



**Cambridge Assessment  
International Education**

Exams officers



# Getting started

A guide to exam  
administration

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# Welcome

Welcome to Cambridge Assessment International Education. We are delighted that you and your school are now part of the Cambridge community.

Exams officers play a key part in the continuing success of Cambridge schools around the world. We work very closely with Cambridge schools and build strong relationships with them. As an exams officer, you are a vital part of that relationship. Without you it would be impossible to successfully run and administer our exams.

We provide detailed information on all aspects of the Cambridge exams officer role and deliver all the support you need at each stage of the process. You will receive several printed booklets, including the [➤ Cambridge Handbook](#), which details our regulations and our exams' administrative processes. You will also find more information online at [www.cambridgeinternational.org/examsofficersguide](http://www.cambridgeinternational.org/examsofficersguide)

This guide:

- gives you an overview of the exams cycle and your responsibilities as a Cambridge exams officer
- helps you get started with running Cambridge exams
- tells you where to find more information and support.

We hope you find the guide useful and we look forward to working with you.

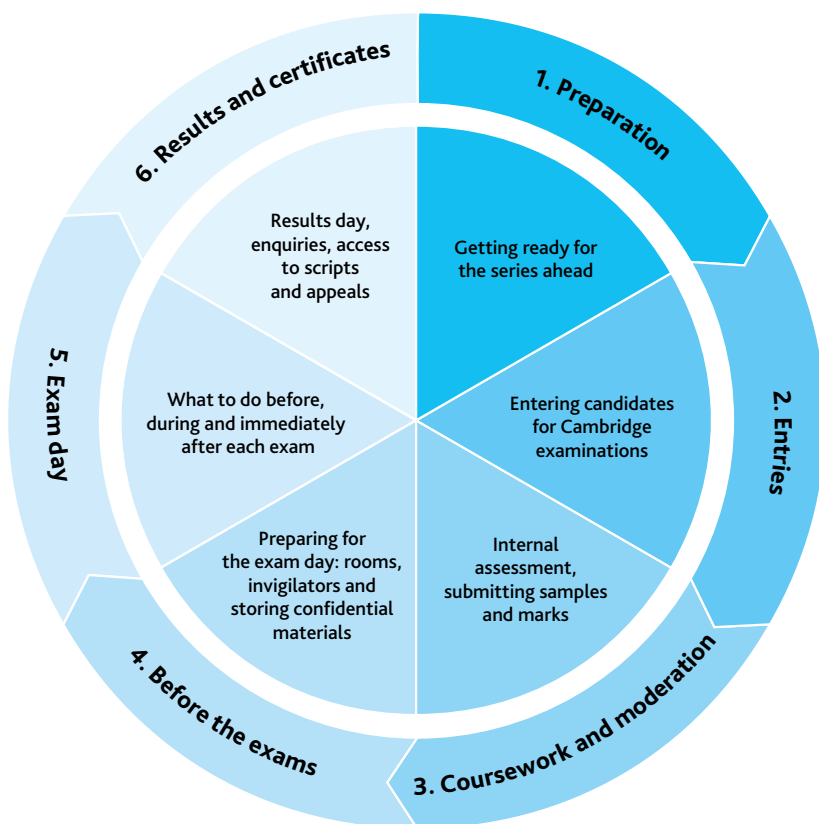
## Online training for exams officers

Access our online training course 'Getting to know the Cambridge Exams Cycle' to understand more about running Cambridge exams. See page 22 for more details.



# Cambridge Exams Cycle overview

Many different activities need to take place to successfully deliver an exam. To help exams officers manage their workload, we group the different tasks and activities you may need to carry out into six different phases. We call this the 'Cambridge Exams Cycle'.



We run a number of exam series each year so many of our exams officers are administering several series at the same time.

The Cambridge Exams Cycle includes every stage of the exam administration process, from the preparation that takes place before the series starts to giving your candidates their certificates.

All our support for exams officers is structured around the exams cycle, so at a glance you can see which phase of the cycle an activity or task relates to – helping you prioritise and manage your workload.

The cycle has six phases:

1. Preparation
2. Entries
3. Coursework and moderation
4. Before the exams
5. Exam day
6. Results and certificates

## Key to icons

To make it easier for you to find the information you need we have developed a set of icons. You will see them throughout our emails and guidance documents. They will help you get to the information you need quickly.



Administrative forms



Extra guidance



Associates



Important dates




Checkpoint



Important information

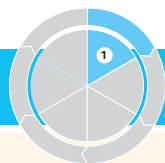


Cambridge International Direct, called  Direct for short



Regulations

# 1. Preparation



Prepare for the exam series ahead by:

- understanding the key dates and activities
- drafting your exams timetable
- working with teachers to identify candidates who may need extra support during their exams.

