

Cambridge Handbook 2024

Regulations and guidance for administering Cambridge exams

Includes:

- Cambridge IGCSE™
- Cambridge O Level
- Cambridge International AS & A Level
- Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

Valid for exams in 2024



This is an
interactive guide

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Introduction

This handbook explains all the administrative tasks you need to carry out during each exam series. It also sets out the regulations for running our exams and assessments. It details the responsibilities of centres and Cambridge Associates, and forms part of the legal contract between Cambridge International and the centre/Cambridge Associate.

Our regulations exist to make sure Cambridge candidates all over the world have the same exam experience and are treated equally and fairly. It is essential that you follow them carefully. Exams officers should use the handbook to make sure they are running our exams and assessments according to our regulations. Principals and heads of Cambridge Associates should use it to make sure their organisation complies with our regulations. A breach of these regulations may lead us to terminate your Agreement.

This handbook covers the following qualification groups.

Cambridge Advanced

- Cambridge International General Certificate of Education (Cambridge International AS Level).
- Cambridge International General Certificate of Education (Cambridge International A Level).
- Cambridge Advanced International Certificate of Education Diploma (Cambridge AICE Diploma).
- Cambridge International Project Qualification (CIPQ). Guidance for administering CIPQ is in the Administrative Guide: Using Submit for Assessment available from www.cambridgeinternational.org/eoguide

Cambridge Upper Secondary

- Cambridge International General Certificate of Secondary Education (Cambridge IGCSE).
- Cambridge International General Certificate of Secondary Education (Cambridge IGCSE (9–1)).
- Cambridge International General Certificate of Secondary Education (Cambridge IGCSE (Core)).
- Cambridge General Certificate of Education (Cambridge O Level).
- Cambridge International Certificate of Education (Cambridge ICE).

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

Regulations for conducting Cambridge Primary Checkpoint and Lower Secondary Checkpoint, and guidance on administering the tests, are in this handbook.

Cambridge ICT Starters

Regulations for conducting Cambridge ICT Starters are in this handbook. Guidance for administering ICT Starters is in the Cambridge ICT Starters Administrative Guide available from www.cambridgeinternational.org/eoguide

Cambridge Professional Development Qualifications

Regulations for conducting Cambridge Professional Development Qualifications (for teachers and trainers) are in this handbook. Guidance for administering the qualifications is in the Cambridge Professional Development Qualifications Administrative Guide available from www.cambridgeinternational.org/eoguide

This handbook is divided into the following sections:

- an overview of the Cambridge Exams Cycle
- the responsibilities of centres and Cambridge Associates
- a section for each phase of the Cambridge Exams Cycle detailing the regulations and administrative tasks that apply
- A to Z of terms to clearly explain the meaning of the key words and phrases we use throughout the handbook
- an index so you can quickly find the page you need.



Important information

If you are a centre in India or Romania, see the Cambridge Handbook Supplement (March 2024 series) for information about our March series: www.cambridgeinternational.org/march

Introduction continued

 If you work in an Associate Centre you need to comply with any extra local arrangements required by your Cambridge Associate.

We reserve the right to amend or vary the arrangements detailed in this handbook at any time. We will notify you of any changes. Please make sure we have your up-to-date contact details. The changes will take immediate effect unless otherwise stated.

 If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024 for information about the Joint Council for Qualifications (JCQ).

Key to icons

To make it easier for you to find the information you need quickly we have developed a set of icons.



Administrative forms: Appears next to the administrative forms referenced on the page



For Cambridge Associates and their Associate Centres: Differences to processes for Cambridge Associates and their Associate Centres



Cambridge Checkpoint: Appears next to regulations and procedures for Cambridge Primary Checkpoint and Lower Secondary Checkpoint



Check UK supplement: Highlights where a UK centre needs to check the UK supplement



Direct: You will see this whenever there is a reference in the text to Cambridge International Direct



Extra guidance: Highlights extra support available, for example online tutorials or 'how to' guides

Important information

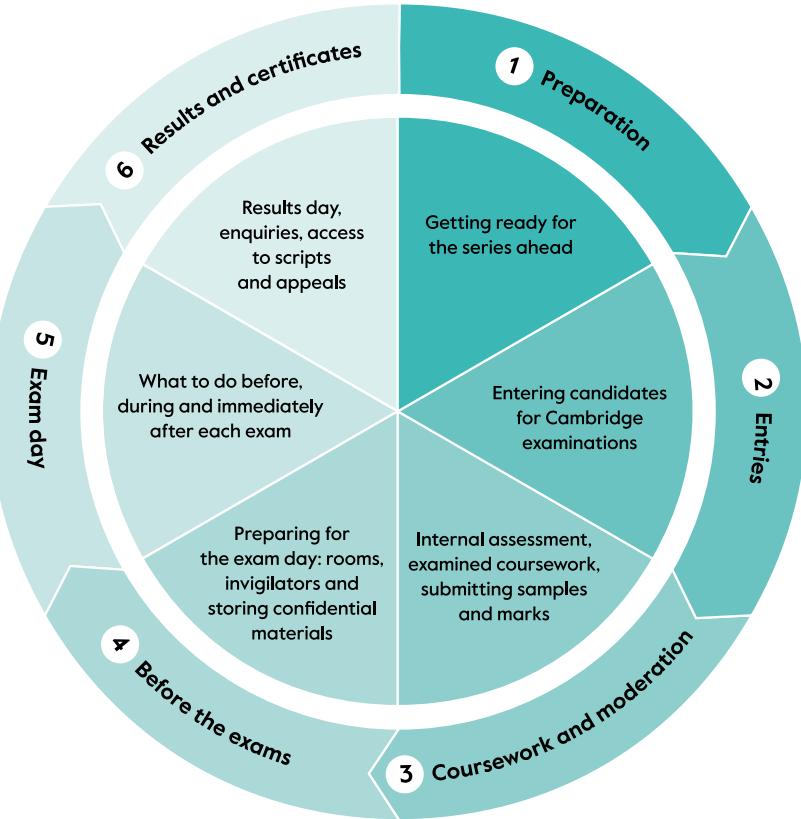
We are withdrawing Cambridge ICT Starters. The last entry submission date for all modules will be 25 February 2024 for results release on 30 April 2024. We have replaced Cambridge ICT Starters with our Computing and Digital Literacy curricula, which are already available to registered Cambridge schools.



Economic Operators Registration and Identification (EORI) number for centres in the EU

To make sure we can still send centres in the EU the exam materials they need, and issue their results on time, it is very important they apply for an EORI number. This is an identification number used in all customs procedures when exchanging information with customs administrations. For guidance, visit www.cambridgeinternational.org/eori and the European Commission website www.ec.europa.eu

The Cambridge Exams Cycle



There are many different activities that need to take place to successfully deliver an exam. Sometimes, it can be challenging to remember what needs to happen when. We run several exam series a year so many of our exams officers are managing different processes for different series at the same time. Our processes are grouped into six phases to help you keep track of what you need to do when. We call this the 'Cambridge Exams Cycle'.

The cycle includes every phase of the process from the planning and preparation that takes place before you enter your candidates, to giving your candidates their certificates. The cycle has six phases:

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

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

Centre and Cambridge Associate responsibilities

In this section

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Introduction

- 1 **NEW** Cambridge International Education is an awarding body and a part of Cambridge University Press & Assessment, which is a department of the University of Cambridge.
- 2 This Cambridge Handbook is written in the English language; the English language text is the definitive version regardless of whether the *Cambridge Handbook* is translated into any other language.
- 3 The regulations and procedures detailed in this Cambridge Handbook apply to the examinations, assessments and qualifications provided by Cambridge International Education.
- 4 Throughout this Cambridge Handbook 'You' and 'Your' refer to the centre and, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre. 'Centre' refers to the Cambridge International centre (including Cambridge International Schools registered online and Cambridge International Schools – approved to offer Cambridge programmes online) or, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre. 'Cambridge' and 'We' and 'Our' refer to Cambridge International Education. 'Agreement' refers to any contracts you have entered into with us for the provision of Cambridge qualifications and programmes and all subsidiary contracts incorporating the Cambridge Handbook.

- 5 Under the terms of your Agreement with us, you must keep to the terms and conditions set out in this Cambridge Handbook, along with the documents detailed in paragraphs 6 and 7 below.
- 6 By registering with us and submitting entries, you agree to be bound by the terms and conditions, processes and procedures set out in this Cambridge Handbook and all the centre registration documents and Agreements we issue.
- 7 We may issue:
 - (i) extra administrative or procedural documents, or
 - (ii) instructions for the conduct of specific assessments (for example, written papers, coursework, orals and practicals).Such documents also form part of the Agreement.
- 8 We reserve the right to alter the Cambridge Handbook and any of our other documentation, with any changes taking immediate effect unless otherwise stated. We will let you know about any changes. You must make sure you are using the most recent version of the Cambridge Handbook, which is available on our website: www.cambridgeinternational.org/eoguide
- 9 All services we provide are conditional on the payment of all fees due, in accordance with our payment terms and the Agreement.
- 10 This Cambridge Handbook is interpreted in accordance with the jurisdiction and governing law provisions as set out in our Agreement with you.

Centre and Cambridge Associate responsibilities continued

- 11 Where you are providing approved programmes as a registered fully online school, references in this handbook to assessments and examinations, or results, will not apply as you are not approved to run any assessments or examinations.

 If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024 for information about the Joint Council for Qualifications (JCQ).

Important information



Any fees referred to in this Cambridge Handbook are in our fees list, which is published a year in advance in the 'My Messages' section of  Direct, or listed as paid-for services available through any password-protected Cambridge websites. Fees may be updated from time to time. You should always refer to the updated fees list on  Direct.

A Centre responsibilities

- A1 You are responsible for the administration and conduct of our assessments. For online schools see section 2.1.2.
- A2 The Responsible Person must tell us the name of the Head of Centre and any restrictions to the Head of Centre's powers to carry out their centre's responsibilities.
- A3 The Responsible Person, acting through the Head of Centre, is responsible for appointing an appropriately qualified exams officer to effectively and securely administer our exams.
- A4 Every member of a centre's staff who has contact with candidates must be a suitable person to be working with children and, if relevant, vulnerable adults. You must make any checks you can to make sure of this, which must include complying with local laws and employment regulations.
- A5 **NEW** You must provide a safe environment for your candidates. This includes while they are on your premises, as well as promoting online safety and wellbeing where applicable. You can find more guidance on our website: www.cambridgeinternational.org/about-us/our-standards/safeguarding

- A6 You must not offer courses leading to any Cambridge qualification without first obtaining our written approval.

A7 You must have:

- A7.1 a workforce of the appropriate size and competence to undertake the delivery of courses leading up to any programme or qualification as described in the syllabus or otherwise required by us, or by the law where you are located, and
- A7.2 sufficient managerial and other resources to enable you to effectively and efficiently undertake the delivery of the assessments, including providing for the professional development of the exams officer.
- A8 If you want to offer a type of qualification beyond those initially approved by us, for example you are approved to offer Cambridge IGCSEs and now want to offer Cambridge International A Levels, or where you wish to offer online programmes in addition to the programmes you have been approved to offer at your premises (or vice versa), you must request our approval by completing and submitting Preparation – Form 5.

If you want to offer a science syllabus with a practical component in any of your approved qualification types you must complete and submit Preparation – Form 5.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Additional Qualification Types: Preparation – Form 5.

- A9 If you want to offer Cambridge programmes online to students who would not normally attend your school's physical premises, you must apply to extend your eligibility. All students studying fully online must be registered with your school and sit their exams at your centre.

To extend your eligibility complete our form at
www.cambridgeinternational.org/online-providers.

Centre and Cambridge Associate responsibilities continued

See page 167 for our definition of a Cambridge International School that is also approved to offer Cambridge programmes fully online.

You do not need to request approval if you are teaching your existing students online, who would otherwise attend your school in person, for a temporary period or as part of a blended approach to the curriculum.

- A10 You must tell us immediately if the location of your premises or secure storage facilities changes.
- A11 You must tell us immediately about changes to contact details, including email addresses and telephone numbers, for your centre and any individual members of staff listed on the School details form. You can do this by completing the School details form on Direct. We will not accept notification of changes by telephone.
- A12 You must make sure that:
 - A12.1 the correct version, including the year and series, of the syllabus is administered for each series, and
 - A12.2 all teachers and tutors involved in the delivery of qualifications understand the subject area concerned.
- A13 If you do not keep to the processes and procedures set out in this Cambridge Handbook, we will be entitled to take appropriate action, which may include:
 - A13.1 requiring you to take remedial action
 - A13.2 requiring you to undergo further inspection and quality assurance visits
 - A13.3 removing your centre's eligibility to enter for some or all of our qualifications, or
 - A13.4 removing your centre status and terminating any Agreement we have with you.



Important information

If you do not meet our registration standards, regulations and guidelines, it may be appropriate for us to terminate our Agreement with you.

If this happens, you must immediately:

- tell parents or guardians, students and other awarding bodies
- remove all Cambridge branding from your website, social media accounts, marketing materials, any other documentation, and your premises
- make no further entries for students
- cooperate with us to minimise disruption to candidates.

See the Consequences of Termination clause of the Cambridge Standard Terms of School Registration (we share these with you once you are an approved Cambridge International School).

- A14 **+ NEW** It is your responsibility to pay for any outstanding customs duties, brokers' fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials when you receive them from us. You can choose to allocate a broker to handle such imports or nominate UPS/DHL to act on your behalf, but you will be responsible for these costs and for liaising with any such brokers or couriers. It will not be our responsibility to pay for, or communicate with, any such brokers or couriers on your behalf. We will not upload question papers via Digital File Despatch if your question papers are delayed in customs because you have not put the correct process in place with brokers or couriers. We will ask for evidence of your engagement with, and completion of, all necessary processes in your country before we upload any question papers to Digital File Despatch. We will not send you any materials via Digital File Despatch without this evidence.

- A15 **NEW** If you are a centre within the EU, you must obtain a European Operators Registration and Identification (EORI) number at your own cost, and provide us with that number promptly. If you do not provide your EORI number, we will not be able to send you the necessary exam materials, and we are not responsible for any loss or damage you suffer as a result.

Centre and Cambridge Associate responsibilities continued

- A16 We are entitled to ask you to pay for inspections, other quality assurance checks and activities where these are deemed necessary as a result of your actions or inaction.
- A17 Where we suffer loss or damage by your actions or inaction, particularly where such action or inaction relates to malpractice, whether negligent or otherwise, we are entitled to ask you to pay our costs and to reimburse us in accordance with the terms of our Agreement.
- A18 You must establish, maintain, publish and at all times comply with a written complaints procedure. Your complaints procedure must include procedures for your candidates and timescales for responding to complaints, and dealing with the subject matter of complaints.
- A19 You must establish and maintain an internal process that allows candidates to challenge your decisions regarding enquiries about results or any appeals you submit to us.
- A20 If any of your teaching staff are also examiners for Cambridge University Press & Assessment you must not:
- A20.1 communicate this externally/to any candidates or third parties, or
 - A20.2 make any reference to this fact in any digital or printed promotional materials.
- A21 You must comply at all times with all our instructions and any country-specific requirements.
- A22 You must not do anything which could bring the name, reputation or interests of our organisation, our employees, our products or our services into disrepute in any way.
- A23 You are responsible for the accuracy, quality and integrity of any marks or data submitted to us and agree to pay our costs in correcting any errors you tell us need correcting. By submitting any marks or data you are confirming you have carried out all accuracy, quality or integrity checks necessary and you are solely responsible for any direct or indirect consequences of us using those marks or data. Revised marks may not be accepted after the release of results.
- A24 You must make sure you are aware of the deadlines we publish and follow these deadlines on behalf of your candidates.
- A25 If we remove your centre's eligibility to enter any qualification, or remove your status, you must take reasonable steps to protect your candidates from the effects of these measures. This includes making sure your candidates can complete their course(s) by entering them with a registered centre offering the relevant Cambridge qualifications as soon as possible. We shall cooperate in good faith.
- A26  See the Cambridge Handbook (UK Supplement) 2024.

B Inspections and quality assurance

- B1 You must cooperate with and facilitate any visit or inspection we make, either arranged or unannounced, including giving our inspectors access to the centre's secure storage area, and examination area, even if exams are taking place when the visit or inspection takes place.
- B2 You must cooperate with any quality assurance activities we may request. You must respond within the specified time frame and your answers must accurately describe the centre's premises, systems and procedures. We reserve the right to photograph the premises and material relating to assessments, including candidate work, as part of the inspection process. We may use any photographs we take to subsequently train our inspectors.
- B3 We may carry out a re-inspection if a centre changes premises or facilities, or requests to be approved to offer an additional qualification type or science syllabus with a practical component. If we do carry out a re-inspection, you will have to pay another inspection charge.
- B4 Usually our inspections are unannounced and take place during a series. However, we may inspect a centre outside the main exam period. We may inspect any part of a centre's premises or systems and procedures connected with the delivery of our assessments. Additional information regarding our standard security inspection process can be found on our website: www.cambridgeinternational.org/security-inspections
- B5 We may withdraw your centre status and terminate our Agreement with you if an inspection shows that you are not meeting our standards or regulations. (See section A13.)
- B6 Inspectors must be accompanied by a member of centre staff at all times during their visit.

Centre and Cambridge Associate responsibilities continued

- B7 **NEW** Where exams are taking place on a day when your centre is otherwise closed (for example at a weekend or on a public holiday), you must make sure that unannounced inspections can still take place and that visiting inspectors can access your centre. This may include making sure that reception staff are on-site and/or providing clear signage so that inspectors can find the exam room.
- B8  In addition to inspections you must assist us in carrying out any reasonable monitoring activities necessary for the secure and effective delivery of the assessments.
- B9 **NEW** Inspection Report Forms and outcomes are confidential between centres and Cambridge and must not be shared outside of the centre, e.g. on local news forums or social media.

C Candidates

- C1 **NEW** We do not communicate directly with candidates or their parents/guardians about our programmes, qualifications or the administration of exams. You must communicate with candidates on every aspect of our programmes, qualifications and assessments.
- C2 You must provide your candidates with:
- C2.1 access to your Privacy Notice and make them aware of ours, if required
 - C2.2 the dates and times of their assessments including periods of Full Centre Supervision
 - C2.3 confirmation and details of their entry for each assessment
 - C2.4 confirmation and details of their results for each assessment, and
 - C2.5 every result and every certificate we issue for them.
- C3 You must not enter any candidate for any of our assessments before you receive full payment of their entry fee (if this applies to your centre). If you do not take payment before entering a candidate, you must still pay the entry fee to us. We will not stop the candidate sitting the exam or receiving their qualification, or otherwise communicate with either party about the non-payment.

- C4 You must make sure your candidates have access to suitable room(s) and specified equipment and materials for their assessments, including for assessments that involve practical tests.
- C5 Before the start of any of our assessments you must confirm the identity of all the candidates present, including private candidates. You must make sure no candidate is allowed to sit any of our assessments unless they have been correctly entered as per the processes in this *Cambridge Handbook*.
- C6 We require Cambridge International Schools registered as online or approved to offer Cambridge programmes online, to submit specific student data to us. If you are approved as an online school or to offer our programmes online we will contact you with details of how and by when you need to submit this data. You must also pay a learner registration fee per student. We will invoice you for this fee based on the data you provide to us. If you do not provide this data by the date we specify, we will charge you an additional fee. See page 167 for our definition of an online school, or schools approved to offer qualifications online.
- C7 You are responsible for submitting your candidates' work. As part of this responsibility you must make sure that:
- C7.1 the work in every candidate's assessment submission meets the criteria in the syllabus for the series
 - C7.2 candidates' work is produced, and, where appropriate, marked internally, moderated and despatched according to our instructions, and
 - C7.3 every piece of work you submit is the candidates' own work and is clearly identified as such.
- C8 We take the protection of personal data seriously. In this section, 'processing', 'personal data' and 'sensitive personal data' have the meanings given to them in the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018, and are referred to as Candidate Data.
- C8.1 You must make sure that all your candidates (if 16 or over) and their parent/guardian understand that we will use their personal data (for example, their name, candidate number and where relevant

Centre and Cambridge Associate responsibilities continued

audio or video evidence of a candidate's performance) for the purposes of delivering our qualifications through your centre. This includes processing exam entries and results, marking exam scripts, issuing certificates, processing enquiries about results and investigating cases of malpractice. You must also make sure that, when applications for access arrangements, special consideration or the withdrawal of entries are made, candidates (if 16 or over) and their parent/guardian understand that we will use their special categories (sensitive) of personal data for the purposes of processing these applications, and you must obtain their consent for such use. You must make sure that you keep a written record of the consent given. **NEW** It is up to you to determine the format of that record; however, it must be made available to us if we ask for it.

- C8.2 You must make sure that all your candidates (if 16 or over) and their parent/guardian understand that we will process their personal data for the following legitimate business purposes:
- C8.2.1 to carry out research, standards setting and other activities that are related to the business of delivering qualifications (including assessments), all of which are aimed at ensuring the delivery, as well as integrity and improvement, of our qualifications and the protection of candidates
 - C8.2.2 to understand the needs of candidates and other users of our qualifications and carry out marketing (although we will not contact candidates/parent/guardian by email without first seeking their consent)
 - C8.2.3 to provide training to those involved in providing educational services in relation to our qualifications, for example, teachers and examiners
 - C8.2.4 for internal business purposes, including managing our risks, protecting the security of personal data in our possession and carrying out internal record-keeping and audits
 - C8.2.5 to share the personal data with other parts of our organisation, including the University of Cambridge, Cambridge University Press & Assessment, and agents and

representatives (for example, examiners, consultants and sub-contractors), which process the personal data on our behalf for the purposes described in this handbook

- C8.2.6 to share the personal data with the Universities and Colleges Admissions Service (UCAS), other universities and, where appropriate, potential employers in order to facilitate the candidate's relevant applications
- C8.2.7 to comply with applicable law or a court order or governmental regulation or for the purpose of any criminal or other legal investigation or proceeding here or abroad.
- C8.3 You must make sure that candidates or their parent/guardian, as appropriate, understand that we may use anonymised data (that is, data that does not identify a candidate) and pseudonymised data (that is, data that is anonymous to the people who receive it) for research purposes, and may share that data with third parties, also for research purposes. The third-party recipients of such anonymised or pseudonymised data are required to abide by strict data protection principles in their handling of the data and are also bound by a duty of confidentiality.
- C8.4 You must make sure that all candidates or their parent/guardian, as appropriate, understand that we may transfer Candidate Data outside the United Kingdom and/or European Economic Area (EEA), for example for the processing of entries and results, and to provide Customer Services support. **NEW** Such transfers of data are conducted in accordance with the Standard Contractual Clauses approved by the European Commission or in accordance with the UK's equivalent Standard Contractual Clauses.

