entered your examination number and the first four digits of your PPS number, you should contact the helpdesk.

**If I have registered my account and have not received the Account Activation email what should I do?**

Check if you used a Yahoo/Ymail email address. If you did, you should contact the Helpdesk. There are difficulties with these email addresses. We will reset your account and you will need to register again using an alternative email address.

If you did not use a Yahoo/Ymail email address, and have not received the email, then we would ask you to;

- Check your Spam and Junk mail folders. The email will be from the State Examinations Commission.
- If it is not there, wait for a couple of hours before contacting us. The email will be sent immediately but email providers' delivery policies vary and it may take 2-3 hours for the email to reach your account.
- If it still has not arrived, you should then contact the Helpdesk.

**If I have technical difficulties accessing the Candidate Self Service Portal, what should I do?**

If you have any difficulties you can contact the Helpdesk.

**How do I contact the Helpdesk?**

The SEC Portal helpdesk can be contacted at **1800-111135 or 1800-111136**. Please note that due to COVID-19 restrictions the helpdesk phonelines will be available between **12 noon and 6pm on Tuesday 27 April** and between 9am and 6pm from Wednesday 28 April through to Friday 30 April. Outside of these hours you can email [candidateportal@examinations.ie](mailto:candidateportal@examinations.ie)

## Data Protection

Full details of the State Examinations Commission and Department of Education's data protection policies are available <https://www.examinations.ie/data-protection/> and <https://www.education.ie/en/The-Department/Data-Protection/>