## Key dates and activities

The **> Cambridge Handbook** contains an overview of the main activities and tasks for each exam series. Monthly calendars showing all your key dates and activities are also available from [www.cambridgeinternational.org/examsofficersguide](http://www.cambridgeinternational.org/examsofficersguide)

See also pages 16–17 for a sample overview of key dates and activities for an exam series. This will give you an idea of the activities you need to manage each series.

## Preparing your exam timetable

We publish the final timetable for each exam series on our website at least six months before the exams. We allocate all centres to one of six administrative zones. Some of our documents, including the final timetable, are specific to your administrative zone.

Find out your administrative zone by visiting the 'Exams administration' section of our website. Take the time to study the Cambridge timetable so you can create an exam timetable for your centre. This will help you think about:

- the number of exams you will manage over the series
- the number of rooms you need to reserve
- the number of invigilators you need
- seating plans for each exam
- communicating your centre exam timetable to candidates and teachers.

Your exam timetable should show whether the exams will be in the morning or afternoon sessions. To help maintain the security of our question papers we give you a Key Time (one for the morning and one for the afternoon).

We have further enhanced our security measures by introducing an evening session and Key Time for centres in administrative zones 4 and 5.

**UK  
only**

## Key times for UK centres

The Key Times for UK centres work with the JCQ start times, except in specific situations. For more information see Section 1.2.2 of the **> Cambridge Handbook**.

## 1. Preparation continued

You need to know your Key Time to work out your exams timetable. Candidates taking timetabled exams must either be in the exam or under Full Centre Supervision at the Key Times. To find out your Key Time:

- go to [www.cambridgeinternational.org/keytime](http://www.cambridgeinternational.org/keytime)
- select your country from the drop-down list.

Your Key Times are shown in local time and then below in GMT/UTC. If your country observes Daylight Saving Time (DST) this information is also shown.

Full Centre Supervision is a specific type of supervision for candidates. It means that they must be supervised by teachers or invigilators and that they cannot communicate with anyone not doing the exam, or have access to any form of **external communication**, for example, a mobile phone, laptop or computer with or without access to the internet.

For more information about using Key Times and carrying out Full Centre Supervision, see the [>Cambridge Handbook](#).

### Access arrangements

Access arrangements are pre-exam arrangements made on behalf of a candidate with particular needs, for example, the use of a scribe, modified papers or extra time. There are two different groups of access arrangements, each with their own application form and set of deadlines.

**Group 1.** Access arrangements: you must apply for these and keep a record of evidence of need.

**Group 2.** Modified papers: before you apply, you must have submitted a final entry for the relevant candidate, syllabus and component.

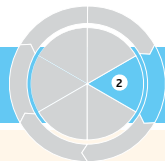
Read Part 1 of the [>Cambridge Handbook](#) to understand each type of access arrangement and the application process for each one.

UK  
only

### Access arrangements for UK centres

You must tell us about any access arrangements you plan to use by sending us *Preparation – Form 1*. You can still use your JCQ outcome letter as part of this evidence. Although some of our access arrangements may not be included on your JCQ outcome letter, we can use the additional information you submitted on JCQ's Form 8 to help us make our decision. For this reason, we recommend that you provide us with both your JCQ outcome letter and JCQ Form 8 when we ask for evidence.

## 2. Entries



The process of letting us know which exams each candidate will be taking is known as 'making entries'.

### Estimating entries

At least six months before each series, we will ask for your estimated entries for exams that take place before the main series starts. This helps us work out the number of question papers, pre-release materials and exam materials you will need for these exams. We do not charge a fee for estimated entries.

### Working out your entries

It takes some time to gather all the information you need to make your entries. Work closely with subject teachers and heads of department to make sure you enter the right candidates for the right combination of components for a syllabus.

- Start working out your entries at least two months before the deadline by referring to the *Cambridge Guide to Making Entries*. See pages 20–21 for help using the guide.
- Set and publish your own internal deadlines well before ours so you have enough time to collect and submit all your entries.
- Display entry reminder posters to highlight your internal deadlines to teachers.
- Give your teachers a template for their entry information along with an example of how to fill it in.
- Double check your entries with candidates and teachers before you submit them.



### A2C

If you work in a UK centre you can submit entries using A2C. Find the basedata compatible with your MIS package in the 'Support Materials' section of [Direct](#).



## 2. Entries continued

### Making final entries

Submit your entries at least two weeks before the closing date so you have time to check them and submit any amendments before the deadline, avoiding any late entry fees.