D Exam administration

- D1 We do not have to make any entries, or comply with any requests made under this section D, where you have failed to meet a specific deadline. To make sure exams are administered effectively you must, by the deadlines set out in this Cambridge Handbook, or otherwise communicated by us, send us:

Centre and Cambridge Associate responsibilities continued

- D1.1 details of estimated and actual entries
- D1.2 marks for internally assessed components and any required moderation samples, and
- D1.3 any other information that we have asked for in our instructions, for example forecast grades.
- D2 If you want to make any application for access arrangements or special consideration you must follow the regulations set out in sections 1.3 and 5.5 of this Cambridge Handbook.
- D3 If you want to make changes to the venue or timetable you must follow the regulations set out in sections 1.2 and 2.6 of this Cambridge Handbook.
- D4  If your centre is in administrative zone 4 or 5, we may specify that some exams must be taken during an evening session. The Key Time for that evening session will be specified at www.cambridgeinternational.org/keytimes
- D5 You must comply with any request from us to reschedule assessments from the times previously published to ensure the integrity and security of assessments. If you cannot comply with the request, you must apply for a timetable deviation ensuring that Full Centre Supervision is guaranteed. Any arrangement must be approved by us in advance.
- D6 **NEW** You must make sure that you limit access to My Cambridge to appropriate members of staff in your centre. You must also make sure that all staff accessing My Cambridge have read and comply with any relevant guidance produced for the action they wish to perform (for example, a relevant administrative guide or supplementary regulations). See section 1.14 for more information about My Cambridge.
- D7 You must keep the exam materials secure at all times after you have received them. You must check that you have received the correct versions of materials for your administrative zone. You must carry out the following in accordance with our regulations:
- D7.1 secure storage of all exam materials
- D7.2 distribution of exam papers to candidates
- D7.3 collection of scripts, question papers and any other exam material at the end of each exam, and
- D7.4 secure return of scripts.
- D8 You must appoint suitable invigilators and must make sure exams are carried out in accordance with this Cambridge Handbook. You are responsible for any costs associated with this.
- D9 You must make sure all staff directly involved with the administration of exams understand Key Time and Full Centre Supervision regulations. Candidates must be constantly and effectively supervised during any exam, or period of Full Centre Supervision, to ensure compliance with Key Time regulations.
- D10 You will work with us to prevent malpractice and, in particular, you must:
- D10.1 make sure candidates and centre staff are aware of the actions that would constitute malpractice; see section 5.6
- D10.2 make sure centre staff understand the security window for confidential exam material; see section 5.3.2
- D10.3 immediately report any established, suspected or alleged cases of malpractice
- D10.4 assist in any investigation into suspected malpractice
- D10.5 promptly provide information and advice we may require to assist with any investigation. This applies equally to all centres offering online programmes where the malpractice takes place before the exam (see section 5.6).
- D11 You must submit and process any enquiries about results or appeals in accordance with the regulations set out in this handbook (see sections 6.3 and 7.2).
- D12 You must keep unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue and not destroy them (see section 6.4).



Administrative forms

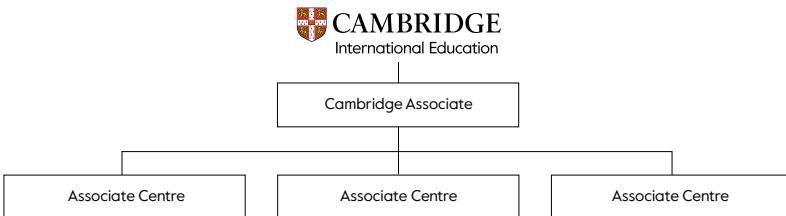
Form available from www.cambridgeinternational.org/forms

- Additional Qualification Types: Preparation – Form 5.

Centre and Cambridge Associate responsibilities continued

E A Cambridge Associate responsibilities

- E1 A Cambridge Associate has a very important quality assurance role when it comes to working with their Associate Centres and you must make sure you carry out that role diligently.
- E2 Cambridge Associates must carry out all the obligations of both centres and of Cambridge Associates which are specified in this Cambridge Handbook or in any supplementary documentation, including the Associate Agreement. The Cambridge Associate has full responsibility for the administration of all assessments in the centres associated with it.
- E3 Throughout this Cambridge Handbook 'You' and 'Your' refer, in the case of a Cambridge Associate, to the Cambridge Associate or the Associate Centre. 'Centre' refers to the Cambridge Associate or the Associate Centre. 'Cambridge', 'We' and 'Our' refer to Cambridge International Education.
- E4 As a Cambridge Associate you may have agreed slightly different operating arrangements with us in your Associate Agreement to take account of local circumstances. Please remember these differences as you read through the Cambridge Handbook. No changes to the operating arrangements apply unless they are agreed by us in writing in accordance with the Associate Agreement.
- E5 Unless otherwise specified in your Associate Agreement, we will send all information, data and materials to you to distribute to your Associate Centres. The same is true for information, data and materials that come back to us from your Associate Centres – they must go through you unless otherwise specified in your Associate Agreement.



- E6 Cambridge Associates must apply to register their Associate Centres with us and must not establish, designate or treat any organisation as an Associate Centre without written approval from Cambridge. We can refuse such applications.
- E7 As well as complying with all the duties of a centre (see sections A to D), Cambridge Associates will do the following and agree to do so on behalf of their Associate Centres unless otherwise agreed in the Associate Agreement:
 - E7.1 inspect their Associate Centres in accordance with the regulations stated in this Cambridge Handbook, and
 - E7.2 fill in Preparation – Form 5 and return it to our Customer Services team if the Cambridge Associate or one of their Associate Centres want to change qualification or syllabus eligibilities.
- E8 We will inspect Cambridge Associates and their Associate Centres to make sure they comply with the regulations in this *Cambridge Handbook*.
- E9 We must approve in advance, and in writing, any extra obligations a Cambridge Associate wants to impose on its Associate Centres.
- E10 The Cambridge Associate is responsible for paying its fees and the fees of its Associate Centres as set out in the fees list and the Associate Agreement.
- E11 The Cambridge Associate will give its Associate Centres reasonable notice of fees and of any changes to those fees.
- E12 You cannot:
 - E12.1 have a new Associate Centre approved by us; or
 - E12.2 make any changes to an Associate Centre's details between the final date for entries for an exam series for which the new Associate Centre intends to make entries, and the date of the final exam for the series.
- E13 You must inform us in writing of any changes to the details of your Associate Centres which are held by us as soon as possible after the details have changed.
- E14 We may reject an organisation's application to be an Associate Centre or not approve of any change to an Associate Centre's details where,

Centre and Cambridge Associate responsibilities continued

- at our sole discretion, we decide the organisation would not be suitable as an Associate Centre or that the proposed changes would make the Associate Centre unsuitable.
- E15 If, in our sole opinion, an Associate Centre is failing to comply with any part of this *Cambridge Handbook*, is underperforming or inadequately providing exams or assessments, or where we believe that changes to an Associate Centre's details are likely to affect its ability to provide exams or assessments, then we may at our sole discretion and without notice:
- E15.1 suspend the Associate Centre's status, with any reinstatement being subject to any conditions we may require; or
 - E15.2 terminate the Associate Centre's status; see section A13.
- E16 The Cambridge Associate must make sure we have the right to enter the Associate Centre's premises to make any inspections we may require of a centre.
- E17 The Cambridge Associate may not approach or invite any Cambridge International School to be an Associate Centre at any time.
- E18 The Cambridge Associate is responsible for making sure their Associate Centres follow the guidelines for the use of the customer logo, available at www.cambridgeinternational.org/logos, and that they do not misuse or damage our intellectual property.
- E19 The Cambridge Associate is responsible for all actions or inactions of their Associate Centres and for making sure they act in accordance with this Cambridge Handbook. We are not responsible for Associate Centres and we will not contact Associate Centres directly about operational matters, even if an Associate Centre suspends or is in breach of their obligation. If Cambridge revokes approval of an Associate Centre, the Cambridge Associate must make all arrangements with that Associate Centre.

F A Inspections and quality assurance of Associate Centres

- F1 The Associate Agreement may require a Cambridge Associate to carry out an initial registration approval inspection of each of its Associate Centres. If so, you must comply.

- F2 A Cambridge Associate is required to carry out re-inspections of its Associate Centres if any of them change premises or request to be approved to offer an additional qualification type or a science syllabus with a practical component. You must comply.
- F3 A Cambridge Associate must regularly inspect its Associate Centres to make sure that each Associate Centre has the right facilities, equipment and teaching resources to deliver the curriculum and to prepare candidates for entry to Cambridge programmes and qualifications.
- F4 Cambridge Associates must cover all the costs of inspecting their Associate Centres, whether by the Associate or by Cambridge.
- F5 A Cambridge Associate must make their inspection reports available to us on demand and provide us with an inspection schedule at the beginning of each year.
- F6 Where there is a conflict between inspection requirements as set out in the Cambridge Associate's contract with an Associate Centre and this Cambridge Handbook, the Cambridge Handbook must be followed. Cambridge Associates must tell us if they think there is a conflict and take all necessary steps to make the contract comply with this Cambridge Handbook. No conflict shall allow either the Cambridge Associate or the Associate Centre to breach any regulation in this Cambridge Handbook or reduce any of Cambridge's rights or remedies.

G A Associate Centres

- G1 Associate Centres must keep to the terms and conditions for centres in this Cambridge Handbook where applicable. Where it says 'centres' or 'You' in this Cambridge Handbook this should be read to include Associate Centres.
- G2 Associate Centres must also keep to any specific terms agreed with their Cambridge Associate in relation to the subject matter of this Cambridge Handbook. If there is a conflict they must keep to the terms of this Cambridge Handbook.
- G3 Associate Centres must communicate with us through their Cambridge Associate, unless otherwise agreed with us.

Centre and Cambridge Associate responsibilities continued

H Communicating with us

- H1 For general administrative queries we prefer you to use email (info@cambridgeinternational.org). You can also contact us by filling in the online feedback form at www.cambridgeinternational.org/help
- H2 Where possible please supply and communicate with us using a specific email address that is connected to a particular role at your centre, for example, examsofficer@school.com rather than a generic one (info@school.com) or a web-based email (lsmith@gmail.com).
- H3 **A** Associate Centres must communicate with us via their Cambridge Associate rather than directly with us, unless otherwise agreed in the Associate Agreement or otherwise stated in writing by Cambridge.
- H4 All correspondence between you and us must be in English. This applies even when assessments are offered in a language other than English.
- H5 The Head of Centre, or exams officer, may sign letters from the centre to Cambridge. Legal notices must be signed by the Responsible Person.
- H6 Unless instructed otherwise, you should send any written correspondence, but not exam materials, to:

Customer Support
Cambridge University Press & Assessment
Cambridge International Education
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA
United Kingdom

If another address is specified on an administrative form or accompanying instructions, you should send the form to the address specified.

- H7 You must make sure:

- H7.1 the centre is contactable at all times (including during school holidays and school closures) via the communication lines (including email, telephone and post) you have provided to Cambridge.
- H7.2 when you receive a communication or an email from Cambridge which requires a response, you must respond within the specified time frame.

- H8 You must include the following in all your messages with us:

- H8.1 centre name and number
- H8.2 name, position and title of the member of staff sending the message, and
- H8.3 for continuing email correspondence, the reference number included in our initial response.

- H9 Do not attach files larger than 20 MB to emails.

- H10 Do not make any payments using a credit card by email because the security of credit card details cannot be guaranteed if you send them by email. We shall not be responsible for any loss you suffer if you send your financial details to us by an unsecured method.

- H11 We send a monthly eNewsletter for exams officers to our centres and Cambridge Associates. This eNewsletter contains important new information, reminders about key dates and activities, guidance on changes to key processes and updates on new services. It is essential reading for all exams officers. If you do not receive this eNewsletter please contact our Customer Services team and we will add you to the distribution list.

I Telephone communication

- I1 To telephone us, contact Customer Services on +44 1223 553554.
- I2 If you telephone us about our regulations we will respond in writing. For complex issues, we may ask you to send us details in writing before responding. We do not accept responsibility for any misinterpretation of information, advice or guidance given by telephone.

J Software and online services

- J1 By using any of our software or online services you agree to the terms of use for that software or service, as provided on our website.
- J2 You must comply with the terms of use of Cambridge online services and software as well as any other Agreement with Cambridge.
- J3 You must make sure that the usernames and passwords we issue are only given to staff authorised to access the relevant online services or software. You must not give login information to candidates (with the exception of login details for the Candidate Results Service) or to any other

Centre and Cambridge Associate responsibilities continued

- unauthorised person or person outside your centre, including any agent of Cambridge. If you do not comply we may suspend all services with you or withdraw your centre status and terminate our Agreement with you; see section A13.
- J4 You must not use third-party websites, such as file-sharing websites, to send information or data to us.
- J5 Any purchases made through our online services will be charged in accordance with your contract with Cambridge as an additional service. If an Associate Centre makes any purchases through our online services, we shall assume the Associate Centre is acting on behalf of the Cambridge Associate and we will charge the Cambridge Associate in accordance with this section.
- L2.3 not offered for sale or distribution under any circumstances
- L2.4 reproduced with all Cambridge copyright symbols, trade marks, acknowledgements and notices intact
- L2.5 not subject to approval from Cambridge
- L2.6 not passed to any other third party, and
- L2.7 not uploaded or allowed to be uploaded to any external website or platform.
- L3 We cannot give permission to reproduce any third-party assets we do not own, even where such assets (e.g. musical scores, maps, excerpts, photographs) are incorporated within Cambridge materials.
- L4 If staff at your centre want to use any Cambridge materials in any publications they are developing, they must ask for our permission to do so.

K Ownership of question papers

- K1 All Cambridge exam question papers remain our property. You can use the paper after the exam, in accordance with either:
- K1.1 the 24-hour secure storage regulation (see section 5.3.2), or
- K1.2 regulations specific to the conduct of a particular component.
- K2 We retain all intellectual property rights to the papers. For our conditions governing reproduction see section L.

L Copyright in exam material

- L1 We assert our ownership in the copyright and all other intellectual property rights in the materials we deliver to you under your Agreement. This includes syllabuses, question papers, and other material relating to the programmes and qualifications, except where we have attributed work to a third party.
- L2 You may distribute copies of past question papers and other materials, including electronically, as well as provide access to digital content and resources for which we hold copyright, for your internal educational purposes only, provided that copies and/or access is:
- L2.1 limited to one copy and/or single access per candidate entered for the syllabus
- L2.2 used exclusively by candidates at the centre in connection with their class work or internal assessments

M Copyright and candidates' work

- M1 The copyright in a candidate's work remains with the candidate, subject to clause M2.
- M2 By submitting work to us a candidate grants a perpetual, irrevocable and royalty-free licence to us to use any answer scripts, coursework or extracts (providing the candidate remains anonymous and their personal data is not shared) for:
- M2.1 educational presentations, materials or products that we may publish
- M2.2 educational purposes, for example, standards setting, training or to demonstrate standards in the recognition of our qualifications by universities or other organisations, and
- M2.3 maintaining the integrity of assessments or to identify plagiarism.

M3 You warrant that you will:

- (i) inform candidates of the copyright provisions set out in this handbook, and
- (ii) ensure candidates' compliance with such provisions.

You will indemnify Cambridge against any loss, harm or damage incurred by Cambridge as a result of any breach of the above warranty.

Centre and Cambridge Associate responsibilities continued

N Ownership of assessed material

- N1 All material submitted for assessment will become our physical property.
- N2 We do not return exam answer scripts to you, except for:
- N2.1 work for Cambridge IGCSE Art & Design (0400/01, 02 and (9–1) 0989/01, 02), Cambridge O Level Art & Design (6090/01, 02, 03) and Cambridge International AS & A Level Art & Design (9479/01, 02, 03) for which return fees are charged. Please refer to the fees list.
 - N2.2  copies of answer scripts as part of enquiries about results services.
- N3  You may request the return of work for Cambridge IGCSE Art & Design (0400/01, 02 and (9–1) 0989/01, 02), Cambridge O Level Art & Design (6090/01, 02, 03) and Cambridge International AS & A Level Art & Design (9479/01, 02, 03) by completing Coursework and Moderation – Form 5. To request copies of answer scripts as part of enquiries about results services, see section 6.3.
- N4 Except for Cambridge Art & Design qualifications (see N3), if you would like us to return Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level work which you have submitted for moderation, you must complete Coursework and Moderation – Form 6 and return this to us when you submit your coursework. We may keep copies of some items for awarding and archive purposes.
- N5 For other qualifications, we will not normally return to you assessments submitted for external marking or external moderation.

O Referring to Cambridge International Education

- O1 You must refer to us as 'Cambridge' or 'Cambridge International Education'. You must not refer to us as the 'University of Cambridge', 'Cambridge University', 'UCIE' or 'CIE'.
- Cambridge International Education ✓
- Cambridge ✓
- University of Cambridge International Examinations ✗
- University of Cambridge ✗

Cambridge University ✗

CIE ✗

UCIE ✗

- O2 When translating 'Cambridge International Education' into another language, the most appropriate wording is Cambridge International Education, a provider of international school examinations and curricula that is part of the University of Cambridge (England).



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Return of Art & Design Work: Coursework & Moderation – Form 5
- Return of Moderated Coursework: Coursework & Moderation – Form 6.

P Cambridge Identity

- P1 The 'Cambridge Identity' refers to the Cambridge Marks (see P4) and associated text. Centres, Cambridge Associates and Associate Centres are issued with official customer logos, text and sets of images when they register with us.
- P2 Cambridge grants you a non-exclusive, non-transferable, worldwide, royalty-free licence, without the right to sublicense, to use a Cambridge Identity during the period of your Agreement with us, on the terms set out in this Cambridge Handbook. Your centre status dictates which Cambridge Identity you should use. You can download your customer Cambridge Identity, and find additional guidelines about how to use it, at www.cambridgeinternational.org/logos. The Cambridge Identity provided for use by centres is different from our standard organisation logo used on our exams officer materials. You must make sure you are using the correct Cambridge Identity for your centre and not our standard organisation logo.

- P3 You may:

- P3.1 reproduce your customer Cambridge Identity in full colour or in a single colour, subject to sections Q and R

Centre and Cambridge Associate responsibilities continued

- P3.2 use your customer Cambridge Identity in printed leaflets and brochures, advertisements and posters, subject to sections Q and R, and
- P3.3 communicate your centre status in the text of information or publicity material.
- P4 We have a number of trade marks, known in this *Cambridge Handbook* as the **Cambridge Marks**. Cambridge Marks includes any trade mark (registered or unregistered), registered mark or design, or any other identifier that is identified with Cambridge, Cambridge University Press & Assessment or the University of Cambridge.
- P5 During the term of your Agreement with us, you agree not to register or attempt to register any trade mark which includes the word 'Cambridge' or which is similar or identical to any trade mark owned by the University of Cambridge. Cambridge will make such determination at its sole discretion.
- P6 During the term of your Agreement with us, you agree to promptly follow our requests and withdraw any pending trade mark applications which contain the word 'Cambridge' or which contain any element similar or identical to Cambridge Marks.

Q Regulations governing the use of the Cambridge Identity

- Q1 If you do not follow the instructions in this Cambridge Handbook or misuse the Cambridge Identity or Cambridge Marks, your centre status may be withdrawn and the Agreement terminated; see section A13.
- Q2 You must only use the Cambridge Identity appropriate to your status.
- Q3 You must email logoapproval@cambridgeinternational.org with proof copies of all your planned uses of your Cambridge Identity and gain approval before use.
 - A** If you are an Associate Centre you should email copies of your planned uses of your Cambridge Identity to your Cambridge Associate.
- Q4 If you use the Cambridge Identity you must always:
 - Q4.1 reproduce the Cambridge Identity in the format we have provided
 - Q4.2 use the Cambridge Identity along with your own logo and name

- Q4.3 place the Cambridge Identity at the bottom of any document, and
- Q4.4 follow the guidelines for use of the customer logo available at www.cambridgeinternational.org/logos
- Q5 You must:
 - Q5.1 make sure that where the Cambridge Identity is used, it is no more than 75 per cent of the size of the logo and name of your centre, and lower than the logo and name of your centre and any other associated logo
 - Q5.2 make sure there is no confusion regarding your identity as an organisation independent of us
 - Q5.3 not let other people use the Cambridge Identity or Cambridge Marks
 - Q5.4 not use parts of the Cambridge Identity separately
 - Q5.5 not use the Cambridge Identity or Cambridge Marks in certification or financial documentation that you issue, for example, attendance certificates, receipts or invoices, and
 - Q5.6 not use the Cambridge Identity or Cambridge Marks as part of your email or web address, or social media handle, avatar and account name.
- Q6 This Cambridge Handbook does not transfer any copyright in the Cambridge Identity and does not assign any rights in the Cambridge Marks from us to you or any Associate Centre.
- Q7 The name 'Cambridge' is synonymous with high standards of quality and integrity in education. To make sure we are able to maintain the integrity of the Cambridge name, we pay particular attention to those centres that already have it within the title of their school. Any centre that uses the Cambridge name must make sure they use it appropriately in order that we may continue to agree to its use by that centre.
- Q8 **NEW** We reserve the right to take action against any use of the Cambridge name which we do not consider suitable, or use of the Cambridge Identity by an organisation that may bring it, Cambridge or any part of the University of Cambridge into disrepute.

Centre and Cambridge Associate responsibilities continued

Q9 **NEW** We will not accept any new registrations from any school or Associate using ‘Cambridge’ or ‘Cambridge International’ in its name and/or brand unless it is located in a city or town called Cambridge and is only serving students in that location. We reserve the right to assess each registration on a case-by-case basis.

Q10 A registered school or Associate may not change its name to include the word ‘Cambridge’. You must not use any part-form or derivative of ‘Cambridge’ in your centre name or centre description.

Q11 Permission to use the Cambridge Identity is dependent upon your continued status as an approved centre. If your centre status is withdrawn, use of the Cambridge Identity must stop immediately; see section A13.

Q12 For detailed instructions about how to use our logo, refer to the guidelines in the logos section of the Communications toolkit (www.cambridgeinternational.org/toolkit).

R Approval for the use of the Cambridge Identity

R1 We are the sole interpreter of the conditions for use of the Cambridge Identity and Cambridge Marks. We will make all decisions about interpretation of the conditions of use.

R2 We investigate all reports of improper use of the Cambridge Identity, and will require that any use that does not comply with these guidelines ceases immediately.

S Access to assessments – equal opportunities

S1 We are committed to equality of opportunity for candidates, in accordance with current UK legislation in relation to all protected characteristics, including but not limited to gender, ethnic origin, religion, gender reassignment, age and disability.

S2 **NEW** We aim to overcome inequality in relation to all protected characteristics for all our qualifications in all areas of assessment activity. These activities include:

S2.1 the assessment development process

S2.2 the arrangements made for candidates who require reasonable adjustments (access arrangements or modified papers) in order to access our qualifications.

T Access and private candidates

T1 Specific regulations govern the access of private candidates to our assessments. See section 2.1.2 for details.

U Fees, invoices and payment

U1 We publish our fees list in the ‘My Messages’ section of Direct. Fees for paid-for services are available through the relevant password-protected Cambridge website.

U2 We send all invoices and statements by email or post to the finance contact details you supply. Please let us know immediately if these contact details change.

U3 Please make your payments in the same currency as stated on the invoice.

U4 Payment terms are shown on your invoice as ‘Payment Due Date’. You must adhere to them at all times.

U5 **A** The Cambridge Associate is responsible for paying their fees and those of their Associate Centres.

U6 Cambridge International Schools registered as online or approved to offer Cambridge programmes online must also pay a learner registration fee per student. We will invoice you for this fee based on the data you provide to us. If you do not provide this data by the date we specify, we will charge you an additional fee.

Key Times and Full Centre Supervision

This section is about Key Times and Full Centre Supervision and why it is essential they are followed to maintain the integrity of our assessments.

What are Key Times?