You need to submit your entries through [Direct](#). Our quick and easy online entries system is available at <https://direct.cie.org.uk>

[Direct](#) is password protected. After we have registered your centre we send you login details by email. Keep these details secure. If you forget your password please email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)

### Confirming entries

If you submit your entries using [Direct](#) you can download statements of entry at any point to confirm the status of your entries. A statement of entry is a document produced for each candidate showing their details and entry options.

Ask candidates to check that their personal and entry information is correct on their statements of entry. You may have to process a number of amendments or entry withdrawals once you, and others, have checked all the statements of entry.

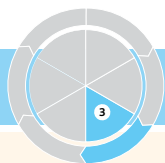
### Amendments and late entries

If you submit any entries or entry amendments after the final entries deadline we will charge your school late entry fees. Details of late entry fees are shown in the fees list, which is available from the 'My Messages' section of [Direct](#).

### Entries for group awards

Cambridge ICE, the Cambridge AICE Diploma and the Cambridge Pre-U Diploma are 'group awards' which require the candidate to study specific subjects. If you want to enter candidates for a group award, the entry procedures are slightly different. Read the relevant sections of the *Cambridge Guide to Making Entries* before you make your entries.

## 3. Coursework and moderation



This phase of the cycle is all about components that are assessed in the centre and then moderated by us. Examples of such components include: coursework, projects, field work, art work, speaking tests and assessed practical work. You are likely to be involved when it comes to submitting internally assessed marks and samples of work to us for moderation.

### Submitting marks

You need to send us marks for all your candidates that are entered for internally assessed components by the deadlines in the samples database on our website at [www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)

Most centres submit marks through [Direct](#). Read Part 3 of the [> Cambridge Handbook](#) for instructions. Remember to send a copy of your marks with your sample.

### Selecting samples

We need to moderate work that is internally marked by teachers in your centre to check that candidates across all our centres have been assessed against the same standards. To do this we ask you to send us samples of candidates' work for each internally assessed component you have entries for. Select your samples according to the criteria set out in our samples database at [www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)

### Sending samples

Make sure the selected samples are packed appropriately and sent to us, with the necessary forms, before the deadline. The forms you need to complete and return with the samples are in the samples database at [www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)

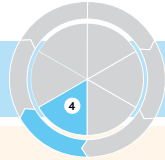
More information is in the [> Cambridge Handbook](#).

### Returning samples

We usually return coursework samples after we have issued results and certificates but we may keep some for research, exhibition, archive or other educational purposes.

For more information see the [> Cambridge Handbook](#).

## 4. Before the exams



If you complete all the activities and tasks in this phase you will reduce the number of issues you may have to deal with during live exams.

### Pre-exam despatches

So that you have all the materials you need to administer Cambridge exams we will send you a number of pre-exam despatches:

- **Cambridge pre-exam despatch:** Exam stationery, key administrative documents, despatch labels and script packets.
- **Cambridge bar-coded labels despatch:** Bar-coded labels identify the contents of each script packet you send back.
- **Cambridge question paper despatch:** Confidential question papers and supporting materials.

Do not worry if you do not receive materials for any late or amended entries in the main despatches; they will arrive at a later date. You can find out more about your pre-exam despatches in the [> Cambridge Handbook](#), including what to do if a despatch does not arrive or if you are missing any items.

### Storing confidential materials

Before the exams start we will send you question papers and other confidential materials. Do not open the packets. You must store them in a secure place at all times. Instructions on handling and storing question papers are in the [> Cambridge Handbook](#). Read them carefully; the security of question papers is vitally important. Our videos provide further guidance at [www.cambridgeinternational.org/beforetheexams](http://www.cambridgeinternational.org/beforetheexams)

### Preparing the exam room

To give all candidates the same experience, each exam room needs to be set up in exactly the same way.

- Desks 1.25 m apart in all directions.
- No helpful display material visible.
- A clock that all candidates can see.
- Our Notice to Candidates and Candidate Warning poster displayed inside and outside the exam rooms.
- Appropriate heating, lighting and ventilation.
- Noise levels outside the exam room at a minimum.
- The centre number, start and finish time displayed so all candidates can see them.

Make sure you are aware of our regulations and have read and understood the [> Cambridge Handbook](#).

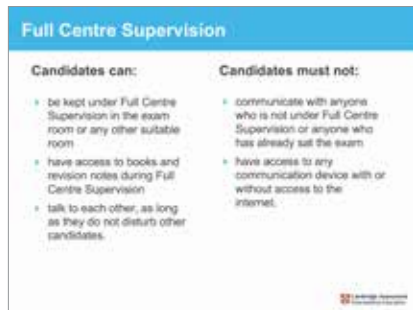
## 4. Before the exams continued

### Training invigilators

You are responsible for training your invigilators. You need to make sure that they:

- understand what is expected of them
- know the regulations for conducting Cambridge exams
- feel confident and supported so they can invigilate all your exams effectively.

Conduct a training session for your invigilators before the exam series, even if they are experienced. We have produced a simple PowerPoint presentation and training notes that you can adapt to train your invigilators or read to refresh your own memory. You can download these resources at [www.cambridgeinternational.org/beforetheexams](http://www.cambridgeinternational.org/beforetheexams)



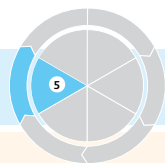
### Forecast grades

We ask you to submit forecast grades for all of your candidates. A forecast grade is the grade the teacher expects each candidate to achieve for each syllabus they are entered for. We use forecast grades to help us:

- set syllabus grade thresholds
- make a post-exam adjustment to a candidate's mark to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury.

Most centres submit forecast grades through [Direct](#). Read Part 4 of the [> Cambridge Handbook](#) for instructions.

## 5. Exam day



This phase of the cycle is the one you have been waiting for – when the candidates sit their exams. It is when you start to see the benefits of all your hard work and preparation.

### Running exams

Before each exam check that you and your invigilators are ready.

- Is the exam room set up correctly?
- Do you have the right question papers and candidate materials?
- Do you have the right attendance register?
- Do you have the right number of invigilators?
- Do you have a tested method of calling for assistance?
- Do your candidates know where they need to be and when?
- Do you have any private candidates? You must make sure you have checked their photo ID.
- Do you know what to do when:
  - candidates enter the room?
  - candidates are seated?
  - a candidate asks a question during the exam?
  - the exam finishes?

Meet regularly with your invigilators to talk through any issues and to check they are recording any incidents. Read Part 5 of the > *Cambridge Handbook* to make sure you feel confident about running Cambridge exams in your centre.

### Malpractice

You are responsible for reporting any cases of suspected malpractice to your Head of Centre. Your Head of Centre must immediately report all cases of suspected malpractice to us using the correct form. See section 5 of the > *Cambridge Handbook* for more details. Download the forms from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)

### Inspections

We inspect centres regularly to quality assure the delivery and conduct of our exams. The inspections are unannounced and usually, but not always, take place when the exams are being held. Cambridge inspectors look at your arrangements for the security of exam material and for conducting exams.

Inspections should be a positive experience as our inspectors are there to help you get things right. If they spot something that does not comply with Cambridge regulations they will explain why and will help you identify what you need to do to meet the regulations next time.

## 5. Exam day continued

### Special consideration

Special consideration is a change we make to a candidate's mark after an exam. This may be because something unexpected happened to the candidate – for example: illness, bereavement, temporary injury or disruption to an exam. You can apply for special consideration online through [Direct](#).

Simply go to <https://direct.cie.org.uk>, log in using your normal login details and navigate to the 'Special consideration' area. You can submit applications for:

- present but disadvantaged candidates
- absent candidates
- coursework-related special consideration.

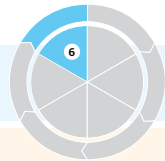
### Packing scripts

Specific instructions for packing your scripts are in the [Cambridge Handbook](#). Make sure you attach the correct bar-coded label to the front of each packet of scripts.

### Sending scripts

You should send scripts to us as soon as each exam is over. If this is not possible, then you must send them at the end of each week. Keep scripts in a secure place while you are waiting to send them – do not read or make copies of them. For guidance on returning your scripts visit [www.cambridgeinternational.org/scriptreturn](http://www.cambridgeinternational.org/scriptreturn)

## 6. Results and certificates




This is the final phase of the Cambridge Exams Cycle when your candidates will receive their results. We issue certificates after the deadline for enquiries about results has passed. This makes sure all centres have the time to query their provisional results.

### Understanding and preparing for results

We release provisional results on [Direct](#) and then follow up with a provisional results despatch through the post. The statement of results shows the subjects the candidate was entered for and the grades that have been awarded. We send printed statements of results to centres outside the UK in the provisional results despatch.

## 6. Results and certificates continued

- Check with your IT department that all the systems you need will be available on and around results days. Check that you can access  **Direct** and the Candidate Results Service.
- Book a room for distributing results.
- Arrange for other members of staff to help you distribute the results if necessary.


Make sure your candidates know:

- what time to arrive and where to go to get their results
- what to bring with them (for example, you will need private candidates to bring some photo ID)
- what to do if they need someone else to collect their results
- about any alternative methods for receiving their results.


### Results for group awards

You need to be aware of the grading system for group awards to handle any queries from your candidates when they see their statements of results. See the relevant sections of the *Cambridge Guide to Making Entries* for more information.