Key Times are a defined point in a timetabled session when candidates must be in the exam or under Full Centre Supervision. Candidates must take their exams in the correct timetabled session. You can start the exam any time within the session, but you must follow our Key Time and Full Centre Supervision regulations. Key Times do not apply for windowed exams. For example, speaking tests, Art & Design exams and Cambridge Checkpoint tests.

Why are Key Times important?

Key Times are important because they prevent confidential exam information being shared with your candidates before their exam. Key Times also prevent your candidates from sharing confidential exam information with other candidates.

What are my Key Times?

Your Key Times are based on your centre's location. You must visit our website before each exam series (www.cambridgeinternational.org/keytimes) so that you know your Key Times.

Who is responsible for implementing Key Times?

The Head of Centre must make sure that all staff involved in the administration of our exams understand and can correctly implement Key Times and Full Centre Supervision. You must keep records of your exam timetable, including any periods of Full Centre Supervision. We may ask to see these at any time until we have issued certificates.

How do I use Key Times?

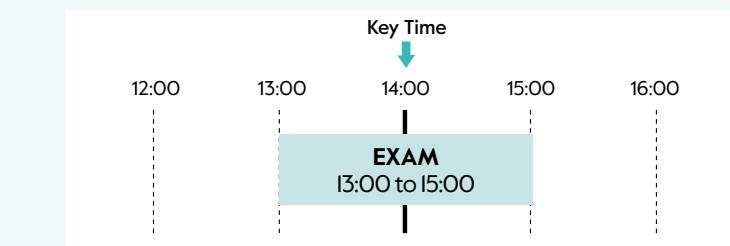
You can choose when your exams start within the timetabled session; however, you must make sure your candidates are in the exam or under Full Centre Supervision at the Key Time.

- We timetable all our exams in morning and afternoon sessions (and an evening session for administrative zones 4 and 5).
- You have a Key Time for each session.

Examples

These are examples only, and are not necessarily the same as the Key Times for your centre. We have used the same Key Time in each example to show the different ways you can structure your exams around your Key Times.

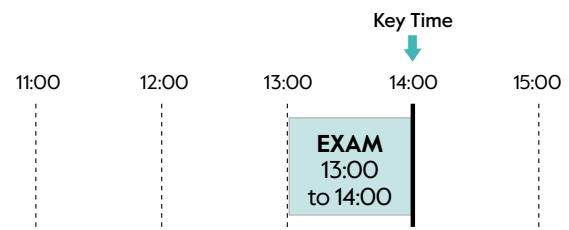
Example 1: The Key Time is in the middle of the exam. The exam starts at 13:00 and finishes at 15:00.



Candidates are in the exam at the Key Time, therefore they do not need to be under Full Centre Supervision before or after the exam. When the exam finishes, candidates can leave the exam room.

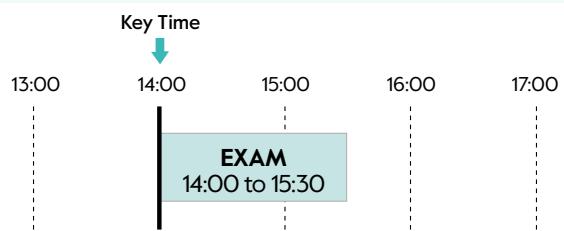
Key Times and Full Centre Supervision continued

Example 2: The Key Time is at the end of the exam. The exam starts at 13:00 and finishes at 14:00.



Candidates must not leave the exam before the Key Time. If an exam ends at the Key Time, candidates can leave the exam room shortly after, as soon as the Key Time has passed. They do not need to be under Full Centre Supervision before or after the exam.

Example 3: The Key Time is at the start of the exam. The exam starts at 14:00 and finishes at 15:30.



Candidates are in the exam at the Key Time and do not need to be under Full Centre Supervision either before or after the exam. When the exam finishes, candidates can leave the exam room.

In any session, you can also choose to start your exam after the Key Time, or finish your exam before the Key Time. If you do this, you must make sure candidates are under Full Centre Supervision until the Key Time has passed.

What is Full Centre Supervision?

Full Centre Supervision is a defined type of supervision for candidates that is conducted by trained members of staff at your centre. If candidates are not in their exam at the Key Time, they must be in a room under Full Centre Supervision until the Key Time has passed, or until the exam starts.

You must supervise candidates in Full Centre Supervision. A supervisor can also be an exam invigilator, although Full Centre Supervision is different from exam invigilation. Supervisors must be suitably trained, and there must be at least one supervisor for every 30 candidates.

During Full Centre Supervision, candidates must not:

- be in the same room as any other people except candidates taking the same exam, and their supervisor(s)
- have access to telephones, mobile phones, laptops/computers, smart watches, or any electronic device with or without internet access
- have access to any other means of communication outside of the supervised group
- be allowed to communicate in any way with anyone who is not under Full Centre Supervision at the centre or outside the centre.

During Full Centre Supervision candidates can:

- have access to their printed books and notes. Candidates must not look at books and notes on an electronic device
- talk to each other
- leave the room accompanied by a supervisor. Where there is only one supervisor, you must make sure the supervisor can get help without leaving the candidates unattended. You must also make sure you have supervisors available to accompany any candidate, if required.

Other Full Centre Supervision regulations:

- Candidates under Full Centre Supervision who have already taken an exam that others in the group are due to take, for example an ICT practical test, must be kept separate from those candidates who have not yet taken the test. See section 5.7.4.
- If a candidate arrives late for a period of Full Centre Supervision, either before or after an exam, see section 5.1.10.

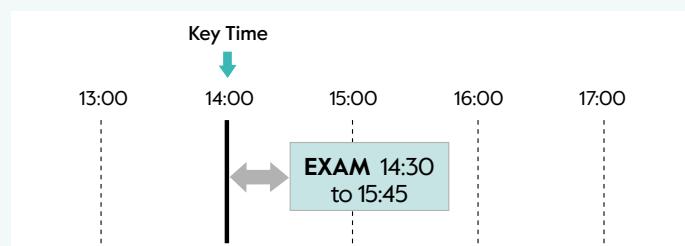
Key Times and Full Centre Supervision continued

- Candidates who do not attend a period of Full Centre Supervision after an exam must be reported to us immediately as suspected malpractice. See section 5.6.
- You must keep signed records of all Full Centre Supervision arrangements for candidates. These records must show candidates who were supervised, the start and end times of supervision, and who conducted the supervision. We may ask to see these records at any time until certificates are issued. You must arrange necessary periods of Full Centre Supervision. If you do not, we will consider this a breach of our regulations, and will treat it as possible centre staff malpractice. See section 5.6.

Examples

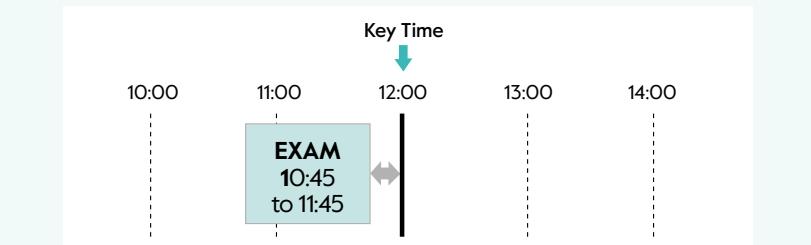
These are examples only, and are not necessarily the same as the Key Times for your centre.

Example 4: The Key Time is before the start of the exam. The exam starts at 14:30 and finishes at 15:45.



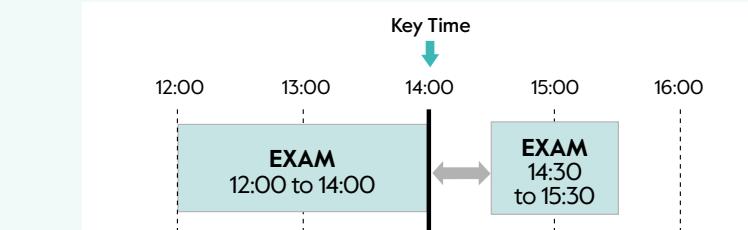
Candidates are not in the exam at the Key Time. They need to be under Full Centre Supervision from the Key Time until the exam begins. When the exam finishes, candidates can leave the exam room.

Example 5: The Key Time is after the end of the exam. The exam starts at 10:45 and finishes at 11:45.



Candidates must be under Full Centre Supervision from the end of the exam until the Key Time. Once the Key Time has passed candidates can leave the exam room.

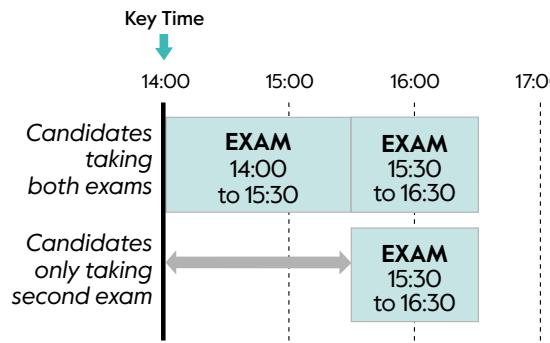
Example 6: The Key Time is at the end of one exam, but before the start of another exam timetabled for the same day. The first exam starts at 12:00 and finishes at 14:00 and the second exam starts at 14:30 and finishes at 15:30.



Candidates are in the exam at the Key Time. However, candidates taking the second exam must be under Full Centre Supervision from the Key Time until the start of their second exam.

Key Times and Full Centre Supervision continued

Example 7: The Key Time is at the start of an exam. There are two exams timetabled for the afternoon session, with no spare time in between.



Candidates taking the first exam are in the exam at the Key Time. When the exam finishes at 15:30, candidates can leave the exam room and Full Centre Supervision is not needed. There is no gap between the exams, therefore any candidates who are taking both exams do not need to be under Full Centre Supervision. Any candidates who are only taking the second exam must be under Full Centre Supervision from the Key Time until the start of the exam. When the second exam finishes, candidates can leave the exam room.

Section 1: Preparation

In this section

1.1 Support from Cambridge	25
1.2 Preparing your exams timetable	28
1.3 Access arrangements	32



1.1 Support from Cambridge

We provide a wide range of support for exams officers. This section tells you about the support we offer and how to access it.

Website: www.cambridgeinternational.org

Address: Customer Services, Cambridge International Education
The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA, UK

Email: info@cambridgeinternational.org

Telephone: +44 1223 553554

Webchat: www.cambridgeinternational.org/help

Please tell us your centre name and number when you contact us. **A** Associate Centres should contact their Cambridge Associate.

1.1.1 Our website

Visit our website for information about:

- administering our exams
- our programmes and qualifications
- syllabuses and specimen papers
- latest news and events
- professional development
- our blog.

Go to www.cambridgeinternational.org



Important information

If you do not read the newsletter or if you unsubscribe you will miss important information about administering our exams. To subscribe or resubscribe to the Cambridge Exams Officer eNewsletter, please email info@cambridgeinternational.org

1.1.2 Cambridge Exams Officers' Guide

This is our step-by-step guide to delivering Cambridge exams. Here you can access administrative documents and forms, Direct, a wide range of support materials and monthly calendars showing all your key dates and activities. Visit the guide at www.cambridgeinternational.org/eoguide

1.1.3 Cambridge Exams Officer eNewsletter

The newsletter delivers updates straight to your inbox at the beginning of every month. It includes:

- reminders about key dates and activities
- guidance on key processes
- updates on new services
- a look ahead to the next month.

If you work in a Cambridge International School or for a Cambridge Associate and you do not receive the newsletter, please contact us info@cambridgeinternational.org

Read the latest newsletter at www.cambridgeinternational.org/eoguide

Section 1: Preparation continued

A We send the Cambridge Exams Officer eNewsletter to our Cambridge Associates in a Word document so that it can be adapted and the relevant information sent to their Associate Centres.

1.1.4 The 'Help' section of our website

The 'Help' section of our website contains answers to questions about our exams and services. Simply type your question into the search box or use the menu to guide you. The 'FAQs and Important Announcements' section highlights key information.

Our 'Help' section:

- saves you time
- contains more than 1200 answers
- is reviewed and updated daily.

Visit www.cambridgeinternational.org/help

1.1.5 Cambridge International Direct

Cambridge International Direct is a secure online tool for our exams officers. It allows you to:

- make and submit final entries
- submit internally assessed marks and forecast grades
- download files, such as provisional and final timetables and results files
- submit enquiries about results
- see our fees list in the 'My Messages' section.

The site is password protected. After we have registered your centre we email you login details. Keep these details secure. If you forget your password contact Customer Services (info@cambridgeinternational.org). If your exams officer changes complete the School details form, available from Cambridge International Direct.

After 20 minutes of inactivity you will be automatically logged out of Cambridge International Direct.

Cambridge Associates/Associate Centres

Cambridge Associates can contact Customer Services to ask for access to Cambridge International Direct for their Associate Centres. Once the account has been set up, we will email login details to the Cambridge Associate, who must pass them securely to their Associate Centre(s).

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1.1.6 Digital File Despatch

Digital File Despatch is where we upload confidential materials as digital files instead of sending printed copies. It is for specific centres and exams only. We also upload non-confidential and pre-release materials for some syllabuses. If you need access we will send you instructions. See sections 2.2.3, 4.2.3 and 4.3.1.

1.1.7 Submit for Assessment and Secure Exchange

Submit for Assessment allows you to submit work online for some internally assessed and/or externally assessed components, instead of sending them to us on CD or USB, or using Secure Exchange. There is more information about Submit for Assessment on our website: www.cambridgeinternational.org/submit-for-assessment. You access Submit for Assessment via My Cambridge (see section 1.1.14).

1.1.8 Online Learning Area

Our Online Learning Area lets you send us work and internally assessed marks for Cambridge Primary and Lower Secondary Checkpoint Global Perspectives syllabuses. We will publish instructions in the 'Exam administration' area of our website. Visit the Online Learning Area:

www.cambridgeinternational.org/learningarea

1.1.9 School Support Hub

The School Support Hub is a valuable resource for teachers. We send login details to your School Support coordinator when your centre registers with us. Visit the School Support Hub for:

- 'syllabuses' – they give teachers all the information they need to deliver the subject and prepare candidates for the exam
- specimen papers showing examples of what question papers will look like and specimen mark schemes showing how marks would be assigned. We produce these for new or revised syllabuses and we only update them when the syllabus booklet changes a lot
- past question papers

Section 1: Preparation continued

- mark schemes and grade thresholds
- schemes of work – suggested teaching programmes and teaching activities
- online discussion forums – a place for teachers to share ideas, resources, questions and answers
- Principal Examiner and Moderator Reports – Principal Examiners and Principal Moderators write these for some subjects at the end of each series. They give an overview of how candidates performed
- early question papers and pre-release material for some qualifications.

The member of staff at your centre with access to the School Support Hub is called the ‘School Support coordinator’. They create logins for teachers and authorise training bookings. If the coordinator forgets their password they should contact Customer Services by emailing info@cambridgeinternational.org

Access the School Support Hub at www.cambridgeinternational.org/support

1.1.10 Cambridge Primary Checkpoint and Lower Secondary Checkpoint

We will give you access to the relevant secure websites depending on what qualifications you offer. These websites contain a range of materials to help teachers plan and deliver the programmes, including:

- curriculum frameworks
- teacher guides
- schemes of work
- planning templates
- past question papers and mark schemes
- recommended published resources
- end of series reports.

For more information visit: <https://primary.cambridgeinternational.org>
<https://lowersecondary.cambridgeinternational.org>

Contact Customer Services if you do not have login details for these sites.

1.1.11 Communications toolkit

The Communications toolkit is the place to go if you are planning an open day or evening for parents/guardians, or if you want to announce your status as a Cambridge International School. You will find presentations, videos, posters, event banners, press releases and more.

Everything is free to access. If you want to download your customer logo you will be asked to log in using your centre number.

Access the Communications toolkit at www.cambridgeinternational.org/toolkit

1.1.12 Syllabus updates

Sign up for syllabus updates at www.cambridgeinternational.org/syllabusupdates. We will then email you details of any new syllabuses, syllabus changes and those we are withdrawing.

1.1.13 Exams officer training

Our free training offer for all exams officers is flexible and easy to use. It is accessible through our Online Learning Area, and exams officers can easily set up their own account to access interactive webinars and self-study modules on the Cambridge Exams Cycle. It is an essential resource for new exams officers, and a useful refresher for more experienced exams officers. Visit the Online Learning Area: www.cambridgeinternational.org/learningarea

We offer webinars for new exams officers ('Welcome to being a Cambridge exams officer') and also 'How to' webinars which focus on making entries, running exams and preparing for results release for each exam series, including Cambridge Checkpoint. We also run regular update webinars containing the latest information about administering exams. We send you all webinar dates and registration information each month in the Cambridge Exams Officer eNewsletter. You can sign up via our Professional Development Calendar at www.cambridgeinternational.org/eo-training

Our self-study course ('Getting to know the Cambridge Exams Cycle') focuses on the key concepts and regulations within each phase of the Cambridge Exams Cycle. You can enrol for this course via the Online Learning Area using the enrolment code: CeC2024. To find the course, use the search box in the Online Learning Area.

All our training comes with a certificate of participation.

1.1.14 My Cambridge

My Cambridge is a ‘single sign-on’ service, which allows you to access services provided by Cambridge using one set of login details. You can access the

Section 1: Preparation continued

services directly or via links on the My Cambridge ‘landing page’: <https://sso.cambridge.org>. There is more information on the My Cambridge page of our website: www.cambridgeinternational.org/my-cambridge

1.2 Preparing your exams timetable

To keep our exams secure we have six administrative zones. Each zone has a specific timetable and you must use the correct version for your centre.

You can check which administrative zone your centre is in at www.cambridgeinternational.org/preparation

The timetable shows the date, session and length of each exam, including the range of dates for practical and oral exams. You must also follow our Key Time regulations when timetabling your exams.

For timetabled exams, all candidates must be in the exam or under Full Centre Supervision at the Key Time. See the ‘Key Times and Full Centre Supervision’ section and section 1.2.3 for more information.

As soon as the final timetable is available, work out how many exam rooms you need and book them. Decide how you are going to make sure your candidates know where and when their exams will take place. You should also create a timetable for your centre and display it where all your candidates can see it. We recommend you use our ‘Create your centre’s exam timetable’ template to prepare for the exam series: www.cambridgeinternational.org/timetablingexams

1.2.1 Provisional and final timetables

When we create our timetables, we avoid setting exams that will cause major logistical problems and timetable clashes for centres and candidates. However, we cannot always produce timetables that suit all the countries we work with.

In May, we publish a provisional version of the timetable for the following June series. In October we publish a provisional version of the timetable for the following November series. Provisional timetables are available from the ‘Support Materials’ section of  Direct.

When they are published, you have four weeks to let us know if you have any major concerns. Email any comments to info@cambridgeinternational.org with ‘June/November series provisional timetable’ and your centre number in the

subject line. As the timetables take into account a wide range of interests and constraints, we only make changes if absolutely necessary.

Once we have considered any comments we publish the final version of the timetable to the ‘Support Materials’ section of  Direct and our public website (www.cambridgeinternational.org/timetables). After the final timetable has been published exam dates would only change in exceptional circumstances.

Some subjects e.g. Art & Design do not have a timetabled date. Instead, teachers have a window in which to schedule the assessment.



Regulations

- (a) You must use the final version of the timetable when you plan your exams and tell candidates the dates and times of their exams.
- (b) To keep our question papers secure, sometimes we may need centres to take an exam component at a different time to the one on the final timetable. If this happens we will write to you to let you know the new timetable arrangements.



Important dates

Final timetable published:

- June series: end of October 2023
- November series: end of March 2024

1.2.2 Timetabling exams

(a) The timetable will show test date windows and which session timetabled exams must be taken in:

- Morning (AM)
- Afternoon (PM)
- Evening (EV) for a limited number of exams in administrative zones 4 and 5. See section D4 of the ‘Responsibilities’ section of this Cambridge Handbook.

Section 1: Preparation continued

- (b) Candidates must take timetabled exams in the exam window or session shown on the final timetable.
- (c) Exams must follow our Key Time and Full Centre Supervision regulations. See the 'Key Times and Full Centre Supervision' section. Find your Key Times at www.cambridgeinternational.org/keytimes



Extra guidance

Watch our video to find out how to prepare your exams timetable using Key Times. It is available at www.cambridgeinternational.org/timetablingexams

1.2.2.1 Creating your exam timetable

NEW When the final timetable is available, you need to create your own exam timetable for your centre, regardless of the number of exams your centre is taking. This timetable must be completed by a staff member who understands our Key Time regulations. When you have created your own timetable, it must be checked by a second experienced staff member to make sure all exam details are correct. You need to keep a copy of your timetable as it could be sampled as part of our quality assurance processes or required if we need to investigate a malpractice allegation.

Your exam timetable must include every exam you are entered for in the exam series, including any windowed exams. Your centre's timetable must also include the following information:

- syllabus
- component
- exam date
- exam session
- scheduled start and finish time
- exam duration
- any periods of Full Centre Supervision
- your centre's Key Times.

You must include your invigilator details and we also recommend you include the number of candidates.

For help timetabling your exams, there are guidance notes on page 3 of the timetable we publish. We also have a video that you may find useful, along with a 'Create your centre's exam timetable' template available on our website: www.cambridgeinternational.org/timetablingexams

NEW There is also a timetable generator on [Direct](#) which can be used to generate a downloadable file containing useful information based on your entries. You can refer to this file when you create your own timetable. To find it, log into [Direct](#), then go to the 'Timetables' link on the relevant series dashboard.

The downloadable file is not a replacement for your centre's exam timetable, and it is your responsibility to make sure that all necessary details are recorded in accordance with our guidelines on your final exams timetable.

1.2.3 Timetable deviations

- (a) If you have a timetable clash you may apply for a timetable deviation using Preparation – Form 2. You may only carry out a timetable deviation if we have approved it in writing.
- (b) We will reject your application if a timetable deviation could put the security of the assessment at risk. This means you must not move an exam:
 - (i) to an earlier date
 - (ii) so it finishes in an earlier session on the timetabled date
 - (iii) more than 24 hours after the Key Time of the timetabled session.
- (c) The following are examples where you may consider applying for a timetable deviation:
 - A clash of exams in the same session where they would last a total of more than three hours and 45 minutes in a session, or more than six hours in a day. Candidates can sit exams for up to six hours in one day. The Head of Centre can allow candidates to sit exams that total more than this but you should consider the candidate's well-being.
 - A single period of Full Centre Supervision that is more than four hours long.

Section 1: Preparation continued

- (d) The following are unacceptable reasons for a timetable deviation:
- national or public holidays
 - taking part in national, local or centre events
 - centre closure
 - school holidays
 - weddings
 - work experience
 - field trips.

1.2.3.1 Supervising timetable deviations

Candidates must be under Full Centre Supervision from the Key Time of the original timetable session until the new start time. See the 'Key Times and Full Centre Supervision' section.

1.2.3.1.1 Transporting candidates

- (a) If you need to transport a candidate from one centre to another, this must be under Full Centre Supervision.
- (b) You must report any known or suspected breaches of any agreed supervision arrangements using Exam Day – Form 9c.
- (c) A responsible adult must supervise the candidate:
 - (i) The candidate must not access any information about the exam.
 - (ii) The responsible adult must fill in and sign Preparation – Form 7 beforehand. Keep this form until the end of the enquiries about results period. We may ask you to provide a copy.