### Candidate access to results

We have a service for candidates who want to access their results directly. You can control which of your candidates have access to this service through  **Direct**. Find out more at [www.cambridgeinternational.org/results](http://www.cambridgeinternational.org/results)


### Enquiries about results

If you would like to query the result we have awarded to a particular candidate or group of candidates, we offer a number of enquiries about results services. We charge a fee for each enquiry. You can submit enquiries about results through  **Direct**.

For more information, read our enquiries about results guides which are available at [www.cambridgeinternational.org/ear](http://www.cambridgeinternational.org/ear)

### Certificates

Certificates confirm candidates' results as final. We send you certificates up to eight weeks after provisional results are released. This is to allow time for us to resolve any enquiries about results.

UK centres need to download their statements of results from  **Direct**.



# Online tools for Cambridge exams officers

We have a number of online exam administration tools to help you carry out many of your tasks.

## Direct

Cambridge International Direct, called **Direct** for short, is the key online tool for all Cambridge exams officers. You can use it to:

- create centre-specific timetables
- securely submit and amend your entries
- download statements of entry and a wide range of administrative and support materials
- submit your internally assessed marks and forecast grades
- download results
- control access to the Candidate Results Service
- submit enquiries about results.

We email you login details when your centre registers with us. Keep these details secure. If you forget your password, email [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)

## Secure Exchange

You can submit work for specific syllabuses to us through Secure Exchange.

If you enter candidates for syllabuses that require work to be submitted this way we will email you login details for the site.

To access Secure Exchange, go to <https://exchange.cambridgeinternational.org>

Guidance on preparing and submitting the work is available from the 'Exam administration' section of our website at [www.cambridgeinternational.org/examsofficersguide](http://www.cambridgeinternational.org/examsofficersguide)





## School Support Hub

This valuable resource contains past papers, mark schemes, examiner reports and schemes of work for many qualifications. We email login details to the nominated School Support coordinator in each centre.

If you are a School Support coordinator you will be responsible for administering the website, including creating login details for the teachers in your centre. To access the site, go to [www.cambridgeinternational.org/support](http://www.cambridgeinternational.org/support)

## Cambridge Primary and Cambridge Lower Secondary support sites

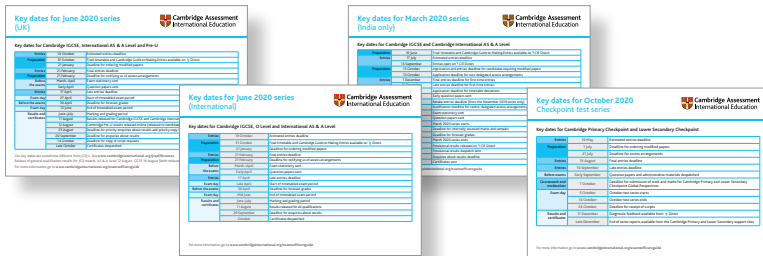
If your centre offers either the Cambridge Primary or Cambridge Lower Secondary programmes we will give you access to the relevant password-protected websites.

These websites contain a range of materials to help teachers plan and deliver the programmes, including curriculum frameworks, schemes of work, past question papers and recommended published resources.

To access the sites, go to <https://primary.cambridgeinternational.org> or <https://lowersecondary.cambridgeinternational.org>

# Overview of the key dates and activities for each exam series

To help you familiarise yourself with what happens during each exam series we have produced a sample overview of the key dates and activities for a typical exam series, on the next page.