1.2.3.1.2 Supervising candidates overnight

When no other options are available, we may approve the overnight supervision of candidates as part of your application. You must follow the regulations in section 1.2.3.1.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Candidate Supervision Declaration: Preparation – Form 7
- Suspected Candidate Malpractice Report: Exam Day – Form 9c

1.2.3.2 Applying for a timetable deviation

- (a) To apply for a timetable deviation, send us Preparation – Form 2 by the deadline. We may not be able to accept late applications. Associate Centres should send their forms to their Cambridge Associate.
- (b) You must fill in a separate form for each exam.

1.2.3.3 Our decision

We will write to you with our decision about the timetable deviation. If you are an Associate Centre we will write to your Cambridge Associate.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Timetable Deviation: Preparation – Form 2



Important dates

- Apply for timetable deviations at least four weeks before the exam.

1.2.4 Additional sittings for large numbers of candidates (see section 5.7)

- (a) You can only run additional sittings if we have approved them in writing.
- (b) There must be no contact between groups until all groups have finished the exam.
- (c) You must prepare detailed plans of the additional sittings including:
 - timings of additional sittings
 - seating plans for each sitting
 - how you will apply Full Centre Supervision to prevent groups of candidates from communicating with each other
 - staff involved in invigilating the exams and periods of Full Centre Supervision
 - how you will keep confidential material secure between sittings.

Section 1: Preparation continued

Keep these records until the end of the enquiries about results period. For practical exams you must supply copies of the seating plan and attendance registers with the supervisor's report.

- (d) To apply for additional sittings send Preparation – Form 8 to info@cambridgeinternational.org with 'Additional Sittings – Compliance' in the subject line.
- (e) Apply for additional sittings at least four weeks before the exam.
- (f) You must report any known or suspected breaches of agreed supervision arrangements using Exam Day – Form 9c.

1.2.4.1 Our decision

We will write to you with our decision about additional sittings. **A** If you are an Associate Centre we will write to your Cambridge Associate.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Additional Sittings: Preparation – Form 8
- Suspected Candidate Malpractice Report: Exam Day – Form 9c

1.2.5 Cambridge Primary Checkpoint and Lower Secondary Checkpoint

- (a) You must run Cambridge Primary Checkpoint and Lower Secondary Checkpoint tests within the window; see the 'Important dates' box opposite.
- (b) Work out when your candidates will take the test and how many rooms you need.
- (c) If you do not have enough space for all your candidates to take a test at the same time, you may arrange one or more additional sittings on the same day. If you want to do this send us Preparation – Form 8 as soon as possible and at least four weeks before the day of the affected test. Make sure you note the times of the additional sittings on the form and how your centre will supervise groups of candidates. You do not need to list all candidates

affected when you send the form. However, you must make accurate attendance registers for each sitting and keep them until after we release the results.

- (d) Several groups may take the tests in different sessions. Staff must supervise the candidates to keep the test secure. There must be no contact between groups taking exams in different sessions until all groups have finished the test. All conduct must follow our regulations for Full Centre Supervision.
- (e) Create a timetable for your centre and display it so candidates can see it.
- (f) You must return your scripts to us by the deadline given in our key dates. See section 5.4.2.
- (g) We will publish results information on the date given in our key dates. See section 6.8.



Important dates

Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint test periods:

- May series: 8 to 26 April 2024
- October series: 7 to 18 October 2024



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Additional Sittings: Preparation – Form 8

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1.3 Access arrangements

Access arrangements are pre-exam arrangements that minimise access barriers for candidates with special educational needs, disabilities or temporary injuries/illnesses. Used appropriately, access arrangements can enable candidates with specific needs to demonstrate their knowledge, skills and understanding without changing the demands of the assessment.

There are two groups of arrangement:

Group 1: Access arrangements (you must tell us if you plan to use these).

Group 2: Modified question papers (you must apply for these).

1.3.1 How to apply for access arrangements and modified papers

- (a) You must decide whether access arrangements and/or modified papers are needed, and if so, which type each candidate needs. See section 1.3.4 for types of access arrangement. Other arrangements that are not listed may be available. If you think a candidate needs an arrangement that has not been listed, contact us at the start of the course to ask if we are able to approve this arrangement.
- (b) For candidates with a permanent or long-term disability, illness, or learning difficulty, access arrangements should reflect their normal way of working and be based on any difficulties they have had when taking exams.
- (c) Access arrangements must be based on evidence of the candidate's barrier to assessment and evidence of the candidate's need for the requested arrangements. See section 1.3.2.
- (d) You must tell us about any access arrangements your candidates need by sending us Preparation – Form 1 by the deadlines in this section. We will write to you about each application.

You must ask for modified question papers by sending us Preparation – Form 3 by the deadlines in this section. We will write to you about each application. **A** Cambridge Associates should agree earlier deadline dates with their Associate Centres so there is enough time to process the applications and send them to us.

- (e) The Head of Centre, exams officer or appropriate member of staff needs to check and sign the form. **A** Associate Centres must send their forms to their Cambridge Associate.
- (f) You must keep the evidence of your candidate's need until we issue certificates. We may ask you for this at any time, so you must have the correct evidence on file when we ask for it. We may ask to review your evidence as part of our quality assurance process. If you are unable to support your use of access arrangements or modified papers with appropriate evidence, it may be considered malpractice, or we may refuse the requested access arrangement.
- (g) You must send us a form for each exam series. We cannot carry over approval from an earlier exam series.
- (h) For emergency access arrangements for candidates with temporary illnesses, injuries or disabilities see section 1.3.9.
- (i) The Head of Centre must make sure you follow the regulations for using access arrangements. If you do not do this, it may be considered malpractice.

	Form	May test series (Checkpoint) and June exam series application deadline	October test series (Checkpoint) and November exam series application deadline
Group 1: Access arrangements	Access Arrangements: Preparation – Form 1	21 February 2024	21 July 2024 for new entries 10 September 2024 for retake entries
Group 2: Modified question papers	Modified Papers: Preparation – Form 3	21 January 2024	1 July 2024

Section 1: Preparation continued



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Access Arrangements: Preparation – Form 1
- Modified Papers: Preparation – Form 3

1.3.2 Evidence of candidate's need

Access arrangements must be based on evidence of the candidate's barrier to assessment and evidence of the candidate's need for the requested arrangements. The evidence of need will vary depending on the disability and the access arrangements you are applying for. Evidence must meet the following criteria:

- (a) Evidence of need should clearly outline how the disability, illness or learning difficulty presents a barrier to the assessment.
- (b) Evidence must be dated within four years of the exam and verified by a suitable professional, for example, a medical professional, an educational psychologist, a clinical psychologist, an occupational psychologist or an appropriately qualified specialist teacher.
- (c) The professional must sign and date the evidence and include details of their relevant qualifications. We may accept a report written by a teacher with no formal special needs qualifications, as long as they have evidence of at least five years' work experience in special educational needs.
- (d) Supporting evidence must be in English. Any translated evidence must be signed by the original author, a legal representative, or by the Head of Centre and one other member of staff.
- (e) Where relevant, the supporting evidence must contain scores from psychometric assessments for the candidate.
 - These tests should provide standardised scores for candidates showing them to be 'below average'. 'Below average' is represented by a standardised score of 84 or below on a test/ tests taken within four years of the exam series. It does not mean 'below average standard' in a centre.

- We will accept below average standardised scores and we may accept below average scaled scores. We will not accept other types of scores from psychometric assessments, for example, age equivalent, percentile rank, composite scores, or raw scores.
 - When you use the Detailed Assessment of Speed of Handwriting (DASH) to assess a candidate's writing speed please provide the Total Standard Score, which is calculated from the sum of the following four subtests: Copy Best, Copy Fast, Alphabet Writing and Free Writing. We may accept 'below average' standardised scores on individual subtests. Contact us if you have any questions.
- (f) Where an exemption is needed you must hold evidence showing the candidate has covered the content of the whole syllabus, including the component from which they are exempt. This may include evidence of their classwork, coursework, mock exams or assignments. You should still have evidence of need that meets the criteria within this section. See section 1.3.5.3.
 - (g) Where a word processor is needed solely due to illegible handwriting, or a transcript of a candidate's illegible handwriting is needed, you should keep samples of the candidate's handwritten classwork as evidence.
 - (h) We may ask to review your evidence as part of our quality assurance process. We may ask you to provide us with the evidence you have used to support your access arrangement applications and/or modified paper requests. The evidence must meet the criteria listed in this section, as well as the corresponding regulations for the relevant access arrangement. We may ask for this at any time, so you must keep the evidence on file until we issue certificates. Please provide electronic evidence only and make sure each file is clearly labelled with the relevant candidate number. See section C8 for information regarding data protection.

1.3.3 Principles of access arrangements

- (a) Access arrangements must not give the candidate an unfair advantage over others.
- (b) We will not allow access arrangements if they affect the assessment objectives. Before applying for your access arrangements, refer to the assessment objectives in the relevant syllabus.

Section 1: Preparation continued

- (c) We assess all candidates according to the same marking criteria, so their grades and certificates have the same validity and are a true reflection of each candidate's attainment.
- (d) If English is not the candidate's first language this is not a valid reason for an access arrangement.
- (e) You are responsible for any costs for access arrangements except for modified question papers that we provide.
- (f) A candidate may need an access arrangement in one type of assessment but not in another. You must decide whether the candidate needs to use the arrangements in all the assessments. They may not need the same access arrangements in every assessment.
- (g) If the candidate's needs change after we have approved an access arrangement, you are responsible for making sure this does not affect the integrity of the exam. The candidate must not use an unnecessary arrangement.
- (h) Any member of staff who helps candidates with access arrangements, for example, scribes or human readers, must follow our Key Time and Full Centre Supervision regulations.
- (i) The below roles may be performed by the same person, if required. The syllabus must allow the use of all the relevant access arrangements. The person performing these roles should not usually be the candidate's own subject teacher and must not be a relative, friend or peer, and should not have an 'interest' in the candidate (see section 2.1.5).

The Head of Centre appoints and manages the person(s) performing these roles. The person appointed must be a responsible adult who understands and follows our regulations. They must be fully capable of performing the role. The candidate must know and accept the person(s) performing these roles. The person performing these roles cannot also act as an invigilator:

- human reader
- scribe
- practical assistant
- colour naming assistant (see section 1.3.5.1)
- live speaker.

NEW See section 1.3.5.7 for information about prompters.

- (j) Contact us if you need advice about implementing any access arrangement.
- (k) Our access arrangement regulations apply to both school candidates and private candidates.

You may need to complete an Access Arrangements Cover Sheet (Exam Day – Form 4) for some access arrangements. We will tell you which arrangements need this when we respond to your notification. You must make sure the cover sheet is attached to the candidate's answer script before despatching it.

Do not send the cover sheets by email.

1.3.4 Types of access arrangement

Access arrangements	Section	Modified question papers	Section
Colour naming	1.3.5.1	Braille paper	1.3.6
Computer reader	1.3.5.2	Coloured paper	1.3.6
Exemptions	1.3.5.3	A4 18 point bold NEW A4 24 point bold NEW A3 24 point bold NEW A3 36 point bold	1.3.6 1.3.6 1.3.6 1.3.6
Extra time	1.3.5.4	18 point bold enlarged to A3	1.3.6
Human reader	1.3.5.5	A3 unmodified	1.3.6
Practical assistant	1.3.5.6	Modified carrier language	1.3.6
Prompter	1.3.5.7	Tactile diagrams	1.3.6
Reading aloud (candidate)	1.3.5.8	Live speaker (Transcript of listening CDs or audio files)	1.3.6
Reading pens	1.3.5.9		
Scribe	1.3.5.10		
Supervised rest breaks	1.3.5.11		
Supplementary aids	1.3.5.12		
Transcript	1.3.5.13		
Voice-activated software	1.3.5.14		
Word processor	1.3.5.15		

Section 1: Preparation continued

1.3.5 Access arrangements

1.3.5.1 Colour naming

We allow candidates who have colour vision deficiency to ask for colours to be named. Either an invigilator, or a designated colour naming assistant may do this. A colour naming assistant may sit with the candidate throughout the exam. The colour naming assistant or invigilator cannot give any other information. A colour naming assistant may also act as a prompter, scribe or reader, if you have received approval for these access arrangements. If the candidate usually uses a colour chart, we will allow this in both written and practical exams.

1.3.5.2 Computer reader

We will allow a computer reader if the candidate is allowed to have a human reader. Depending on the assessment objectives of the syllabus, a computer reader may be allowed for papers testing reading. A computer reader can be used in language exams as it allows the candidate to independently meet the requirements of the reading standards. The software must not decode or interpret the paper in any way. You must make sure the PDF question paper we provide is compatible with the software you will be using. Download a non-interactive PDF past question paper from www.cambridgeinternational.org to test it with your software. There must be enough time and training to make sure the candidate knows how the software works. When you ask for a computer reader you must tell us which syllabus and components the candidate is taking so we can upload the correct PDF. See Preparation – Form 1.

1.3.5.3 Exemptions

An exemption is where we agree a candidate can miss a component, or components, within a syllabus:

- We will only consider exemption in the very rare circumstance that no other access arrangement is suitable.
- The candidate must still cover the content of the whole syllabus, even if they are exempt from a component.
- We will not allow exemptions if they affect the integrity of the qualification.
- We will not allow exemptions from components which are the key objectives of the syllabus.

- If we approve an exemption you must mark the candidate as absent on the attendance register for the exam. We will only award a mark if the candidate completes at least 50 per cent of the total assessment for each qualification, by component weighting, in the exam series for the award. Carry-forward marks do not count towards this.

1.3.5.4 Extra time

- There are two different types of extra time:
 - extra time up to 25 per cent (this should meet the needs of most candidates)
 - extra time over 25 per cent (we only allow this for candidates who have very significant and persistent difficulties and where there is a strong justification).
- The amount of extra time being requested must be suitable for the candidate's needs and be in line with their normal way of working.
- If you are applying for extra time over 25 per cent you must hold evidence that gives a strong justification. We only allow this for candidates who have very significant and persistent difficulties. This may include a candidate who:
 - is affected by multiple disabilities
 - has a very severe disability or illness
 - is visually impaired and needs to use Braille papers
 - cannot use another type of access arrangement because of specific syllabus restrictions
 - requires a significant amount of extra time to dictate the words letter by letter, as well as all punctuation, to a scribe in language writing tests. See section 1.3.5.10 (f).
- Extra time is not appropriate for candidates who only require a break during the exam. You should apply for supervised rest breaks. You can apply for both extra time and supervised rest breaks as long as the reasons for applying for both arrangements are different (for example, extra time for processing difficulties and a supervised rest break for a medical need). We recommend you allow candidates to take supervised rest breaks if they have extra time over 25 per cent.

Section 1: Preparation continued

- (e) Candidates who need extra time because of below average reading and writing speed will typically have results measured in tests of speed. See section 1.3.2(e) for information.
- (f) It is important to remember that if the exam is too long, it could affect the candidate's condition and/or mental wellbeing. You may need to ask for medical advice to make sure the access arrangement is suitable.
- (g) For listening exams, apply extra time to the pauses already built into the recording. You will need to manually pause the recording. Contact us to ask for our guidance document.

NEW For candidates using a Braille paper or answering in Braille, extra time may be applied as a percentage of the whole listening exam.

We recommend extra time is applied during the pauses of the exam so as not to interrupt the flow of the exam. The candidate should be invigilated separately.

- (h) **NEW** For speaking tests, there are two options for extra time:

- For candidates with speaking difficulties, you should give them enough time to answer. You do not need to apply for this arrangement before the exam.
- For candidates with processing difficulties, you may apply for a percentage of extra time (for example, 25 per cent). You must apply for this arrangement in the normal way.

You must complete an Access Arrangements Cover Sheet (Exam Day – Form 4) and keep it with the recording. You should record how much extra time the candidate was given on the cover sheet. You must also keep the evidence of need on file. If a candidate with extra time is included in your centre sample, send us the completed cover sheet along with the work.

1.3.5 Human reader

A human reader reads the questions to the candidate. This may involve reading the whole question paper or only the words that the candidate asks them to read.

- (a) We usually allow human readers:

- for visually impaired candidates who cannot read a Braille/enlarged paper independently or quickly enough even with extra time

- where the candidate's reading skills (accuracy, speed, comprehension) have been measured as below average through a psychometric assessment. See section 1.3.2(e) for more information.
- (b) Human readers are not allowed for language papers or syllabuses that test reading. Instead, you may apply for extra time up to 25 per cent, or to use a computer reader, or reading pen. See sections 1.3.5.2, 1.3.5.4 and 1.3.5.9.
- (c) The human reader may read numbers printed in figures as words. For example, they should read 252 as 'two hundred and fifty-two' but at the point of reading the number they should also point to it on the paper. An exception would be when the question is asking for a number to be written in words (for example, 'write the number 3675 in words').
- (d) If the candidate asks them to, the human reader may repeat a question or read back what the candidate has written in the answer. They must not point out any errors.
- (e) If the candidate asks them to, the human reader may spell a word on the question paper. Apart from this they must not give spellings.
- (f) The human reader may help a visually impaired candidate to identify diagrams, graphs and tables. They must not give factual information or offer any suggestions, other than to give information that would be available to candidates who can see.
- (g) The human reader must only read the instructions and questions on the question paper(s) and must not explain or clarify the meaning of the words. In some cases, understanding the written word may be the skill that is examined.
- (h) The human reader must not tell the candidate which questions to answer, when to move on to the next question, or the order to answer them in.
- (i) The human reader must not decode symbols and unit abbreviations. For example, they should not read 2^2 as 'two squared' but simply point to the function. Part of the assessment is recognising what the superscript '2' means. Similarly, if the symbol > is printed, they should not read it as 'greater than' but simply point to it.
- (j) You must make sure other candidates cannot overhear or be disturbed by the human reader. If you put the candidate and reader in a separate exam room, they will need a separate invigilator. See section 1.3.8.

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- (k) A reader may be a dedicated member of staff who sits next to the candidate. If you have multiple candidates who require a reader, but they only need a small number of words or sentences to be read, a reader may perform this role for up to four candidates. The candidates should be seated near to each other, however the reader must not read to more than one candidate at the same time. If you choose to allow a reader to read to more than one candidate during an exam, the Head of Centre is responsible for making sure it is appropriate to the candidates' needs. The candidates would need to signal to the reader when they require a word or sentence to be read, for example, by raising their hand.
- (l) Human readers for the visually impaired:
- must also tell the candidate how much time has passed and how much time is left if they ask
 - are allowed to help a candidate retrieve information found in tactile maps, diagrams, graphs and tables so that they have access to the same visual information found in a standard print or modified print question paper
 - must immediately tell the invigilator about any communication problems.
- (m) A sign language interpreter can help the candidate to understand the rubric only. When signing the rubric, the interpreter must sign exactly what is written without changing the meaning, adding any information, or explaining what the rubric is asking the candidate to do. Where a sign is a symbol that gives the meaning of a technical or subject-specific word that is being tested, the interpreter should point to it on the question paper, or spell it using their fingers. The interpreter must know the sign language the candidate uses, and the candidate must have used the signs throughout their studies. The Head of Centre is responsible for choosing a suitable sign language interpreter.
- (n) You may consider applying for modified carrier language papers and a reader for any candidate who meets the criteria for a reader, and who is usually supported through sign language.
- (o) We do not allow oral language modifiers for any exams.

1.3.5.6 Practical assistant

- (a) A practical assistant is a responsible adult who, in coursework and/or in an exam, carries out practical tasks the candidate asks them to do. They:
- allow the candidate to show their knowledge, understanding and skills
 - make sure candidates are safe
 - carry out accurately some or all of the manual practical tasks the candidate asks them to, unless it is dangerous
 - say what they can see if the candidate asks them
 - must immediately tell the invigilator or exams officer about any communication problems
 - may ask the candidate to repeat instructions if they are not clear
 - must not comment on any of the candidate's answers, help with the answers to questions or help to analyse data
 - must not tell the candidate when a task is finished
 - must not advise the candidate about which practical questions to answer, when to move on to the next question, or the order they should answer questions in
 - must not advantage or disadvantage the candidate
 - must follow these regulations as if they do not the candidate could be disqualified.
- (b) Candidates may be allowed to use a practical assistant if they have disabilities, illnesses or injuries that prevent them from carrying out parts of the assessment themselves.
- (c) At the beginning of the course, you must ask us if we will allow a practical assistant.
- (d) A practical assistant should reflect the candidate's usual way of working, unless there is a temporary disability caused by injury.
- (e) We will not allow a practical assistant in subjects testing design or artistic skills (for example, music, art or design & technology), where the practical skill is the focus of the assessment. If the candidate only needs minimal help, contact us about their needs.

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(f) Make sure that other candidates are not disturbed. If you put the candidate and practical assistant in a separate exam room, they will need a separate invigilator. See section 1.3.8.

1.3.5.7 Promoter

(a) A promoter helps to keep a candidate focused on the task, and on the need to answer a question and then move on to the next. You may allow a promoter for candidates who have:

- significant attention difficulties
- a neurological or cognitive disability affecting attention
- little or no sense of time
- an obsessive-compulsive disorder which causes them to keep revising a question rather than moving on to other questions.

(b) The promoter needs to be familiar enough with the candidate to recognise when their attention is no longer on the task in hand.

(c) **NEW** A promoter may be a dedicated member of staff who sits with one candidate who requires a lot of prompting. In this instance, they should not also act as an invigilator. If you have a candidate, or a small number of candidates who are seated near to each other, who only require infrequent prompting, then the promoter may also act as an invigilator. This task must not distract the promoter/invigilator from other responsibilities in the exam room and should not distract other candidates. You must be confident that the invigilator is able to appropriately prompt the candidate(s) in a timely manner, otherwise they should not act as an invigilator as well..

(d) A promoter must not speak to the candidate, give factual help or offer suggestions. They may be able to say the candidate's name or use instructions on prompt cards. Instructions must not help candidates with exam questions. Send any prompt cards you are planning to use to info@cambridgeinternational.org before the exam so we can make sure they are acceptable.

(e) A promoter must not advise the candidate about which questions to answer, when to move on to the next question (unless they have finished the previous answer and their attention has wandered), or the order to answer questions in.

(f) A promoter can attract the candidate's attention by tapping on the desk or on the candidate's arm, depending on what they usually do, to remind the candidate that they must pay attention to the question.

(g) A promoter may not be busy during the whole exam, but they must be vigilant and tell the invigilator about any problems.

(h) The promoter must follow the regulations. If they do not the candidate may be disqualified.

1.3.5.8 Reading aloud (candidate)

If needed, a candidate can take their exam in a separate room so they can read aloud, if this is their normal way of working. You are responsible for making sure that the candidate takes the exam in a suitable room where they cannot be overheard by other candidates. In these cases, you must provide a separate invigilator. See section 1.3.8.

Reading aloud by the candidate may be permitted in instances where a candidate is not allowed a reader, for example, where the candidate's reading skills (accuracy, speed, comprehension) have been measured through a psychometric assessment and are not below average.

1.3.5.9 Reading pens

We will allow a reading pen in papers testing reading. They must not have an in-built dictionary or thesaurus, or data-storage facility. All pens must be checked before the exam.

1.3.5.10 Scribe

A scribe writes down or word processes a candidate's dictated answers.

(a) A scribe can be used in coursework and/or in exams, but not in speaking tests. If an exam involves word processing, we will not allow a scribe.