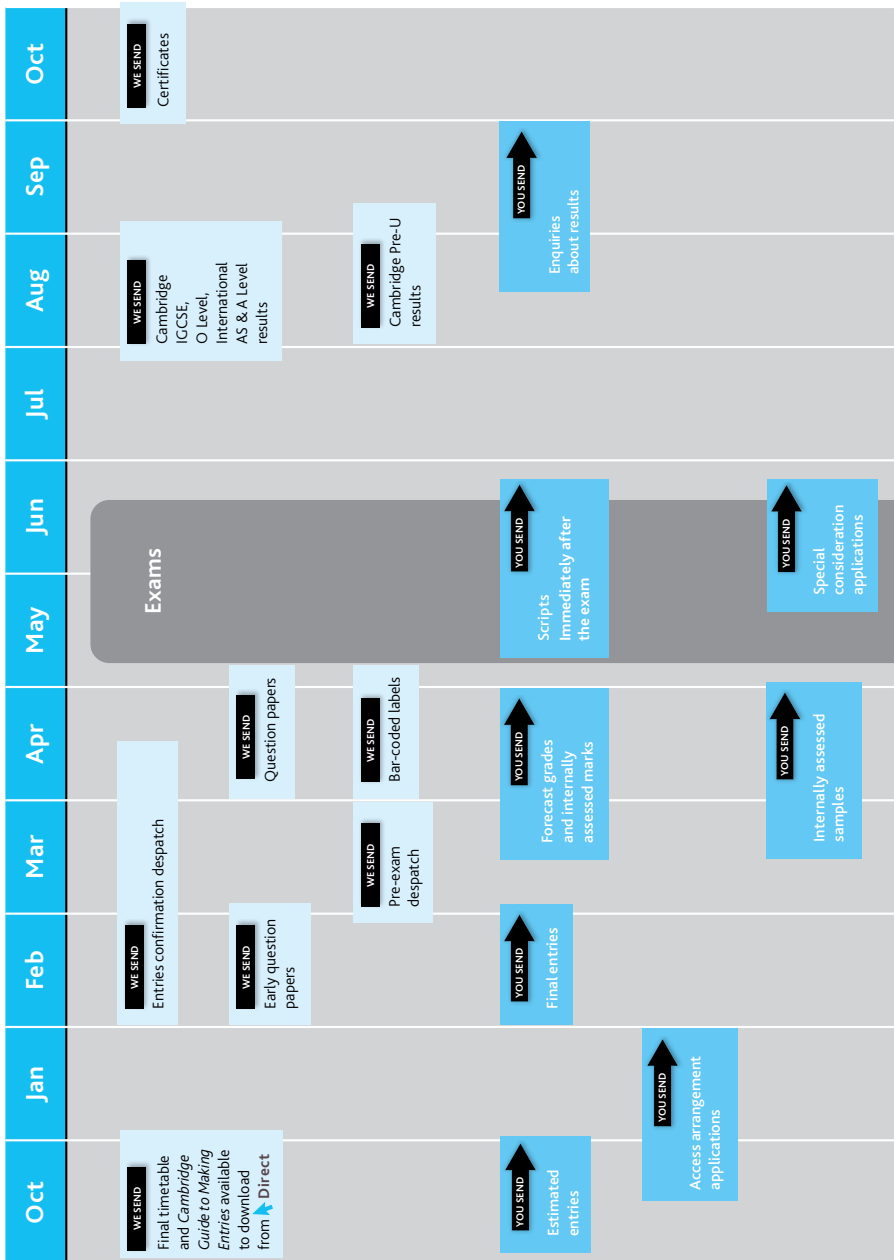
## Monthly calendars and key date cards

Our Key Dates cards summarise the important deadlines for each exam series.

Monthly calendars showing all your key dates and activities are also available from our website at [www.cambridgeinternational.org/preparation](http://www.cambridgeinternational.org/preparation)

It is a good idea to save these dates in your diary or print and display them for easy reference.

## Sample timeline of key activities for a June exam series



For more detailed information about key activities, refer to the Monthly calendars for each exam series.

# Key resources and support from Cambridge International

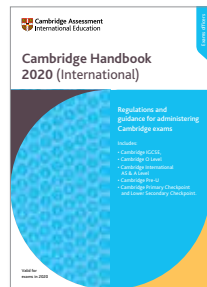
This section is all about the documents you need to guide you through the Cambridge Exams Cycle and the support available to you.

## Cambridge Handbook

This handbook contains the regulations that centres have to follow when conducting Cambridge exams. It forms the legal contract between us and the centre.

The handbook also details the administrative processes you need to follow and the deadlines you need to meet for each exam series. It is a key document for you and your Head of Centre.

We will send you a printed copy at the end of October each year. You can also access a copy from our website.



## Cambridge final timetable

The final timetable lists the date, session and duration of each Cambridge IGCSE™, O Level, International AS & A Level and Pre-U exam in date and subject order. It also shows the range of dates for practical exams and speaking tests. You can access a copy through

👉 [Direct](#) and at [www.cambridgeinternational.org/timetables](http://www.cambridgeinternational.org/timetables)

You need to know your administrative zone to download the right timetable. To find out your administrative zone go to [www.cambridgeinternational.org/timetablingexams](http://www.cambridgeinternational.org/timetablingexams), click on 'Administrative zone', select your country and click 'Get Administrative Zone'.

## Cambridge Guide to Making Entries

This booklet contains all the information you need to make your entries for each exam series. Download a copy from the 'Support Materials' section of 👉 [Direct](#). See pages 20–21 for help using the guide.

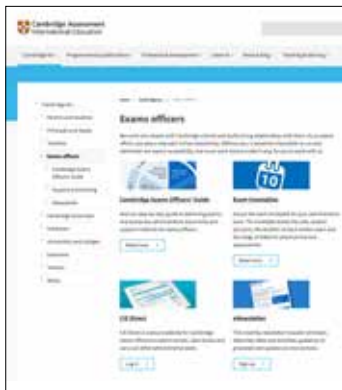


## Cambridge Exams Officer eNewsletter

This eNewsletter goes out at the beginning of each month. It is an essential resource, and includes:

- reminders about key dates and activities for that month
- important alerts
- guidance on key processes
- updates on new services.