(b) We will allow a scribe in certain subjects for candidates who cannot produce written responses in any other way, for example, word processing or Braille input. For exam purposes, this means:

- candidates whose writing speed or spelling accuracy have been measured through a psychometric assessment. Please see section 1.3.2(e) for more information

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- candidates whose free writing cannot be read or understood by others, or is produced so slowly that answers cannot be fully recorded even with the extra time allowed
 - candidates with a permanent physical disability or recent injury who cannot write.
- (c) Candidates must respond in English unless the syllabus says otherwise.
- (d) We recommend that a candidate using a scribe takes the exam in a separate room. However, if the candidate and scribe are in the same room as other candidates, you must make sure other candidates cannot overhear and are not disturbed. If the candidate and scribe are in a separate exam room, they will need a separate invigilator. See section 1.3.8.
- (e) A scribe:
- must write down or word process accurately what the candidate says
 - may read back what has been written if the candidate asks them to. They must not comment on any part of the answer
 - must draw or add to maps, diagrams and graphs exactly as the candidate asks them to. If the candidate is taking a design paper, we will only allow a scribe to help with written parts of the paper
 - must write or word process a correction on a typescript or Braille sheet only if the candidate asks them to
 - must immediately tell the invigilator about any communication problems
 - must not give factual help to the candidate or show when the answer is finished
 - must not advise the candidate about which questions to answer, when to move on to the next question, or about the order to answer questions in. If the scribe is also acting as a prompter, they should refer to section 1.3.5.7
 - must follow these regulations as if they do not the candidate could be disqualified.
- (f) In exams testing spelling, punctuation, grammar and language, where candidates receive marks for the quality of their language, we allow the choice of two options:
- Opt-out: This is the default option. The candidate does not dictate all words letter by letter, but must dictate punctuation to the scribe. We will

assess the candidate's language skills based on the quality of language used in their dictated answers, for example, grammar, syntax and word choice. The total marks available for the paper do not change; however, marks corresponding to spelling cannot be awarded because the candidate would not demonstrate the spelling skills being tested when they are using this access arrangement.

The number of spelling marks varies for each component, but in all cases, this is a small proportion of the overall mark for a syllabus. Please contact us if you would like the marks allocation for a specific syllabus and component.

This arrangement is the default process and will be applied to all language syllabuses your candidate is entered and uses a scribe for, unless you take the option to 'opt-in', as outlined below.

For this arrangement, you need to complete an Access Arrangements Cover Sheet (Exam Day – Form 4) and attach it to the candidate's script. Use this to confirm that the candidate did not dictate spelling.

- Opt-in: This option must be requested. The candidate dictates all words letter by letter, as well as all punctuation, to the scribe. This means marks corresponding to spelling will be awarded.

Your candidate would be permitted to use up to 100 per cent extra time to allow them to dictate spelling and punctuation in language syllabuses only. You would not need to tell us about the use of this additional time; however, you must still apply for any extra time required for other reasons. If a candidate dictates answers onto a recording device, you must produce a transcript.

If you wish to 'opt-in', you need to complete an Access Arrangements Cover Sheet (Exam Day – Form 4) and attach it to the candidate's script. Use this to confirm that the candidate dictated spelling.
- For all non-language syllabuses, candidates are not required to dictate spelling and punctuation to a scribe. If you are unsure if a syllabus is a language syllabus, please contact us.
- **NEW** A candidate must decide to 'opt-in' or 'opt-out' before each language exam. They must not change option during the exam. If a candidate 'opts-out' for any part of the exam, then the full proportion of marks will be forfeited. Marks cannot be proportionally forfeited.

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(g) If opting out, candidates should clarify their word choice where the word is a homophone. This is important where this information is key to the grammatical accuracy of a response. For example, where the homophone is a verb, candidates should specify a tense, verb ending or indicate where a diacritic (such as an accent, umlaut or vowel mark) should be placed.

Below are examples of where a candidate may need to provide clarification:

- In French language, the following verbs are pronounced similarly: ‘jouer’ (to play, the infinitive form), ‘joué’ (played, past participle), ‘jouais’ (used to play – imperfect, 1st or 2nd person singular), ‘jouait’ (used to play – 3rd person singular). As they function differently in a sentence, they would require clarification from the candidate.
 - In Spanish language, the words ‘a’ and ‘ha’ are pronounced identically but have different grammatical functions in a sentence. The word ‘a’ means ‘to’ (preposition), whereas the word ‘ha’ means ‘has’ (verb in auxiliary form). The following past tense verb forms have very similar pronunciations but have different meanings: ‘calló’ (he was quiet) vs ‘cayó’ (he fell).
 - In English language, three commonly confused homophones are ‘there’, ‘their’ and ‘they’re’. Although they are pronounced identically, they have different grammatical functions and may need clarification from the candidate. The word ‘there’ is an adverb of place, the word ‘their’ is a possessive pronoun and the word ‘they’re’ is a contraction of the words ‘they’ and ‘are’.
- (h) If opting out, candidates should pay particular attention to their pronunciation when working with a scribe. This is because when a mispronunciation changes the meaning, their marks may be affected. This reflects the accuracy requirements stated in some mark schemes; for example, the Cambridge IGCSE foreign language mark scheme states: ‘Reject misspelt words which suggest a word with a quite different meaning.’ Below are some examples of where a candidate would need to pay particular attention to their pronunciation and may need to provide clarification:
- In French language, candidates often mix up the pronunciation of ‘vie’ (life) with ‘ville’ (town). In the mark scheme, they would not get credit if

they misspelt it in this way and so they would not get credit if the wrong words were scribed.

- In Spanish language, candidates often mix up the pronunciation ‘haber’ (to have – auxiliary) with ‘a ver’ (let’s see), and also mix up ‘vez’ (time) with ‘ves’ (you see). In the mark scheme, they would not receive marks if they misspelt these words in this way and so they would not get marks if the wrong words were scribed.
 - In English language, some words sound similar but have entirely different meanings. For example, ‘assure’, ‘ensure’ and ‘insure’. The candidate should be clear which word was appropriate within the sentence, as no marks would be given if the correct word was misspelt.
- (i) Candidates must not answer written questions using sign language in any syllabus, including using sign language to ‘dictate’ answers to a scribe.
- (j) You must attach an Access Arrangements Cover Sheet (Exam Day – Form 4) to each script. Use this to explain whether the candidate or scribe produced graphs and diagrams and give any other relevant information. The scribe must sign the sheet and the Head of Centre or exams officer must countersign it.

1.3.5.11 Supervised rest breaks

- (a) You may allow supervised rest breaks in most timed exams.
- (b) You must always consider supervised rest breaks before you apply for extra time.
- (c) You may give supervised rest breaks either in or outside the exam room. If the supervised rest break is in the exam room, you must make sure the candidate does not have access to the question paper and answer booklet.
- (d) You must not include the length of the break in the time allowed for the exam component, including any extra time allowance. You should stop the clock when the candidate starts their rest break and start it again when the rest break is over.
- (e) If appropriate, you can apply for both extra time and supervised rest breaks if the reasons for applying for both arrangements are different (for example, extra time for processing difficulties and a supervised rest break for a medical need).

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- (f) Other candidates must not be distracted by the candidate's supervised rest breaks.
- (g) Contact us if you need advice about scheduling rest breaks.

1.3.5.12 Supplementary aids

A candidate may need supplementary equipment when taking the exam.

For example:

- Visual aids: if a candidate has a visual impairment you may allow them to use visual aids, for example, a magnifying glass, tinted glasses, coloured overlays, tactile rulers or reading rulers.
- Headphones: if a candidate has a hearing impairment, sensory difficulties or tinnitus you may allow them to use noise-cancelling headphones or ear defenders. You must make sure any headphones comply with our regulations in section 5.1.8.2.
- Sit/stand desks or writing slopes.
- You must tell us if a candidate needs medical monitoring devices in the exam room, for example, a glucose monitor.

1.3.5.13 Transcript

- (a) There are three types of transcript:
 - transcript of a candidate's illegible handwriting (it may help an examiner to have a transcript to refer to)
 - transcript of Braille scripts
 - transcript of a listening CD or audio file that we provide; see section 1.3.6 (Live speaker) if you need this. The regulations below (b to g) do not apply to this access arrangement.
- (b) A member of your centre's staff who is familiar with the candidate's handwriting or is fully competent in Braille code for the subject must produce the transcript. This must not be the candidate's subject teacher. Contact us if this is not possible.
- (c) You must produce the transcript immediately after the exam under secure conditions. The candidate must not be involved in producing the transcript.
- (d) The transcript may be handwritten or word processed.

- (e) A transcript may be a full copy written in a spare answer booklet, for example, if a candidate answers in Braille. Or it may be a partial copy if only certain words need to be clarified. In this case, you must photocopy the original script and write the words clearly above the candidate's writing in blue or black (but not in red, green or purple ink, or pencil).

- (f) You must attach an Access Arrangements Cover Sheet (Exam Day – Form 4) to the candidate's script. The teacher preparing the transcript must sign the cover sheet and the Head of Centre, or person acting on their behalf, must countersign it. You must also attach a copy of an Access Arrangements Cover Sheet to any coursework/portfolio transcript or scan in and then upload the Access Arrangements Cover Sheet as part of any online submission of work, if applicable.

- (g) The transcript must be an exact word-for-word copy of the candidate's script.
 - The transcriber must not add or remove any words and must not change their order. The transcriber must not correct spellings, punctuation, grammar and technical terms.
 - If you think that some interpretation might be needed, contact us as soon as possible before the exam. You should be prepared to send us samples of the candidate's usual written work.
 - Producing the transcript must not delay you sending us scripts. You must not send any extra information with the scripts.
 - If a candidate's difficulties are so major that you cannot produce a transcript, see the regulations for using a scribe (section 1.3.5.10) or word processor (section 1.3.5.15).

1.3.5.14 Voice-activated software

NEW Voice-activated software allows a candidate to dictate their answers using speech recognition technology. Voice-activated software includes:

- speech recognition technology with predictive text when the candidate dictates into a word processor. The software may be used to read back and correct the candidate's dictated answers
- assistive technology combined with computer software that produces speech and is used to dictate to a scribe, for example sip-and-puff combined with computer software.

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Voice-activated software is not permitted in any language exam. We will allow voice-activated software in certain subjects:

- when the candidate cannot produce written responses in any other way, for example, handwriting or word processing
- for a candidate whose free writing is produced at a speed where answers cannot be fully recorded even with extra time.

Where voice-activated software is being used, attach an Access Arrangements Cover Sheet (Exam Day – Form 4) to each candidate's script.

1.3.5.15 Word processor

A word processor is a typewriter, electronic typewriter or word-processing software on a computer or tablet.

(a) Candidates who may need a word processor are those with:

- a learning difficulty that affects their ability to write
- a physical disability
- a health condition
- visual impairment
- a cognitive disability
- illegible handwriting.

(b) A word processor cannot be used by a candidate just because:

- they want to type rather than write in exams
- they work faster on a keyboard
- they use a word processor at home.

(c) A word processor with spellcheck may be used, except for syllabuses testing spelling, punctuation and grammar. In these syllabuses, you must make sure spellcheck is turned off.

(d) Candidates can usually produce coursework using a word processor if the syllabus allows this. When you mark internally assessed coursework, you must give credit in line with the assessment criteria in the syllabus. You cannot give the candidate credit if they cannot show certain skills because they have used a word processor. We may ask you to send us coursework produced on a computer so that a moderator can inspect it.

- (e) We award marks based on the achievement the candidate has shown. To make sure mark schemes are applied fairly, we may ask you to supply extra information about how the candidate wrote their answers.
- (f) Before you choose a syllabus for a candidate who uses a word processor, you must consider whether the candidate can fully meet the assessment objectives. Some syllabuses test skills (for example, drawing by hand) that the candidate cannot show if they use a word processor. Contact us as early as possible if you are not sure.
- (g) A word processor must be used as a typewriter, not as a database, although standard formatting software is acceptable. Word processors must not have grammar check, predictive typing, phonetic conversion from English, or thesaurus features enabled in any assessment unless we have approved this. They must not give the candidate access to other applications such as calculators or spreadsheets.
- (h) They must not include graphics packages or computer-aided design software unless we have allowed this.
- (i) A candidate may use a combination of both word processing and handwriting during the exam.
- (j) In language syllabuses, keyboard shortcut software is allowed. A keyboard containing specific language keys is acceptable.
- (k) A candidate who is allowed to have a scribe (see section 1.3.5.10) may use the spellcheck in syllabuses which do not test spelling, punctuation and grammar or quality of written work. They cannot use any other functions, such as the thesaurus, grammar check or predictive text.
- (l) If you want to use a specific piece of software for a candidate, you must ask for our permission first. We will decide whether we will be able to assess the candidate fairly in each subject. We may ask for independent advice about computers and software to decide which are suitable.
- (m) The word processor must not be connected to the centre's network, the internet, or any other means of communication.
- (n) You must be sure that any word processor used in an exam is clear of any stored data.

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- (o) The word processor must be in good working order and must be connected to mains electricity, not run on a battery. It must also be connected to a printer so a script can be printed. Printing may be done after the exam, but the candidate must make sure the work printed is their own. The candidate should save their work regularly, using autosave if this is available. If the work has been saved onto a USB stick for printing, check that you can retrieve the work before you delete it.
- (p) If a candidate uses a word processor you must make sure the other candidates are not disturbed and cannot read the screen. If the candidate using the word processor is in a separate room, they will need a separate invigilator. See section 1.3.8.
- (q) Scripts must be double spaced and in font size 10 to 14. The candidate must include the following on each page of their work:
- centre number
 - candidate number
 - candidate name
 - date of exam
 - syllabus and component
 - number of pages in the script, for example, '1 of 7', '2 of 7' etc.
- (r) Word-processed scripts must be attached to the relevant answer booklet or question paper (if other candidates are answering directly on the question paper) using treasury tags or string.
- (s) Word processors must not include voice-activated software unless the candidate has our permission to use a scribe and/or relevant software.
- (t) A third party must not use a word processor for the candidate unless they have our permission to use a scribe, and where the syllabus allows this.
- (u) You must attach an Access Arrangements Cover Sheet (Exam Day – Form 4) to each script where a word processor has been used.
- (v) We may need to contact you about your candidate's word-processed script(s). Save them securely at the end of each exam and store them securely until the end of the enquiry about results period.

1.3.6 Modified question papers

The types of paper available are:

- Braille paper: text in the paper will be presented as Unified English Braille (UEB). Visual information will be simplified or removed and presented as verbal information. Diagrams may be presented in a tactile form. Remember to tell us whether you need contracted or uncontracted Braille on the application form.
- Braille papers are only available in the Roman alphabet. We cannot provide Braille papers in languages which use other alphabets or which are character based. If you think this affects your candidate, contact us.
- If candidates answer in Braille, you must provide a transcript for the examiner. Follow the regulations for producing transcripts in section 1.3.5.13. Attach an Access Arrangements Cover Sheet (Exam Day – Form 4) to the transcript. We can only accept Braille responses which use the Roman alphabet; we are unable to accept responses which use other Braille conventions. If you think this affects your candidate, contact us.
- Coloured paper: unmodified content is printed on coloured paper. See section 1.3.6(g).
- A4 18 point bold: the font is modified so that visual information is simplified and printed in 18 point bold onto A4 sheets.
- **NEW** A4 24 point bold: the font is modified so that visual information is simplified. The question paper is printed in 24 point bold onto A4 sheets.
- **NEW** A3 24 point bold: the font is modified so that visual information is simplified. The question paper is printed in 24 point bold onto A3 sheets. This modification is the same as 18 point bold enlarged to A3.
- **NEW** A3 36 point bold: the font is modified so that visual information is simplified. The question paper is printed in 36 point bold onto A3 sheets.
- 18 point bold enlarged to A3: the font is modified so that visual information is simplified, printed in 18 point bold and enlarged to A3 sheets. **NEW** This modification is the same as 24 point bold on A3 sheets.
- A3 unmodified: the standard paper is enlarged to A3 size. This is not suitable where scaled diagrams have been used.

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- Modified carrier language: complex sentences are broken down into simpler ones. The questions and answers stay the same as for any other candidate and technical vocabulary is not changed. Modified carrier language papers are only available for certain syllabuses and are not available in language or literature exams. We make sure that the language used in our exam papers is as accessible as possible, so this modification may not be needed for all exams.
- Tactile diagrams.
- Transcript of listening CDs or audio files for use with a live speaker.
 - (a) Modified question papers do not have different or easier questions. We still expect candidates to answer the same questions at the same level as other candidates.
 - (b) You must apply for modified question papers using Preparation – Form 3. The Head of Centre, exams officer or Cambridge Associate, in the case of Associate Centres, needs to sign the form before you send it to us.
A Associate Centres must send their forms to their Cambridge Associate.
 - (c) We will only send modified question papers if you make a final entry for the relevant candidate, syllabus and component. See section 2 for relevant entry deadlines.
 - (d) You must make final entries and apply for modified question papers by no later than the deadline so you do not disadvantage your candidates. Late requests may not be accepted. **A** Cambridge Associates should agree earlier deadline dates with their Associate Centres. This will give them time to process the applications and send them on to us.
 - (e) If retake candidates need modified question papers, contact us as soon as possible to make sure we can provide what you need.
 - (f) Live speakers:
 - The live speaker must read aloud the contents of the listening exam in the language being assessed.
 - If a hearing-impaired candidate needs a live speaker for pre-recorded listening exam components, it should reflect their usual way of working.
 - The Head of Centre appoints and manages the live speakers presenting the listening component. The live speakers must be fluent in the relevant language.

- Live speakers should ideally be teachers of the language being assessed and the candidate should know them. Live speakers must not be the candidate's own subject teacher, relative, friend, or peer. The live speakers must be fully aware of these regulations.
- To use a live speaker for pre-recorded exam components, you must also ask for a transcript of the listening CD or audio file by sending us Preparation – Form 3 by the modified question paper application deadline.
- Ideally live speakers should work with only one or two candidates. If this is not possible there should never be more than six candidates to one live speaker. Candidates must sit down so they can all clearly see the live speaker.
- You should give the live speaker access to the CDs or audio files on the day of the exam, at the Key Time. They can then prepare their role from the transcript and hear the speed of delivery. They must not interpret the text in any way. During this time, you must keep the candidates under Full Centre Supervision. Our Key Time regulations apply before and after the exam.
- If the recording involves two or more characters, you can use a separate live speaker for each role, or the live speaker must make it clear which character is speaking.
- Candidates using a live speaker must be invigilated separately and all our invigilation regulations must be followed. Live speakers must not act as invigilators. Other candidates in the exam room must not be disturbed.
- (g)  If a candidate has a visual impairment or processing difficulties and would benefit from a coloured copy of a question paper, you can produce a copy on appropriate coloured paper. You must tell us if you plan to do this by completing and returning Preparation – Form 3 by the dates in section 1.3.1.
 - We may need to produce some question papers on coloured paper. We will tell you which ones we need to produce and which ones you can produce.
 - Your Head of Centre is responsible for making sure the security and integrity of the question paper is maintained during the production process.

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- We will make a copy of the question paper available for you to download from Digital File Despatch at the Key Time for the exam. We only provide the question paper(s) you include on Preparation – Form 3, that we approved and only if the candidate has the appropriate entry. Make sure you have asked for all syllabuses and components that you need. If you amend your entries, you must tell us so that we can make the correct question paper(s) available to you on Digital File Despatch.
- We will email guidance about how to securely print question papers to you. You must follow the guidance outlined in this email.
- You must not modify the content of the question paper. For example, changing the font size. Question papers must be printed on A4 paper unless you have permission from us to make enlargements.
- Signed records of the modification must be made. These should include:
 - the start time of the exam
 - the syllabus, component, candidate number and modification produced
 - the names and positions of the two staff members who carried out the modification.

Record this information on your exam timetable. You may be asked to show these records to an inspector. You must keep these records until we have released certificates.

- (h)  If a candidate requires a coloured and/or enlarged copy of an answer booklet, you must produce this. To produce a coloured and/or enlarged copy, you may photocopy a copy of the standard answer booklet onto the appropriate coloured and/or sized paper. You will receive copies of the standard answer booklet in your non-confidential despatch before the exam series. You do not need to tell us if you plan to do this.

1.3.7 Mental health

A candidate who experiences mental health problems (for example, generalised anxiety disorder, obsessive compulsive disorder, depression) may be eligible for access arrangements. When deciding if access arrangements are appropriate, you must follow our regulations. You must hold evidence of need, which includes

a formal diagnosis, to support your application. If a formal diagnosis has not been made, you may wish to review section 1.3.8. Please note, exam- or test-related nerves or anxiety are generally not considered to be reasonable grounds for access arrangements.

1.3.8 Separate and small room invigilation

- (a) You may want a candidate with access arrangements to take the exam separately or in a room with fewer candidates (small room invigilation). Candidates who may need separate or small room invigilation are those with:

- a medical condition
- mental health problems
- a condition which includes hyperactivity, or vocal or motor tics meaning that they may distract other candidates, and/or be anxious about distracting others
- a colour naming assistant, human reader, practical assistant, prompter or scribe, and their answers or conversations may be overheard by other candidates.

For both separate invigilation and small room invigilation you must comply with our invigilation regulations.

- (b) You may want a candidate who is experiencing mental health problems, but does not need any other access arrangements, to take the exam separately with a separate invigilator, for example, if the candidate experiences generalised anxiety and may benefit from being in an environment with fewer people.
- (c) If you allow separate invigilation, you are responsible for making sure the candidate takes the exam in a suitable venue. You must provide a trained invigilator. If the candidate also has other access arrangements such as a reader or a scribe, the reader or scribe must not act as the invigilator and there must be a separate invigilator.
- (d) You do not need to tell us if you use separate invigilation.
- (e) You must follow our regulations at all times.

Section 1: Preparation continued

1.3.9 Emergency access arrangements

If a candidate requires emergency access arrangements, you must try to tell us before you use them. For example, if a candidate breaks their arm before an exam, email or phone us straight away. If you cannot contact us before the exam, the Head of Centre should decide on the day whether to use access arrangements. Send us Preparation – Form 1 as soon as possible.

1.3.10 Appeals

To appeal against the outcome of an access arrangement application, see section 7.4 of this Cambridge Handbook.



Important dates

June series

Application deadline for candidates who need modified papers:

21 January 2024

November series

Application deadline for candidates who need modified papers: 1 July 2024

Section 2: Entries

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2.1 Candidates

2.1.1 Eligibility

- (a) Centres must enter each candidate for their exams.
- (b) Candidates may not enter for:
 - the same syllabus at two different centres in the same exam series
 - restricted syllabuses as outlined in the Cambridge Guide to Making Entries, at two different centres in the same exam series.
- (c) Candidates must meet all assessment requirements.
- (d) There are no age restrictions.
- (e) You must authenticate and, where relevant, mark and moderate all work you send us.

2.1.2 Private candidates

Our assessments are mainly designed for candidates studying at schools and colleges registered with us as centres. However, some candidates who do not attend our centres or who are studying at a Cambridge International School registered as online may want to enter for assessments. These are known as 'private candidates'.



Important information

Chk You cannot enter private candidates for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

- (a) You must check syllabuses or the Cambridge Guide to Making Entries to make sure they are available for private candidates before you make any entries. You can download syllabuses from www.cambridgeinternational.org. The Cambridge Guide to Making Entries is in the 'Support Materials' section of Direct.
- (b) Private candidates must be able to meet all assessment requirements. Some options, including those with coursework, are not available to private candidates.
- (c) Private candidates must arrange for a centre to enter them for exams. Cambridge International Schools registered as online cannot make entries (unless they have been approved to run their own exam venues) and must make sure the necessary arrangements are in place for their students to be entered as private candidates at an approved Cambridge exam venue.
- (d) If you decide to make an entry on behalf of a private candidate, you must pay our fees.
- (e) Candidates studying at Cambridge International Schools registered as online must be entered as private candidates. This means some syllabuses, including those with coursework, will not be available to them. This does not apply to Cambridge International Schools registered as online that are entering candidates directly through their own approved exam venues.
- (f) Candidates studying at Cambridge International Schools also approved to offer Cambridge programmes online must be entered as school candidates

Section 2: Entries continued

and not private candidates. This is because these candidates will be registered with the school and sit their exams at the school's physical premises.

2.1.3 Transferred candidates

- (a) Candidates who need to move to another centre can only continue with the exams if they move to a centre registered with us.
- (b) You can change the entry details for these candidates.
- (c) You cannot ask to transfer a candidate to another Cambridge centre less than 10 working days before the candidate's first exam in the series.
- (d) Candidates cannot transfer to another centre for specific syllabuses or components. They can only transfer for all their assessments in an exam series.
- (e) To transfer a candidate:
 - The original centre must send us Entries – Form 3.
 - The receiving centre must send us Entries – Form 4.
- (f) Once we receive both forms, we will move the entry from the original centre to the receiving centre. Do not enter or withdraw a candidate who is being transferred. We will do it for you, and we will confirm to you once the transfer is complete.
- (g) A candidate who transfers to another Cambridge centre after final entries are made becomes the responsibility of the receiving centre. This centre should allocate its own candidate number to the candidate.
- (h) If necessary, the original and receiving centres must make sure internal assessments are completed. Once the transfer is complete, the exams officer at the receiving centre must submit any internally assessed marks and samples.
- (i) **NEW** We will credit the account of the original centre with the entry fees and charge entry fees to the receiving centre for the transferred candidate. We will not charge late entry fees to centres for receiving a transferred candidate.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Candidate Transfer Request: Entries – Form 3
- Candidate Transfer Confirmation: Entries – Form 4

2.1.4 Communicating about candidates

Only the Head of Centre, exams officer/centre coordinator or their nominated deputy responsible for the candidate's entry should contact us.

2.1.5 Declaration of interest

- (a) A declaration of interest must be made for each exam series where centre staff, or a person associated with the centre:
 - is taking a Cambridge assessment themselves
 - is involved in administering an exam that is being taken by a person they have an interest in
 - has an interest in a person taking a Cambridge assessment at their own centre or at another centre.

Examples of who should make a declaration include, but are not limited to:

- Head of Centre
- exams officer
- invigilators/supervisors
- those involved in the administration and running of exams
- secure storage key holders.

- (b) By 'interest', we refer to any relationship which could be perceived to compromise the integrity of:

- your centre
- your centre staff, or a person associated with the centre
- our assessments.

Examples of relationships include, but are not limited to:

- a close relative (including a spouse or partner)
- a relative who you have regular contact with
- a close friend
- a colleague.

Section 2: Entries continued

It is your responsibility to manage any ‘interests’ that have been declared. You should do this by putting the appropriate controls in place to make sure that the integrity of Cambridge assessments is maintained and to protect all those involved.

- (c) To notify us, complete and send Entries – Form 1 as soon as you know that the person concerned will be, or has been, entered for a Cambridge exam.
- A** Associate Centres must submit forms through their Cambridge Associate.
- (d) If you have a concern that the integrity of Cambridge assessments has been compromised, see section 5.6 and report your concern to us immediately.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Declaration of Interest: Entries – Form 1

2.2 Estimated entries

Estimated entries are your calculation of how many candidates you will enter for exams. We use estimated entries to work out which materials and question papers you need for exams that take place before the main exam period. Some early exam materials are despatched based on estimated entries, so it is important that you make the estimated entries by the deadline to receive your early materials before the main exam period.

You do not give any candidate details with your estimated entries, so you still need to make final entries (see section 2.3). The fees we charge are based on your final entries only.

2.2.1 Working out your estimated entries

Work out your estimated entries based on the number of candidates studying the subject or the number you are expecting to have. If you are unsure whether you are going to enter any candidates for an exam, make at least one estimated entry. This will make sure you receive one set of early exam materials.

2.2.2 Estimated Entry Form

The Estimated Entry Form lists the syllabuses and components for exams timetabled before the main series.

D You must give estimated entry information for these syllabuses. The form will be available from the ‘Support Materials’ section of **Direct:**

- in September 2023 for the June 2024 series
- in April 2024 for the November 2024 series
- in September 2024 for the June 2025 series.

We will let you know when the forms are available in the *Cambridge Exams Officer eNewsletter*.

Send the Estimated Entry Form to info@cambridgeinternational.org by the deadlines.

Section 2: Entries continued



Important dates

Deadlines for estimated entries:

- June 2024 series: 10 October 2023
- November 2024 series: 10 May 2024
- June 2025 series: 10 October 2024

If you make major changes to the number of candidates you are entering after you have sent the form, please email us.



Important information

Chk You do not need to send us estimated entries for Cambridge Primary Checkpoint and Lower Secondary Checkpoint syllabuses.



Cambridge Associates/Associate Centres

We will upload the Estimated Entry Form to the 'Support Materials' section of the Cambridge Associate's account. They should email a copy of the form to each of their Associate Centres and ask them to return it by a set date. Cambridge Associates should check the completed forms and send them to us by the deadlines listed above.

2.2.3 Digital File Despatch

We do not upload any confidential materials, pre-release material or early question papers, e.g. Art & Design, to Digital File Despatch based on your estimated entries. **Confidential materials are only available once you have made final entries.** See sections 1.1.6, 4.2.3 and 4.3.1.

2.3 Final entries

You need to make a syllabus entry for every candidate. We use your entries to work out the number of question papers and exam materials we need to send you. Check your entries carefully before you submit them. Do not send entry files by email. If you have not made estimated entries, you will still receive early exam materials if you make your final entries, but you may not receive materials before the start of the test date window.

We charge late entry fees for any new entries you make, as well as for any entry amendments or syllabus changes after the final entry deadline (see section 2.4). If you make entries or changes after the deadline, this can cause disruption to carefully scheduled processes and create significant extra work. Therefore, we apply late entry fees to recover the costs of this extra work, and to encourage you to make entries by the final entry deadline.

⊕ The Cambridge Guide to Making Entries contains syllabus and option codes, as well as detailed instructions for making entries. Make sure you use the correct version of the guide for your series and administrative zone. You can find out which administrative zone you are in at www.cambridgeinternational.org/adminzone

All centres in administrative zone 3 can make entries for our 9–1 Cambridge IGCSEs.

Chk See section 2.3.2.4 for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

2.3.1 Making final entries

⊕ Make your final entries using . Instructions are in the Cambridge Guide to Making Entries, which is in the 'Support Materials' section of .

- **Candidate details:** You must enter candidate names in full as shown on their identity documents. If you are entering candidates for multiple series, make sure their details are the same for all entries, and each series.

Section 2: Entries continued

- **Previous entry details:** A candidate's previous entry details are their centre number and their candidate number from the previous series. You need to give them if:
 - you enter them for retake exams in the November series (see section 2.4)
 - you enter them for a group award over more than one exam series (see section 2.5.1)
 - they have taken the AS part of a Cambridge International A Level in a previous series and you enter them for the full A Level (see section 2.5.2)
 - you make an entry that carries forward their marks from a previous exam series (see section 2.5.3).
 - **Submitting entries:** Submit your entries once you have checked all your entry information. Log into  Direct, go to the 'Submit Entries' section and click 'Submit Entries'. If you do not submit your entries, we will not be able to process them and you will not receive the materials and question papers you need for the exams. **Submit your entries at least two weeks before the entries deadline.** This gives you time to check them and correct any mistakes before the deadline, avoiding any late entry fees.
For syllabuses with early exam and pre-release materials, you should make your entries earlier than this to make sure your materials are despatched in time.
 - Once you have made an entry for either Cambridge IGCSEs graded A*-G or 9–1, you will not be able to move to the other grading scale after the late entries deadline. If you accidentally make an entry for an A*-G syllabus you must withdraw the entry, and re-enter the candidate for the corresponding 9–1 syllabus. You must do this before the entries deadline. The same applies for any 9–1 syllabuses.
 - If you identify any errors in your entries after the late entries deadline, contact us immediately. Any changes that we are able to make after the entries deadline will incur our standard late entry fees.
-  If you are a UK centre, see the *Cambridge Handbook (UK Supplement) 2024* for information about MIS packages and A2C.



Important information

After 20 minutes of inactivity you will be automatically logged out of  Direct.

2.3.1.1 Unique Learner Numbers (ULNs)

If you are a UK centre, see the *Cambridge Handbook (UK Supplement) 2024*.



Extra guidance

Watch our online tutorials on making entries using  Direct at www.cambridgeinternational.org/entries



Cambridge Associates/Associate Centres

We recommend Cambridge Associates make entries for their Associate Centres at least two weeks before the closing date. This allows time to check the entries and resolve any problems before our deadline, avoiding late entry fees. Remember, Cambridge Associates should set earlier deadlines for their Associate Centres.

2.3.2 Confirming entries

 Direct allows you to generate statements of entry, candidate entry lists and reports at any point, to confirm the entry status for each of your candidates and to check your entry information is correct. Click the 'Check Entries' tab to access the reports. You can also view possible timetable clashes for any of your candidates in the 'Timetables' tab in  Direct.

Section 2: Entries continued

2.3.2.1 Entries confirmation despatch

We will send your final entries confirmation despatch within two weeks of receiving your final entries. This includes:

- a candidate entry list showing all your entries by candidate
- a centre summary of entries showing the total number of entries you made for each syllabus and option
- a candidate entry warning list showing any potential timetable clashes for individual candidates.

If you do not receive your entries confirmation despatch, email info@cambridgeinternational.org. If you find errors in your entries documents or on  Direct, follow the instructions in section 2.4.



Important information

You will no longer receive printed statements of entry that were included in the entries confirmation despatch in previous exam series. If your region has told us that it is critical for you to receive printed statements of entry, we will continue to send them to you. Download your statements of entry from  Direct, from the 'Reports' tab.

2.3.2.2 Statements of entry

Statements of entry are your record of entries, both before and during the assessment. They show the candidate's details, their syllabuses and entry options, and the dates and sessions of each of their timetabled exams.

Download your statements of entry from  Direct, from the 'Reports' tab.

 Share statements of entry with your candidates, including private candidates, so they can check their details. The name shown is the name that will be printed on statements of results and certificates, so it is important to tell us if there are any errors by following the instructions in section 2.4. The candidate should write their name on scripts as it appears on the statement of entry.

A

Cambridge Associates/Associate Centres

We send statements of entry to Cambridge Associates, who send them to their Associate Centres to check. Associate Centres should let their Cambridge Associate know if they need to make any changes as soon as possible.



Regulations

- (a) You must make final entries through  Direct.
- (b) The Head of Centre or Cambridge Associate is responsible for making sure entry data is accurate, complete and submitted on time.
- (c) You must check that your entry data is correct and complete on  Direct.
- (d) Between the entries deadline and the late entries deadline you can make late entries or changes, but we will charge late entry fees.
- (e) You can only apply for modified question papers if you have already made a final entry for the relevant candidate, syllabus and component. The final entries deadline and application deadline for candidates who need modified papers is the same date. It is always earlier than the final entries deadline for all other candidates who do not need modified papers. See section 2.3 for relevant entry deadlines and section 1.3.6 for more information about modified papers.
- (f) You must assign one four-digit candidate number to every candidate. You cannot change this number after you have made your entries. Do not assign the same number to more than one candidate in the same series. Do not assign duplicate or multiple numbers to the same candidate in the same series.

Section 2: Entries continued

2.3.2.3 Entry change requests

NEW Entry changes are not permitted after the issue of results if the candidate has received a grade (including Grade U). This means that we do not permit an entry change:

- from a full A Level entry to an AS Level entry, or from an AS Level entry to an A Level entry. This applies regardless of whether the AS Level and A Level have the same or different syllabus codes
- from an entry option which includes a carry-forward component to one which does not, or from an entry option which does not include a carry-forward component to one which does.

The only exception to this is if the entry change is from one carry-forward entry option (e.g. 'June carry-forward') to a different carry-forward entry option within the 13-month rule (e.g. 'November carry-forward').

Contact us as soon as possible if you find you have made an error with your entries.



Important dates

Please make your entries at least two weeks before the final entries deadline. This will give you time to check your entries and make any changes before the deadline.

June series

- Cambridge Guide to Making Entries available: end of October 2023
- Entries can be made from: mid-November 2023
- Final entries deadline and application deadline for candidates who need modified papers: 21 January 2024
- Final entries deadline for other candidates: 21 February 2024
- Late entries deadline: 17 April 2024

⊕ November series

- Cambridge Guide to Making Entries available: end of March 2024
- Entries can be made from: mid-May 2024
- Final entries deadline and application deadline for candidates who need modified papers: 1 July 2024
- Final entries deadline for first-time entries: 16 August 2024
- Entries deadline for retake entries from the June 2024 series only: 21 September 2024
- Late entries deadline: 21 September 2024

2.3.2.4 Entries for Cambridge Primary Checkpoint and Lower Secondary Checkpoint

Submitting teaching group information

You need to enter a teaching group code for each syllabus entry when Direct asks you to do this. We use this information in the diagnostic feedback we give at the end of the series. Assign the same teaching group code to all candidates who are in the same class (teaching group). For example, if your candidates for English are taught in two separate classes, you should enter 'E1' as the teaching group

Section 2: Entries continued

code for all candidates in the first class and ‘E2’ for all candidates in the second class. The teaching group codes for each subject are listed in the table below.

There is only one teaching group code for Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives. We do not give diagnostic feedback for Global Perspectives syllabuses.

English as a Second Language								
E1	E2	E3	E4	E5	E6	E7	E8	E9
English								
E1	E2	E3	E4	E5	E6	E7	E8	E9
Mathematics								
M1	M2	M3	M4	M5	M6	M7	M8	M9
Science								
S1	S2	S3	S4	S5	S6	S7	S8	S9
Global Perspectives (for first tests in October 2024)								
G1								

Teaching group codes for both English and English as a Second Language start with the letter E and need to be entered like this on Direct. For diagnostic feedback, teaching group codes for English as a Second Language will appear as L1, L2, L3 etc.

The teaching group codes for English will appear as E1, E2, E3 etc. If you want a teaching group name (class name) to appear on your diagnostic feedback alongside the teaching group code, send us Entries – Form 2. A teaching group



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Cambridge Primary Checkpoint and Lower Secondary Checkpoint Teaching Groups Information: Entries – Form 2



Important information

- You cannot enter private candidates for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.



Important dates

- Make your entries at least two weeks before the deadline. This will give you time to check your entries and make any changes before the deadline.

Deadlines for submitting teaching group information with Entries – Form 2:

- May series: 11 March 2024
- October series: 16 September 2024

May series

- Cambridge Guide to Making Entries sent: end of October 2023
- Entries can be made from: mid-November 2023
- Final entries deadline and application deadline for candidates who need modified papers: 21 January 2024
- Final entries deadline for other candidates: 21 February 2024
- Late entries deadline: 11 March 2024
- Submission deadline for Cambridge Global Perspectives (Checkpoint): 8 April 2024

Section 2: Entries continued



Important dates (continued)

October series

- Cambridge Guide to Making Entries sent: end of March 2024
- Entries can be made from: mid-May 2024
- Final entries deadline and application deadline for candidates who need modified papers: 1 July 2024
- Final entries deadline for other candidates: 16 August 2024
- Late entries deadline: 16 September 2024
- Submission deadline for Cambridge Global Perspectives (Checkpoint): 7 October 2024

2.4 Entry fees, late entries, entry changes and retake entries

Details of the fees for all our exams and how to pay are in our fees list. We publish the fees list for the following year on 1 October in the 'My Messages' section of Direct.

We have the right to change the fees list. Please check you are using the latest version.

If you want to change or add entries, do this as quickly as possible. Use Direct online entries to make the changes and send them to us.

Find out more about retake entries at
www.cambridgeinternational.org/retakes



Regulations

- (a) We charge an entry fee per syllabus per candidate.
- (b) There is a fee per candidate for Cambridge ICE and the Cambridge AICE Diploma. You must use the Cambridge Guide to Making Entries to check that your candidates qualify before you enter them. We do not credit a centre's account with entry fees for candidates who do not qualify.
- (c) We charge late entry fees for any syllabus and group award entries you make after the final entries deadline.
- (d) We charge late entry fees for any changes you make to entry options after the final entries deadline. We charge a late fee for each change. If you change an entry option twice we will charge two sets of late fees.
- (e) If a candidate changes their syllabus entry to another syllabus code after the final entries deadline, we charge a new syllabus entry fee and a late entry fee. We do not credit a centre's account with the original entry or transfer the fees to the new syllabus entry.

Section 2: Entries continued



Regulations (continued)

- (f) You can change candidate information on Direct without incurring late entry fees until the late entries deadline. This means you can change any of the following:
- names
 - dates of birth
 - gender
 - status
 - unique candidate identifier
 - national identity number
 - first language English indicators (Cambridge Primary and Lower Secondary Checkpoint only)
 - teaching groups (Cambridge Primary and Lower Secondary Checkpoint only).
- (g) **NEW** When making late entries for candidates who need modified papers, you must contact us as soon as possible. Late requests may not be accepted. If retake candidates need modified papers, please contact us as soon as possible. The earlier you contact us, the more likely we will be able to provide what they need. See section 1.3.6.
- (h) If you make an entry for either Cambridge IGCSEs graded A*-G or 9-1, you will not be able to move to the other grading scale after the late entries deadline. If you accidentally make an entry for an A*-G syllabus you must withdraw the entry, and re-enter the candidate for the corresponding 9-1 syllabus. You must do this before the final entries deadline. The same applies for accidental entries for any 9-1 syllabuses.
- (i) We cannot change an entry once the candidate has taken the first component of an exam.
- (j) We do not accept entries for exams outside the timetabled exam series where the test date window has closed.



Regulations (continued)

- (k) We accept November 2024 retake entries until 21 September 2024 without charging late entry fees, as long as:
- the candidate sat the same syllabus, with any option code, in the June 2024 series
 - you give the correct previous entry details
 - you tick the 'retake' box next to the entry. This cannot be added at a later date.
- You must only tick the 'retake' box for retake entries from the June 2024 series.
- (l) There is not a syllabus entry fee for Cambridge IGCSE staged assessment entry options. However, we still charge late entry fees for any entries we receive after the final entries deadline.
- (m) After the late entries deadline the Direct online entries page will close and you will not be able to make any changes on Direct.
- (n) In some cases you can ask to make or change entries after the late entries deadline by following these instructions:
- If a candidate arrives for an exam they have not been entered for, this is known as an unauthorised entry. They can take the exam as long as they can take all the components for the syllabus option. This means you must have enough spare question papers so the candidate can sit all the components at the right time, not just the specific exam.
 - **You must not photocopy question papers.** If you allow a candidate to sit an exam they have not been entered for, you must send us Exam Day – Form 12 once they have completed all the components needed for the entry. See section 5.1.6.
 - If you do not have enough spare question papers for each of the relevant components, email info@cambridgeinternational.org

Section 2: Entries continued

immediately and we may be able to send you extra question papers. If we cannot send them in time you must tell the candidate that they cannot sit the exam.

- (o) We charge a very late entry fee for any entry or change you make after the late entries deadline, even if we do not need to send you extra materials. This also applies to unauthorised entries and changes we accept after the late entries deadline. We may not be able to release results for late entries at the same time as other results.
- (p) Fee rates and payment information are in the fees list in the 'My Messages' section of  Direct.
- (q) We invoice you for any late fees or other priced services you have used.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Reporting an Unauthorised Entry: Exam Day – Form 12

2.4.1 Withdrawing a candidate

To withdraw a candidate on  Direct find their details in the 'Administer Exams' dashboard and click the 'Remove Candidate' button.



Regulations

- (a) We usually only credit a centre's account with entry fees if you tell us you want to withdraw a candidate before the final entries deadline.
- (b) If you withdraw a candidate after the entries deadline for medical reasons, we may credit your centre's account with the entry fee. Email info@cambridgeinternational.org
You do not need to include a medical certificate or statement from a doctor confirming that the candidate was unable to sit the exam(s). However, you must keep a record of these documents and of the candidate's consent to use them. **A** Associate Centres should contact their Cambridge Associate.
- (c) If you have asked us to credit your centre's account with the entry fees on medical grounds after the final entries deadline, please do not withdraw the candidate.
- (d) If we approve your request to credit your centre's account with the entry fees on medical grounds, we will withdraw the candidate.
- (e) To withdraw a candidate on medical grounds after the late entries deadline, email info@cambridgeinternational.org

Section 2: Entries continued

2.5 Group awards, staged assessment and carrying forward marks for internally assessed components

2.5.1 Entries for group awards

For group awards candidates study subjects from specific parts of the curriculum. Group award entries should be made in the series you expect candidates to complete all the group award requirements.

Enter candidates for group awards at the same time as you make your other entries. Use the relevant group award entry.

We offer the following group awards:

- **Cambridge International Certificate of Education (Cambridge ICE)** – for Cambridge IGCSE candidates who satisfy the Cambridge ICE group award rules, using Cambridge IGCSEs graded A*–G. Candidates can also use some Cambridge O Levels towards Cambridge ICE. Cambridge IGCSE (9–1) syllabuses do not count towards Cambridge ICE. To enter a candidate for the award, you must include the entry code ‘ICE’ as well as the syllabus and option codes. You can enter candidates in one series or over two series within a 13-month period.

- **Cambridge Advanced International Certificate of Education Diploma (Cambridge AICE Diploma)** – for Cambridge International AS & A Level candidates who satisfy the Cambridge AICE Diploma group award rules. To enter a candidate for the award, you must include the entry code ‘ADIP’ as well as the syllabus and option codes. You can enter candidates in one series or over a maximum of five series within a 25-month period.

 If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024 for information about the Cambridge Pre-U Diploma. **NEW** Any entries for Cambridge Pre-U exams in the June 2024 exam series must be for resits only. We are not accepting any new entries in the June 2024 exam series.

We do not automatically check group award entries. You are responsible for checking your candidates qualify for the group award before you enter them for it. We will charge the entry fee for the group award even if your candidate does not qualify for it. We will only credit your centre's account with the entry fee if you withdraw entries before the deadline.

Important information

The entry code for a group award should only be entered in the exam series where the candidate is completing the award, i.e. when they are taking the last of their qualifying subjects.

You must enter candidates for each syllabus. We cannot accept entries for the group award only.

Candidates' syllabus entries made during the 13-month period before the exam series that they enter Cambridge ICE count towards the group award. We do not accept entries for any disallowed combination of syllabuses. Retakes do not count towards the group award.

For candidates entering Cambridge ICE in June 2024, syllabus entries made in a maximum of two of the following series can count:

- June 2023
- November 2023
- June 2024.

Candidates' syllabus entries made during the 25-month period before the exam series that they enter the Cambridge AICE Diploma count towards the group award.