You should automatically receive the eNewsletter. If you do not, please email us at [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org) and we will add you to our distribution list. Let us know if you change your email address.



## 'Exam administration' section of the Cambridge website

Visit the 'Exam administration' section of our website to:

- download key resources including timetables, the **>Cambridge Handbook** and the latest eNewsletter
- find your administrative zone and Key Times
- view our online tutorials to help you through specific processes like making online entries and storing confidential materials
- download our key dates documents.

To access the website go to [www.cambridgeinternational.org/exam-administration](http://www.cambridgeinternational.org/exam-administration)

## The 'Help' section of our website

An online bank of answers to frequently asked questions about Cambridge exams and services. If you have a question about administering our exams, just go to [www.cambridgeinternational.org/help](http://www.cambridgeinternational.org/help)

## Customer Services

Our team of experienced staff are dedicated to providing quick, clear and accurate responses to any query you have.

Email us at [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org) or call +44 1223 553554.

# Cambridge Guide to Making Entries

The *Cambridge Guide to Making Entries* contains all the information you need to make entries. Each entry is made up of two pieces of information: a syllabus code and an option code. Below is an example of how this information is displayed in the guide. You can download it from the 'Support Materials' section of [Direct](#).

The guide lists all the syllabuses that you can make entries for alphabetically and by qualification type.

The 'Candidates take components' column lists the combinations of components candidates are allowed to take.

Once you have worked out the combination of components for each candidate you need the corresponding 'option code' to make your entries.

Latin			0480
Option code	Candidates take components	Available to private candidates?	Component code
A	1, 2	Yes	1
			2

Literature (English)			0486
Option code	Candidates take components	Available to private candidates?	Component code
AY	12, 22	Yes	12
BY	12, 32, 42	Yes	22
CY	5, 12, 32	-	32
DY	12, 32, 81	Yes	42
			5
			81

Notes Candidates may not sit this syllabus in the same series as 2010.

Literature (Spanish)			0488
Option code	Candidates take components	Available to private candidates?	Component code
AY	12, 2	-	12
BY	12, 32	Yes	2
CY	12, 82	Yes	32
			82

Malay			0546
Option code	Candidates take components	Available to private candidates?	Component code
AY	22, 3 (Core)	Yes	22
BY	22, 3, 42 (Extended)	Yes	3
			42

Component title	Duration	Weighting	
Language	1h30m	50%	
Literature	1h30m	50%	
Component title	Duration	Weighting	
Poetry and Prose 12	1h30m	75%	
Drama 22	1h30m	25%	
Drama (Open Text) 32	45m	25%	
Unseen 42	1h15m	75%	
Coursework	-	25%	
Coursework mark carried forward from 2014 0486/02	-	25%	
Component title	Duration	Weighting	
Set Texts 12	2h15m	70%	
Coursework	-	30%	
Alternative to Coursework 32	1h20m	30%	
Coursework Mark Carried Forward	-	30%	
Component title	Duration	Weighting	
		Extended	Core
Reading and Directed Writing 22	1h30m	35%	54%
Speaking	15m	30%	46%
Continuous Writing 42	1h15m	35%	-

The 'Component title' and 'Component code' columns list all the components (individual assessments) in the syllabus. You need to find out from teaching staff at your school which components they want their candidates to take.

Any restrictions relating to the syllabus will be listed under 'Notes'.

# Online training

The better prepared you are for an exam series, the easier it will be to manage. As part of your role, we recommend you take part in the training we offer, so that you keep up to date with all our regulations.

## Take part in our training programme

We run a quarterly webinar for new exams officers called 'Welcome to being a Cambridge exams officer'. This webinar is designed to give an overview of all the support and resources we provide.

We also run regular interactive training on key tasks you will need to complete, e.g. making entries. Information about upcoming training is published in our monthly eNewsletter at: [www.cambridgeinternational.org/exams-officer-eneews](http://www.cambridgeinternational.org/exams-officer-eneews)

All our online training is free to access and available via our Online Learning Area: <http://learning.cambridgeinternational.org>

## Accessing our online training course

'Getting to know the Cambridge Exams Cycle' is our free-to-access online course. It allows experienced exams officers to refresh their skills and new exams officers to get an overall understanding of the exams cycle.

The course is available to complete at any time. To find out more about accessing the course, visit [www.cambridgeinternational.org/exam-administration](http://www.cambridgeinternational.org/exam-administration) and click on the 'Support and training' tab.





# A–Z of terms

## A

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### **Access arrangements**

A pre-exam arrangement made on behalf of a candidate with particular needs, for example, the use of a scribe, modified papers or extra time.