For candidates entering Cambridge AICE in June 2024, syllabus entries made in the following series can count:

- June 2022
- November 2022
- June 2023
- November 2023
- June 2024.

Candidates' syllabus entries made during the 13-month period for ICE or 25-month period for AICE, before the exam series in which they enter the group award, **will only count** towards the award if the entries are linked correctly throughout the series. To do this, you must provide the correct previous entry details for the candidate. This makes sure that the relevant syllabus entries made during the 13- or 25-month period are correctly linked.

Section 2: Entries continued

More information about group awards is in the *Cambridge Guide to Making Entries*.

2.5.2 Entries for staged assessment (Cambridge International AS & A Level)

Cambridge International A Level is typically a two-year course, and Cambridge International AS Level is typically one year. Candidates can start some subjects as a Cambridge International AS Level and extend them to a Cambridge International A Level. There are three possible assessment approaches for Cambridge International AS & A Level:

- Candidates take the Cambridge International AS Level only. The syllabus content for Cambridge International AS Level is half of a Cambridge International A Level programme.
- Candidates take the Cambridge International AS Level in Year 1 and complete the Cambridge International A Level in Year 2.
- Candidates take all papers of the Cambridge International A Level course in the same series, usually at the end of the second year of study.



Regulations

(a) If the Cambridge International A Level syllabus allows it, candidates can use their Cambridge International AS Level results towards a Cambridge International A Level in the same subject in a later exam series. AS Level results can be carried forward twice within 13 months of the series when the candidate took the AS Level. **NEW** If the AS Level includes an internally assessed component, regulation 2.5.3(c) also applies.

Examples:

Candidates can use their Cambridge International AS Level results achieved in the June 2024 series towards a Cambridge International A Level in the November 2024 and/or June 2025 series.

Candidates can use their Cambridge International AS Level results achieved in the November 2024 series towards a Cambridge International A Level in the June 2025 series and/or November 2025 series.

(b) You must give the correct carry-forward option code when you enter a candidate who wants to carry forward a Cambridge International AS Level result. Option codes are in the *Cambridge Guide to Making Entries*. You must give the candidate's previous centre number and candidate number so we can find their marks. We do not automatically check carry-forward entries.

2.5.3 Carrying forward marks for internally assessed components

Candidates who want to retake a syllabus in a future exam series can retake the written components and carry forward the marks from their internally assessed components. Check if the syllabus allows this in the *Cambridge Guide to Making Entries*.

Section 2: Entries continued



Regulations

- (a) If the syllabus allows it you can carry forward Cambridge IGCSE and Cambridge O Level marks once in a 13-month period.

Examples:

A coursework mark for the June 2024 series may be carried forward to the November 2024 series or the June 2025 series only.

A coursework mark for the November 2024 series may be carried forward to the June 2025 series or the November 2025 series only.

- (b) You must give the correct carry-forward option code when you enter a candidate who wants to carry forward the mark for an internally assessed component. Option codes are in the Cambridge Guide to Making Entries. You must give the candidate's previous centre number and candidate number so we can find their marks. We do not automatically check carry-forward entries.
- (c) Depending on what is allowed by the syllabus (see the Cambridge Guide to Making Entries), marks for internally assessed components can be carried forward towards a Cambridge International AS Level or a Cambridge International A Level. This is only allowed if all the other components of the AS Level or A Level are taken in the current series. This means that a Cambridge International AS Level result that includes carried-forward marks for an internally assessed component cannot itself be used to complete a full A Level. There is more information about carrying forward AS & A Level coursework on our website:

www.cambridgeinternational.org/carry-forward-entry-rules

Examples:

NEW Candidates can carry forward their internally assessed component marks achieved in the June 2023 series to complete a Cambridge International AS Level in the November 2023 series. This AS Level cannot be carried forward towards a Cambridge International A Level in the June 2024 series.



Regulations (continued)

NEW Candidates can carry forward their internally assessed component marks achieved in the November 2023 series to complete a Cambridge International AS Level in the June 2024 series. This AS Level cannot be carried forward towards a Cambridge International A Level in the November 2024 series.

Section 2: Entries continued

2.6 Alternative venues

Candidates should normally take their exams on your centre premises. This is because your centre premises have passed the school's approval process.

For the reasons below, you can apply for your candidates to sit timetabled exams at a venue other than their registered centre.

To request the use of an alternative venue you must send us Entries – Form 5.

A Associate Centres must send the form to their Cambridge Associate.

We may reject your application if we think the security of the exam will be at risk.

2.6.1 Reasons to apply

- (a) **NEW** You unexpectedly do not have enough space or facilities to conduct the exam in this series.
- (b) A candidate needs to take the exam at another location for medical or pastoral reasons, for example, in hospital.
- (c) There is essential/urgent building work at the centre which would cause disruption during an exam.
- (d) Where the alternative venue you have asked for is a Cambridge International School and you are asking to use this because of national and/or international events.

2.6.2 Reasons an application may not be approved

- (a) Where the alternative venue you have asked for is not a Cambridge International School and you are asking to use this because of national and/or international events.
- (b) Candidates want to take the exam closer to their home.
- (c) Your centre has had previous exam security issues.
- (d) Where additional sittings might help if you do not have enough space in your centre. See section 1.2.4.
- (e) Ongoing lack of space or facilities at your centre.

2.6.3 Transporting question papers

The way in which question papers are transported to the alternative venue depends on your circumstances:

- (a) Candidates should use spare copies of the question paper available at the alternative venue, where possible, if the alternative venue is another Cambridge International School.
- (b) If the alternative venue is close to your centre two members of staff (one of which is a senior member of staff) can transport the question papers to the alternative venue in a secure briefcase or other hard case or lockable container. We will advise you when this can be transported before the exam.
- (c) **NEW** If the alternative venue is another Cambridge International School, we may be able to send additional question papers to that centre or electronically upload the question paper to that centre.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Using an Alternative Venue: Entries – Form 5



Important dates

Apply for alternative venues at least four weeks before the exam.

Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint

You can ask to use an alternative venue until:

- May series: 11 March 2024
- October series: 16 September 2024

Section 2: Entries continued



Regulations

- (a) It is your responsibility to contact the proposed alternative venue before applying.
- (b) The proposed security arrangements you give on the form must meet our regulations in section 4.4.
- (c) You cannot use an alternative venue unless you have our permission in writing.
- (d) You should not split groups of candidates entered for the same subject between your centre and the alternative venue. If a candidate needs to take an exam in an alternative venue, for example they are in hospital, please tell us about this on Entries – Form 5.
- (e) You must never send question papers by courier or send them electronically to the alternative venue. We are unable to send confidential exam materials to addresses other than registered Cambridge International Schools.
- (f) You must tell the exams officer at the alternative venue if we approve the application and share with them any additional information we give you.
- (g) We may consider a breach of these regulations as malpractice.
See section 5.6.
- (h)  If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

Section 3: Coursework and moderation

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The table below shows the meaning of the key terms used in this section of the *Cambridge Handbook*.

Key term	Definition
Examined work including practical examined components (excludes speaking tests)	All components that are examined in your centre on a timetabled date/session. This includes practical exams (ICT, IT and computer science and science practicals) and listening exams. You send us the work of all your candidates.
Examined coursework/examined component (you may also see this called externally assessed)	A syllabus coursework component that we assess. You send the work of all candidates to us to be marked by a Cambridge examiner. The samples database tells you how to send the work to us and by when.
Internally assessed coursework (you may also see this called externally moderated coursework)	A syllabus coursework component that you assess and that we moderate. You send us some or all of the work – the samples database tells you what you need to send and by when.
Internal moderation	If more than one teacher at your centre is involved in the marking of coursework for a component, you internally moderate the marking across teachers and teaching groups. This makes sure there is a consistent standard and rank order across all candidates in the centre. You may need to internally moderate internally assessed coursework and/or non-coursework tests.
Non-coursework tests	Your teachers run and assess non-coursework tests, then we moderate them. They take the form of an exam within a time period that we set. You send us the marks for all candidates entered for non-coursework tests. You also send us evidence for some or all of your candidates, such as recordings or photographs – the samples database tells you what you need to send and by when.

Section 3: Coursework and moderation continued

3.1 The samples database and Submit for Assessment

3.1.1 The samples database

The samples database explains how to administer internally assessed (also known as moderated) coursework, non-coursework tests, examined coursework and some practical examined components.

Use the database to find out:

- when and how to submit your marks for internally assessed coursework, non-coursework tests and some practical examined components
- when and how to submit your candidates' work
- which forms to complete and return with your candidates' work.

For internally assessed coursework and non-coursework tests, you submit all the marks and a sample of your candidates' work to us for moderation. For examined coursework and some practical components, you submit the work of all your candidates to us and we mark it.

Visit the samples database at www.cambridgeinternational.org/samples

3.1.2 Submit for Assessment

Submit for Assessment allows you to submit work online for some internally assessed and/or externally assessed components (such as examined coursework and non-coursework tests), instead of sending them to us on CD or USB, or using Secure Exchange. There is more information about Submit for Assessment on our website:

www.cambridgeinternational.org/submit-for-assessment.

You access Submit for Assessment via My Cambridge (see section 1.14).

To find out how to submit your marks and sample(s) for a particular component, visit the samples database at www.cambridgeinternational.org/samples

NEW We will not accept any work in hardcopy for components that the samples database indicates must use Submit for Assessment.



Important information

We have withdrawn Outline Proposal Forms (OPFs) from all syllabuses where they were used. Teachers should supervise their candidates' work and have the flexibility to choose when they teach the component. For guidance on developing suitable titles for coursework, essays or projects, go to the School Support Hub: www.cambridgeinternational.org/support

For Cambridge International AS & A Level Global Perspectives (9239) and Cambridge International Project Qualification (9980), additional support materials are available to help teachers supervise their candidates' task setting. You can find these materials on the School Support Hub: www.cambridgeinternational.org/support

Section 3: Coursework and moderation continued

3.2 Internally assessed coursework

Internally assessed coursework is a syllabus coursework component that you assess and that we moderate.

- You must submit marks to us for all candidates entered for coursework components that you assess.
- You must also submit a sample of work for some or all of the candidates – the samples database tells you what to submit (www.cambridgeinternational.org/samples).
- Make sure we receive your marks and samples by the deadline in the samples database. Your candidates' results may be delayed if we do not receive your marks and samples by the deadline.
- Coursework options are not available to private candidates.

See sections 3.5 and 3.6 for more information about how to submit internally assessed marks and samples and sections 1.1.7 and 3.1.2 for more information about Submit for Assessment.

3.2.1 Authenticating coursework

We need to be confident that the work we assess is the candidate's own before we can award a grade. You are responsible for supervising candidates when they are completing coursework. You must also authenticate their work before you submit the marks.

If you discover plagiarism in a candidate's work during the course, you should resolve this internally.

If you discover plagiarism when you come to submit work to us, you must not submit it. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/courseworkandmoderation

Submitting work that contains plagiarised material may be considered malpractice. You should contact us if you are unsure whether to submit work or not.

NEW We strongly advise you to review our policy about the use of generative artificial intelligence (AI) in student work submitted for assessment as coursework: www.cambridgeinternational.org/generative-ai-in-coursework

3.2.2 Supervising coursework

- (a) Teachers may:
 - (i) help to choose subjects for investigations, models and topics
 - (ii) give sources of information, for example, materials, places to visit and references, organisations, or people who might be able to help
 - (iii) advise whether the candidates' ideas will work
 - (iv) advise on length, approach and treatment
 - (v) treat coursework as an integral part of the course and give candidates regular class work and/or homework relating to it, as appropriate.
- (b) Teachers must also:
 - (i) continually supervise work to monitor progress
 - (ii) make sure candidates avoid plagiarism by stating their sources and advise them how to reference published materials
 - (iii) make sure work is completed in line with the syllabus and can be assessed against the criteria.
- (c) Coursework must be a candidate's own, unaided work. Unless there is subject-specific guidance in syllabus documents and coursework training handbooks that says otherwise, teachers can review candidates' work before it is handed in for final assessment. They can do this orally or in writing. Their advice should be kept at a general level so the candidate leads the discussion and suggests any changes. Teachers must not give detailed advice to individuals or groups on how they can improve their work to meet the assessment criteria. Teachers must not change candidates' work.
- (d) Candidates must not use online tools which act as writing assistants in the production of their coursework. Online writing assistant tools identify specific sections of the candidate's work where a correction or improvement to style or tone should be made and may propose specific words that should be used instead.

Section 3: Coursework and moderation continued

- (e) Teachers must record full details of any other help they give to individual candidates, or any evidence that the candidate has received specific or detailed advice and correction to their work. They should record this information on their Individual Candidate Record Card, which can be found, where available, in the samples database (www.cambridgeinternational.org/samples). Teachers must consider this help when they give marks for the work.



Important information

- ⊕ If you are a UK centre, see the *Cambridge Handbook (UK Supplement)* 2024.

3.2.3 Presenting coursework

- (a) Each candidate must present written coursework on A4 paper, unless the syllabus says otherwise.
- (b) Candidates may produce their coursework on a word processor, unless the syllabus says they cannot do this.

3.2.4 Marking coursework

- (a) The teacher must give marks for coursework in line with the criteria in the syllabus. They must give evidence of how they have awarded marks, using the documents we have provided for that syllabus.
- (b) Teachers must apply the marking criteria to all pieces of work. It does not matter at which stage of the course the candidate produced the work.
- (c) **NEW** You can tell candidates their marks before you submit them to us, but you must tell them that these marks may change after moderation. Candidates can ask you for a review of their marks, and you must manage any review in your centre before you submit the marks to us. The rank order of the marks when submitted must be your final view of all candidates. You can request a re-moderation of coursework with report (Service 5) on behalf of all your candidates at the enquiries about results stage. See section 6.

3.2.5 Internally moderating your marks

- (a) If more than one teacher is involved in the marking of coursework for a component, you must internally moderate the marking across teachers and teaching groups. This makes sure all candidates have been assessed against the same standards for a particular syllabus.
- (b) To complete internal moderation, each centre must select one teacher per component to act as an internal moderator. The internal moderator is usually a head of department (but can be a subject teacher). Their responsibility is to check that all teachers for each coursework component are marking consistently to the same standard. The internal moderator may move marks for some teaching groups up or down to make sure they are consistent for the whole centre.
- (c) For each moderated coursework component, the internal moderator must make sure that a valid set of marks is produced for candidates from your centre. You must produce a list of all candidates in descending order of marks – we call this a rank order. Submit these marks and record them on the Working Mark Sheet or Coursework Assessment Summary Form in the ‘internally moderated mark’ column.
- (d) If only one teacher is involved in the marking of a coursework component, you do not need to internally moderate your candidates’ marks before you submit them to us.
- (e) For more information go to www.cambridgeinternational.org/courseworkandmoderation



Important information

If you have candidates who are taking an A*-G syllabus, and candidates who are taking the 9–1 equivalent, you must complete a separate Coursework Assessment Summary Form for each group and submit the work and paperwork to us in separate packets. Do not combine them onto one form.

Section 3: Coursework and moderation continued

3.2.6 Absent candidates and not submitting coursework

If a candidate is entered for a coursework component but does not submit any coursework, we cannot give them a grade in that syllabus. They will receive a 'NO RESULT' outcome. The teacher must mark them as absent (with an 'A', not 'O') when they submit marks through Direct. When they fill in the Coursework Assessment Summary Form, the teacher must list the candidate's number and name and tick the 'absent' box against that candidate's row on the form.

3.2.7 Incomplete or extra coursework

- (a) Some coursework components need candidates to produce several pieces of work (for example, three essays). If a candidate does not complete all parts of the coursework, only give them marks for the work they have submitted.
- (b) If a candidate supplies more pieces of coursework than they need to, use the best piece(s) for the candidate's mark, as long as they meet the syllabus requirements.

3.2.8 Not meeting our requirements

If individual teachers or centres do not meet our requirements for coursework, we will tell you what to do. If we believe there is a major problem, we may ask you to find another person to assess coursework components in future exam series.

3.2.9 Submitting coursework for more than one syllabus

- (a) You can submit the same coursework for more than one syllabus, unless the syllabus says you cannot do this. Coursework samples must be separated for each component when sending them to us. However, coursework must be relevant, and must be assessed separately for each syllabus according to its criteria.
- (b) More than one moderator may check the coursework. You are responsible for making sure a separate copy is available for them and is submitted for each syllabus the coursework is being used for.

3.2.10 Resubmitting coursework in a later series

A candidate cannot re-use moderated coursework from a previous exam series. They must submit a new piece of work if needed. The work cannot be a reworked version of the work they submitted in a previous exam series. Check the Cambridge Guide to Making Entries to find out whether there is an option for a candidate to carry forward their coursework mark to a future series for the syllabus.

3.2.11 Submitting coursework for external competitions

You may submit your coursework for external competitions, but if you do this you must not state that the work is also being submitted as coursework for a Cambridge syllabus. It will be judged against different criteria, and the outcomes may not be the same.

Section 3: Coursework and moderation continued

3.3 Examined coursework

Examined coursework is marked by a Cambridge examiner. These components are not available to private candidates.

- For examined coursework you submit the coursework of all your candidates. As we assess the coursework you do not mark it.
- Make sure we receive your examined coursework by the deadline in the samples database (www.cambridgeinternational.org/samples). If it is late we will not accept it.

See sections 1.1.7 and 3.1.2 for more information about Submit for Assessment.

3.3.1 Authenticating examined coursework

We need to be confident that the work we assess is the candidate's own before we can award a grade. You are responsible for supervising candidates when they are completing coursework. By submitting coursework you are confirming that it is the candidate's own original work.

If you discover plagiarism in a candidate's work during the course, you should resolve this internally before you submit the work.

If you discover plagiarism when you come to submit work to us, you must not submit it. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/support-and-training-for-schools/support-for-teachers/teaching-and-assessment/plagiarism

NEW Once you submit coursework to us, we may use plagiarism detection software to screen it. Our subject experts will review any coursework we suspect may contain plagiarism. If we find plagiarised work, we may consider it candidate malpractice and therefore not accept the work. The candidate may then receive no marks for that component. See section 5.6.4. You should contact us if you are unsure whether to submit work or not.

3.3.2 Supervising examined coursework

(a) Teachers may:

- (i) help to choose subjects for investigations, models and topics
- (ii) give sources of information, for example, materials, places to visit and references, organisations, or people who might be able to help

- (iii) advise whether the candidates' ideas will work
- (iv) advise on length, approach and treatment
- (v) treat coursework as an integral part of the course and give candidates regular class work and/or homework relating to it, as appropriate.

(b) Teachers must also:

- (i) continually supervise work to monitor progress
- (ii) make sure candidates avoid plagiarism by stating their sources and advise them how to reference published materials
- (iii) make sure work is completed in line with the syllabus and can be assessed against the criteria.

(c) Coursework must be a candidate's own, unaided work. Unless there is subject-specific guidance in syllabus documents and coursework training handbooks that says otherwise, teachers can review candidates' work before it is handed in for final assessment. They can give feedback verbally or in writing. Their advice should be kept at a general level so the candidate leads the discussion and suggests any changes. Teachers must not give detailed advice to individuals or groups on how they can improve their work to meet the assessment criteria. Teachers must not change candidates' work.

(d) Candidates must not use online tools which act as writing assistants in the production of their coursework. Online writing assistant tools identify specific sections of the candidate's work where a correction or improvement to style or tone should be made and may propose specific words that should be used instead.

(e) Teachers must record full details of any other help they give to individual candidates, or any evidence that the candidate has received specific or detailed advice and correction to their work.



Extra guidance

For more guidance on the use of sources in written work, see www.cambridgeinternational.org/courseworkandmoderation

Section 3: Coursework and moderation continued

3.3.3 How to submit examined coursework

What to include

Before you submit your examined coursework to us, check the samples database: www.cambridgeinternational.org/samples. It tells you how to submit your examined coursework.

When you send us your examined coursework, you must do the following:

- Include the forms specified in the samples database. If forms are missing, incomplete or inaccurate this could delay the marking process and the release of results.
- If a candidate has used an access arrangement for their examined coursework, please fill in the Access Arrangements Cover Sheet (Exam Day – Form 4) and include this with your examined coursework. The cover sheet is on the samples database: www.cambridgeinternational.org/samples

Preparing hardcopy examined coursework

If the samples database asks you to submit hardcopy examined coursework, follow the instructions below. Make sure each piece of work is clearly labelled with your centre number, the candidate number, the syllabus and component. We recommend you use the ‘Coursework identification labels’ we send in the pre-exam despatch. Download extra labels from www.cambridgeinternational.org/forms (Coursework and Moderation – Label 3).

Send written coursework in plain, thin covers, not in bulky ring binders.

Please make sure any tied written coursework is securely fastened.

Do not send valuable materials or large, bulky or fragile items.

Packing and sending hardcopy examined coursework

We send most of the materials you need to return your hardcopy examined coursework in the pre-exam despatch.

- 1 Pack the examined coursework for each component in separate script packets.
- 2 Attach the correct bar-coded label showing your centre number, the syllabus number and component number to the front of each packet.
- 3 Place the packets in a secure outer package to make sure your examined coursework is not damaged. We do not supply the outer package.

You can put a number of packets, for a variety of components, into one outer package. You can use more than one outer package. See section 5.4.1.

- 4 Stick the coursework address label showing our address onto this package. You can download extra labels from www.cambridgeinternational.org/forms
- 5 Send your examined coursework to the following address. Use a service with a tracking facility and keep a record of your tracking number.

Cambridge International Education
Cambridge University Press & Assessment
DC10
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom
- 6 Your examined coursework must reach us no later than the deadlines in the samples database (www.cambridgeinternational.org/samples).
- 7 You must complete our Script Return Form each time you send us hardcopy examined coursework: www.cambridgeinternational.org/script-return-form



Important information

Please pack hardcopy examined coursework carefully. If coursework is damaged, this could delay the marking process and your candidates' results.



Extra guidance

To help you submit your hardcopy examined coursework correctly, watch our online tutorials at www.cambridgeinternational.org/courseworkandmoderation

Section 3: Coursework and moderation continued



Administrative forms

If you are preparing hardcopy examined coursework, the labels are available from www.cambridgeinternational.org/courseworkandmoderation and www.cambridgeinternational.org/forms

- Coursework Identification Labels: Cambridge IGCSE Art & Design – Coursework & Moderation – Label 1a
- Coursework Identification Labels: Cambridge O Level Art & Design – Coursework & Moderation – Label 1b
- Coursework Identification Labels: Cambridge AS & A Level Art & Design – Coursework & Moderation – Label 1c
- Coursework Address Labels – Coursework and Moderation – Label 2
- Coursework Identification Labels – Coursework and Moderation – Label 3



Important information

Do not wait to send your candidates' work at the same time as your scripts for timetabled exams.

3.3.4 Submitting examined coursework for more than one syllabus

You can submit the same coursework for more than one syllabus, unless the syllabus says you cannot do this. However, coursework must be relevant, and will be assessed separately for each syllabus according to its criteria. More than one examiner may mark the coursework. You are responsible for making sure it is available for them.

3.3.5 Resubmitting examined coursework in a later series

A candidate cannot re-use examined coursework from a previous exam series. They must submit a new piece of work if needed. The work cannot be a reworked version of the work they submitted in a previous exam series. Check the Cambridge Guide to Making Entries to find out whether there is an option for a candidate to carry forward their coursework mark to a future series for the syllabus.