### **Administrative zone**

An administrative zone is a part of the world where the clocks read similar times. We have six administrative zones and allocate every centre to one depending on their country and location. We publish a different version of the timetable and *Cambridge Guide to Making Entries* for each administrative zone for each series.

Using Key Times and administrative zones together helps us make sure countries in similar time zones have their candidates under exam or supervisory conditions at the same time to maintain the security of question paper content. You can check your administrative zone and Key Times at [www.cambridgeinternational.org/timetablingexams](http://www.cambridgeinternational.org/timetablingexams)

## C

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### **Cambridge International**

Cambridge Assessment International Education is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is a department of the University of Cambridge.

### **Cambridge International Direct**

The key online tool for all Cambridge exams officers. Exams officers should use [Direct](#) to securely submit and amend entries and to carry out administrative tasks throughout the exam series.

### **Candidate**

A person who has been entered for an assessment.

### **Candidate Results Service**

A service that gives candidates access to their results directly through a secure website. You can control which of your candidates have access to the site and what they can view through the 'Administer Exams' page on [Direct](#).

### **Centre**

A school, institution or organisation approved by and registered with us for the entry of candidates to Cambridge programmes and qualifications, and to carry out related assessments.

## A–Z of terms continued

### C

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#### **Component**

A component is part of or a section of the subject exam. An individual syllabus usually has several components. A component is sometimes referred to as a paper.

#### **Coursework**

Any component specified in a Cambridge syllabus that is assessed in the centre and is then moderated by Cambridge International.

### E

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#### **Enquiries about results**

Services available to centres after the release of provisional results if they want to have a candidate's script reviewed or their candidates' coursework re-moderated.

#### **Entries**

The candidates you have entered for a Cambridge qualification in a particular exam series.

#### **Estimated entries**

An approximation of the number of candidates a centre will enter for assessments.

#### **Exams officer**

The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for administering Cambridge exams. The Head of Centre may also be the exams officer.

### F

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#### **Forecast grade**

The grade a teacher expects a candidate to achieve for a syllabus.

#### **Full Centre Supervision**

A specific type of supervision for exam candidates. If candidates are not in their exam at the Key Time they must be under Full Centre Supervision. This means that they must be supervised by teachers or invigilators. They cannot have access to any form of external communication, for example, a mobile phone or the internet. For further details see Part 4 of the [> Cambridge Handbook](#).

## G

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### **Group award**

An award given to a candidate who has studied and passed assessments from a specified number of subject groups. Examples are Cambridge ICE, a group award for Cambridge IGCSE, and the Cambridge AICE Diploma, a group award for Cambridge International A Level.

## I

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### **Internally assessed mark**

A mark awarded by the centre for an internally assessed coursework or speaking test component.

### **Invigilator**

A suitably qualified person, sometimes referred to as a supervisor, who is appointed by the Head of Centre to be responsible for the proper conduct of a particular exam in line with Cambridge regulations. Invigilators work closely with and often report to the exams officer.

## K

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### **Key Time**

A time, defined by the location and country of a centre, specified by Cambridge International, when all candidates taking timetabled exams must either be in an exam or under Full Centre Supervision. The Key Time will always be expressed as GMT/UTC. You can find your Key Times at [www.cambridgeinternational.org/keytime](http://www.cambridgeinternational.org/keytime)

## M

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### **Malpractice**

An action by a candidate or centre that breaks Cambridge regulations and potentially threatens the integrity of Cambridge exams.

### **Moderation**

The process to bring the marking of an internally assessed component to an agreed standard in all participating Cambridge centres.

## P

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### **Private candidate**

A candidate taking Cambridge exams who is not a registered student with your centre.

## A–Z of terms continued

### S

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#### **School Support coordinator**

The designated person who is responsible for creating and maintaining access to the School Support Hub for staff in their centre. They are also responsible for authorising Cambridge training bookings for teachers at their centre.

#### **Scripts**

A candidate's response to a whole question paper or component.

#### **Series**

A group of exams in the same range, for example, Cambridge IGCSE and Cambridge International A Level, with the same closing date for entries and timetable period.

A series is identified by a month and year, for example June 2020.

#### **Session**

A period in a day in which an exam takes place, which is either in the morning, afternoon or evening. The evening session only applies to centres in administrative zones 4 and 5.

#### **Special consideration**

A post-exam adjustment made to a candidate's mark, by Cambridge, to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury.

#### **Statement of entry**

A document showing a candidate's details and the entry options the candidate has been entered for.

#### **Statement of results**

A document produced for each candidate giving details of all the syllabuses they have entered and the syllabus grades they have been awarded.

#### **Syllabus**

A complete description of the content, assessment arrangements and performance requirements for a qualification. A course leading to an award or certificate is based on a subject syllabus.



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