3.4 Non-coursework tests

Your teachers conduct and assess non-coursework tests, then we moderate them. They take the form of an exam within a time period that we set.

- You submit marks for all candidates entered for non-coursework tests. You must also send us any samples of evidence we ask to see for some or all of your candidates, such as recordings or photographs. See sections 3.5 and 3.6.
- The samples database tells you how, and by when, to submit marks and samples: www.cambridgeinternational.org/samples. Check it before each series as we update it throughout the year.

The following are non-coursework tests that you assess:

- Cambridge IGCSE foreign language speaking tests
- Cambridge IGCSE first language speaking tests
- Cambridge IGCSE second language speaking tests
- Cambridge IGCSE Bahasa Indonesia (0538)
- Cambridge IGCSE Food & Nutrition (0648)
- Cambridge O Level Food & Nutrition (6065)
- Cambridge International AS & A Level language speaking tests.

3.4.1 Timetabling

- (a) Some non-coursework tests take place before the main exam period. You must conduct them within the timetabled period (www.cambridgeinternational.org/timetables).
- (b) Once you start the non-coursework tests, all candidates must take them as soon as possible to help keep them secure.*
- (c) Candidates must only take their non-coursework test once. Tests cannot be repeated during the same exam series.
- (d) In speaking tests, each candidate must be tested on their own, without other candidates present. See section 3.4.9(g).

Section 3: Coursework and moderation continued

These regulations do not apply to:

- Cambridge IGCSE First Language English Speaking & Listening (0500/04 or (9–1) 0990/04)
- Cambridge IGCSE First Language Spanish Speaking & Listening (0502/03)
- Cambridge IGCSE Bahasa Indonesia (0538/03)
- Cambridge IGCSE Chinese as a Second Language (0523/03)
- Cambridge IGCSE Urdu as a Second Language (0539/03)
- NEW Cambridge International AS & A Level language speaking tests (8679/01, 8682/01, 8683/01, 8684/01, 9716/01, 9717/01 and 9718/01).**

We do not send confidential materials for these speaking tests. All the materials you need for these tests are in the 2024 syllabus booklets.

3.4.2 Speaking test materials

For some components, you will receive Teachers' Notes and speaking test cards based on your estimated entries. If your centre has not made estimated entries, we will send you the materials when we receive your final entries. The Teachers' Notes provide instructions for the conduct and assessment of speaking tests. The speaking test cards and the Teachers' Notes are for use in the speaking tests.

Follow the instructions in section 4.3 when you receive the despatch containing these materials.

3.4.3 Estimated entries

We use your estimated entries to work out how many sets of materials you will need for non-coursework tests and other exams that take place before the main exam series. If you do not make estimated entries, you may not have the materials you need to carry out the tests at the right time.*

See section 2.2.



Important dates

Deadlines for estimated entries:

- June 2024 series: 10 October 2023
- November 2024 series: 10 May 2024
- June 2025 series: 10 October 2024

3.4.4 Appointing teacher-examiners

- (a) You must choose a teacher-examiner to assess non-coursework tests. This would normally be a teacher from the relevant department at your centre, but could be another suitably qualified person. You can choose a teacher who has taught those particular candidates. See section A4 of 'Centre and Cambridge Associate responsibilities'.
- (b) **A** Cambridge Associates are responsible for choosing teacher-examiners for Associate Centres.

3.4.5 Support for teacher-examiners

The School Support Hub (www.cambridgeinternational.org/support) has a range of Cambridge IGCSE speaking test handbooks.

These help you prepare for and deliver the non-coursework tests. They also have marked recordings of candidate work with examiner comments.

Practise marking with Online Coursework Training Programmes at www.cambridgeinternational.org/coursework-training

3.4.6 Special instructions for non-coursework tests where we send confidential materials*

- (a) (i) **NEW** For Cambridge IGCSE English as a Second Language (0510, 0511 and (9–1) 0991, 0993) speaking tests, you can only open the role play cards and Teachers' Notes booklets one working day before the test. Once these confidential exam materials have been opened, the Head of Centre or exams officer should give the material to the head of department or teacher-examiner. Teacher-examiners must give themselves enough time to read the materials and procedures.

Section 3: Coursework and moderation continued

- (ii) **NEW** For all other Cambridge IGCSE speaking tests, you can open speaking test cards and Teachers' Notes booklets four working days before the test. Once these confidential exam materials have been opened, the Head of Centre or exams officer should give the material to the head of department or teacher-examiner. Teacher-examiners must give themselves enough time to read the materials and procedures.
- (iii) **NEW** For Cambridge IGCSE and Cambridge O Level Food & Nutrition practical exams (0648 and 6065), you can open the confidential instructions at any point before the test. However, you can only open the question paper packets one working day before the tests take place.
- (iv) **NEW** For Cambridge International AS Level Spanish Language (8022) and Cambridge International AS Level Chinese Language (8238) speaking tests, you can only open the Conversation task cards and Teachers' Notes booklets one working day before the test. Once these confidential exam materials have been opened, the Head of Centre or exams officer should give the material to the head of department or teacher-examiner. Teacher-examiners must give themselves enough time to read the materials and procedures.

* These regulations do not apply to:

- Cambridge IGCSE First Language English Speaking & Listening (0500/04 or (9–1) 0990/04)
- Cambridge IGCSE First Language Spanish Speaking & Listening (0502/03)
- Cambridge IGCSE Bahasa Indonesia (0538/03)
- Cambridge IGCSE Chinese as a Second Language (0523/03)
- Cambridge IGCSE Urdu as a Second Language (0539/03)
- **NEW** Cambridge International AS & A Level language speaking tests (8679/01, 8682/01, 8683/01, 8684/01, 9716/01, 9717/01 and 9718/01).

We do not send confidential materials for these speaking tests. All the materials you need for these tests are in the 2024 syllabus booklets.

- (b) **NEW** For all confidential materials, two members of staff must independently check they have the correct question paper packet before opening it. This includes checking the dates of the exam to make sure they are within the published window.
- (c) Materials must not be removed from the centre and the information must stay confidential. **NEW** When materials are not being used, put them back in your secure storage.
- (d) You must store the materials securely in line with our regulations until after the speaking test period on the Cambridge timetable, even if you have completed your tests before that date.

3.4.7 Marking

- (a) The teacher-examiner must award marks in line with the criteria in the mark scheme for the component. This is in the Teachers' Notes booklet or the syllabus.
- (b) The teacher-examiner must assess candidates during the face-to-face test, and not afterwards from a recording. During the test the teacher-examiner should fill in the marks under the separate headings on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form. These are available on the samples database: www.cambridgeinternational.org/samples. Please see section 3.6.2 for how to fill in the forms.
- (c) You must submit your total marks to us for all your candidates. The samples database tells you how to submit your marks for each component. Check it before each series as we update it throughout the year: www.cambridgeinternational.org/samples

3.4.8 Internally moderating your marks

- (a) We recommend you appoint only one teacher-examiner for each syllabus. However, if you are entering more than 30 candidates, you may want to use extra teacher-examiners. You must make sure that all teacher-examiners administer the test according to the syllabus. You must also conduct internal moderation of your centre's marks before you send them to us. More information on internal moderation can be found below and at www.cambridgeinternational.org/courseworkandmoderation

Section 3: Coursework and moderation continued

- (b) Internal moderation makes sure all candidates have been assessed against the same standards for a particular syllabus. Each centre must select one teacher per component to act as an internal moderator. The internal moderator is usually a head of department (but can be a subject teacher who has been involved in the assessment of the tests). It is their responsibility to check that all teachers for each non-coursework test component are marking consistently to the same standard. The internal moderator may move marks for some teaching groups up or down to make sure they are consistent for the whole centre.
- (c) For each non-coursework test component, the internal moderator must make sure that a valid set of marks is produced for candidates from your centre. You must produce a list of all candidates in descending order of marks – we call this a rank order. Submit these marks and record them on the Working Mark Sheet or Speaking Test Summary Form in the ‘internally moderated mark’ column.
- (d) If only one teacher is involved in the marking of a non-coursework test component, you do not need to internally moderate your candidates’ marks before you submit them to us.



Important information

If you have candidates who are taking an A*-G syllabus, and candidates who are taking the 9–1 equivalent, you must complete a separate Coursework Assessment Summary Form or Working Mark Sheet for each group. Do not combine them onto one form. Visit the samples database to find out how to submit your marks and sample for a particular component: www.cambridgeinternational.org/samples.

3.4.9 Collecting the evidence of candidate performance

- (a) You need to collect evidence of candidate performance so we can moderate it. The syllabus document will tell you what we need. The samples database (www.cambridgeinternational.org/samples) will tell you how to send it to us.
- (b) You need to provide your own equipment to record and save your tests. Please see the samples database (www.cambridgeinternational.org/samples) for recording formats we accept.

- (c) You must make sure that tests take place in a quiet room. There must also be a separate quiet area for candidates who are waiting or preparing for the test. There must be someone in the preparation room to supervise the candidate(s). If there is more than one candidate in the waiting/preparation room at any time, the supervisor must make sure the room is silent and candidates do not communicate with each other. Other candidates are not allowed in the area, including those who have taken the test.

Remove or cover up any display material which may help candidates in the exam room and in the waiting/preparation room.

You must display the Notice to Candidates and Candidate Warning poster both inside and outside the exam room for all tests. We recommend you print this as A2 size. You will receive copies of each poster in the pre-exam despatch and you can download them from our website at www.cambridgeinternational.org/examday



Important information

- For Cambridge IGCSE English as a Second Language Speaking (0510/05, 0511/05 and (9–1) 0991/05, 0993/05), candidates spend two to three minutes preparing for the assessed part of the test in the exam room with the teacher-examiner.
- **NEW** For Cambridge International AS Level Chinese Language (8238/04) and Cambridge International AS Level Spanish Language (8022/04), candidates spend five minutes preparing for the Conversation task card part of the test in the exam room with the teacher-examiner.
- You do not need to provide a separate quiet area for:
 - Cambridge IGCSE First Language English Speaking & Listening (0500/04 or (9–1) 0990/04)
 - Cambridge IGCSE First Language Spanish Speaking & Listening (0502/03)
 - Cambridge IGCSE Bahasa Indonesia (0538/03)
 - Cambridge IGCSE Chinese as a Second Language (0523/03)
 - Cambridge IGCSE Urdu as a Second Language (0539/03)
 - **NEW** Cambridge International AS & A Level language speaking tests (8679/01, 8682/01, 8683/01, 8684/01, 9716/01, 9717/01 and 9718/01).

We do not send confidential materials for these speaking tests so candidates do not need any preparation time.

Section 3: Coursework and moderation continued

- (d) Check that you have good-quality recording equipment, for example, a digital voice recorder with a separate microphone. The test may be recorded on a mobile phone as long as it does not belong to the candidate; see section 3.4.9 (b). The mobile phone should have notifications disabled, to avoid interrupting the recording. Before the test, you must check equipment for the quality of the recording in the room where the tests are being held.
- (e) The teacher-examiner is responsible for making sure the recording equipment works correctly.
- (f) Once a candidate's test has started you must not pause the recording.
- (g) Only one teacher-examiner is allowed in the room during the test. See section A4 of 'Centre and Cambridge Associate responsibilities'.
- (h) Before sending us recordings, teacher-examiners must check that all candidates have been recorded and that all recordings are audible and complete. Email us full details straight away if there are any problems (info@cambridgeinternational.org). **NEW** You must not conduct the tests for any candidate for a second time.
- (i) **NEW** You must introduce each speaking test recording as follows:
 - your (the examiner's) name
 - the candidate's number
 - the candidate's name
 - the candidate card number (if applicable)
 - the date of the test.

3.4.10 Absent candidates and not completing speaking tests

- (a) Candidates who do not take the non-coursework test and who do not qualify for special consideration will not be awarded a grade in that syllabus and will receive a 'NO RESULT' outcome. See section 5.5 for more information about special consideration.
- (b) Where the non-coursework test does not count towards the overall grade for the syllabus, candidates who do not attend still qualify for an overall grade but will not receive a separate score or endorsement.
- (c) If a candidate does not take the non-coursework test the teacher-examiner must mark them as absent (with an 'A', not 'O') when submitting marks. Do not do this if they have been given special consideration to take the test at a later date. Visit the samples database to find out how to submit your marks for a particular component: www.cambridgeinternational.org/samples

- (d) On the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form the teacher-examiner must tick the 'absent' column.
- (e) You must have a recording of each candidate's test to prove they took it. We may ask for this.
- (f) If a candidate is absent for a non-coursework test and has returned to your centre, you must ask us if they can take it at another time within the test date window. Contact us by email as soon as possible, using the subject line 'Speaking test additional sitting'. This must not delay you sending us the sample and forms. This does not apply to Cambridge IGCSE First Language English Speaking & Listening (0500/04, (9–1) 0990/04). If an absent candidate will be taking the test at a later date:
 - (i) State this on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form, Principal Examiner's report, Practical Examiner's report, or Speaking Examination Summary Form.
 - (ii) Record the test in the format we specify on the samples database: www.cambridgeinternational.org/samples
 - (iii) Include the mark on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form.
 - (iv) After the test, submit the recording and a copy of the Working Mark Sheet, Oral Examination, Speaking Examination or Coursework Assessment Summary Form.
 - (v) The samples database tells you how to submit your marks for each component. Check it before each series as we update it throughout the year: www.cambridgeinternational.org/samples

3.4.11 Not meeting our requirements

- (a) We will tell you what to do if individual teacher-examiners or centres do not meet our requirements for non-coursework tests.
- (b) If we believe there is a major problem, we may ask you to find another person to conduct and assess the non-coursework tests in future exam series.

Section 3: Coursework and moderation continued

3.5 Submitting marks for internally assessed coursework and non-coursework tests

You need to submit a mark for every candidate entered for an internally assessed coursework component or a non-coursework test.

- For each component that you assess, submit the final mark for each candidate. The final mark you submit for each candidate must match the total mark, or the internally moderated (if applicable) mark, you record on the forms you submit with your sample.
- If one teacher completes all the marking for the component, no internal moderation is needed.
- If you do not submit a mark for a candidate, they will be awarded 'NO RESULT' for the syllabus.
- Check the samples database: www.cambridgeinternational.org/samples.

It tells you how to submit your marks and sample for each component. Check the samples database before each series as we update it throughout the year. See section A23 of 'Centre and Cambridge Associate responsibilities'.

3.5.1 How to submit marks

Depending on which components you have entries for, you submit marks to us using  Direct or Submit for Assessment. Before you submit your marks to us, check the samples database: www.cambridgeinternational.org/samples. It tells you how to submit your marks.

 If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024 for information about A2C.

Submit for Assessment

- 1 Visit the samples database to find out how to submit your marks and sample for a particular component. For most components, you submit samples using Submit for Assessment. Make sure you can access Submit for Assessment via My Cambridge (see section 1.14): www.cambridgeinternational.org/my-cambridge
- 2 Upload your sample(s). There is information and an Administrative Guide available on our website: www.cambridgeinternational.org/submit-for-assessment

- 3 Using the information on the samples database, complete the relevant forms and upload them to Submit for Assessment.
- 4 Submit your samples and forms.

Direct

If the samples database states that total marks should be submitted on  Direct, submit your marks as soon as we have processed your entries. You must make sure you submit all your marks by the deadline in the samples database.

- 1 Go to your 'Dashboard' in the 'Administer Exams' section. You will see a list by syllabus of all the candidates you need to submit marks for. Submit the marks or show that the candidate was absent (with an 'A' not 'O') in the boxes provided. Alternatively you can submit your marks all together using the 'Import Marks' area of  Direct. See the 'Extra guidance' box on the next page.
- 2 Before you submit the marks, run a report to check all the marks you have entered. Click 'Download CSV' in the 'Internally Assessed Marks' tab. It is important that you do this, because once you have submitted a mark you cannot change it through  Direct.
- 3 Once you have submitted your marks, click 'Download Internally Assessed Marks Report'. For most components, your marks automatically appear in Submit for Assessment within 24 hours of you submitting them on  Direct. For some components, you will print your Internally Assessed Marks Report and include it in your sample packet when you send it to us. The samples database tells you whether you need to print and submit your Internally Assessed Marks Report to us.

-  Associate Centres should submit their marks to their Cambridge Associate according to the instructions on the samples database.



Important information

Submit for Assessment and  Direct will log you out if you are inactive for 20 minutes. You will lose any unsaved marks.

Section 3: Coursework and moderation continued



Extra guidance

See our online tutorial and factsheet on submitting internally assessed marks using Direct at www.cambridgeinternational.org/courseworkandmoderation

Internal Assessment Mark Sheets (MS1)

We no longer use Internal Assessment Mark Sheets (MS1s). You submit marks according to the instructions on the samples database:

www.cambridgeinternational.org/samples. If you submit your sample to us in hardcopy, you must include a printout of your Internally Assessed Marks Report with each sample.

3.5.1.1 Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives

Use the Online Learning Area (www.cambridgeinternational.org/learningarea) to submit marks for Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives.

We include instructions about submitting work and internally assessed marks in the Administrative Guide: Cambridge Global Perspectives (Checkpoint), which is available on our website: www.cambridgeinternational.org/eoguide

3.5.2 Carrying forward internally assessed marks

Please see section 2.5.3.



Important dates

The deadlines for sending us marks and samples of coursework and non-coursework tests are in the samples database:
www.cambridgeinternational.org/samples

Cambridge Associates should set earlier deadlines for Associate Centres to submit their marks. They should check they have the correct information and then send us the marks by the deadlines.

3.6 Submitting internally assessed coursework and non-coursework tests

You need to send us the work of some or all of your candidates, including internally assessed coursework and non-coursework tests you have marked, so that we can moderate your marks.

- Always include a copy of your marks with any hardcopy work you send us (your Internally Assessed Marks Report from Direct, see section 3.5.1), and the forms listed in the samples database.
- You must submit all the work that contributed to a candidate's final mark for that component.
- Before you submit samples to us, check the samples database: www.cambridgeinternational.org/samples. It tells you how to submit your marks and samples. Check the samples database before each series as we update it throughout the year.

Cambridge Associates should work with their Associate Centres to make sure they choose the correct samples. They should set earlier deadlines for Associate Centres to send them their samples and the relevant forms. The Cambridge Associate should then send the samples and forms to us following the instructions in the samples database.

3.6.1 Which candidates should be submitted in the sample?

Use our samples database to check:

- when and how to submit your candidates' work
- how many examples of candidate work you need to submit
- which forms you need to submit with the work.

NEW Submit for Assessment will identify the candidates to be included in the sample for components where marks are submitted on Submit for Assessment.

Find the samples database at www.cambridgeinternational.org/samples

Section 3: Coursework and moderation continued

3.6.2 How to fill in the forms

NEW To show the breakdown of how you arrived at the final mark, you must complete one or more of the following (depending on the component):

- a Coursework Assessment Summary Form (CASF)
- a Working Mark Sheet (WMS)
- an Oral or Speaking Examination Summary Form (OESF or SESF).

For some components you also need to complete a marks breakdown form for each candidate. You may need to submit these forms for all candidates or only the candidates in the sample. Check the instructions on the form and the submission criteria for the specific requirements. All marks breakdown forms must be available for submission if we ask for them.

Download the interactive forms from the ‘Forms to include with your sample’ column of the samples database. **We recommend you complete them using Adobe Acrobat with the teacher who carried out the assessment.** When completing the forms listed above, please remember:

- Include the marks of all candidates entered for a component, not just the marks of the candidates in the sample.
- You must add up the marks correctly to give the total mark. The interactive forms on the samples database will add up the marks for you and tell you if you have exceeded the maximum.
-  If only one teacher was involved in the assessment, enter the breakdown of marks and fill in the ‘Total Mark’ column. The marks in this column must match the marks you submit to us.
- If more than one teacher was involved in the assessment, you must also enter the standardised marks in the ‘Internally Moderated Mark’ column. The marks in this column must match the marks you submit to us.
- The samples database will tell you how to submit your marks to us. Check it before each series as we update it throughout the year.
- If a candidate has not completed any work for the component, show that they were absent on the CASF, WMS, OESF or SESF by filling in their candidate details and ticking the ‘absent’ column.



Important information

If you have candidates who are taking an A*–G syllabus, and candidates who are taking the 9–1 equivalent, you must complete separate forms for each group and send them to us according to the samples database. Do not combine the candidates onto one form.



Important information

Before you submit your marks to us, check the samples database. It tells you how to submit your marks. Check the samples database before each series as we will update the information throughout the year. The samples database is available on our website: www.cambridgeinternational.org/samples

The database tells you the following:

- component, qualification and syllabus information
- how we assess the component
- how to submit materials
- how to choose samples
- who chooses samples
- deadline for marks
- deadline for samples
- forms to include with your samples.

3.6.3 How to submit the samples

What to include

Before you submit your marks and samples to us, check the samples database: www.cambridgeinternational.org/samples. It tells you how to submit your marks and sample(s).

Section 3: Coursework and moderation continued

When you send us your samples you must do the following:

- Include the sample specified in the samples database and all the work that contributed to the candidate's final mark for the component.
- Include the forms specified in the samples database. If forms are missing, incomplete or inaccurate this could delay the moderation process and the release of results.
-  If you need to submit a report showing the component marks you have submitted for all candidates and this is not a syllabus/component that uses Submit for Assessment, you should download and print your Internally Assessed Marks Report from Direct and include it in the packet with your sample.
- If a candidate has used an access arrangement for their internally assessed coursework or non-coursework test, please fill in the Access Arrangements Cover Sheet (Exam Day – Form 4) and include this with your sample. The cover sheet is on the samples database: www.cambridgeinternational.org/samples

Preparing hardcopy samples

If the samples database asks you to submit hardcopy samples, follow the instructions below. Make sure each piece of work in your sample is clearly labelled with your centre number, the candidate number, the syllabus and component. We recommend you use the 'Coursework identification labels' we send in the pre-exam despatch. Download extra labels from www.cambridgeinternational.org/forms (Coursework and Moderation – Label 3).

Send written coursework in plain, thin covers, not in bulky ring binders.

Please make sure any tied written coursework is securely fastened.

Do not send valuable materials or large, bulky or fragile items.

Packing and sending hardcopy samples

We send most of the materials you need to return your hardcopy samples in the pre-exam despatch.

- 1 Pack the samples for each component in separate script packets.
- 2 Attach the correct bar-coded label showing your centre number, the syllabus number and component number to the front of each packet.
- 3 Place the packets in a secure outer package to make sure your samples are not damaged. We do not supply the outer package. You can put a number

of packets, for a variety of components, into one outer package. You can use more than one outer package.

- 4 Stick the coursework address label showing our address onto this package. You can download extra labels from www.cambridgeinternational.org/forms
- 5 Send your samples to the following address. Use a service with a tracking facility and keep a record of your tracking number.

Cambridge International Education
Cambridge University Press & Assessment
DC10
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom
- 6 Your samples must reach us no later than the deadlines in the samples database (www.cambridgeinternational.org/samples).
- 7 You must complete our Script Return Form each time you send us hardcopy samples: www.cambridgeinternational.org/script-return-form



Important information

- Before you send the work, check that you have kept the information and materials listed in section 3.6.4.
- Please pack hardcopy samples carefully. If samples are damaged this could delay the moderation process and your candidates' results.
-  If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.



Extra guidance

To help you submit your hardcopy samples correctly, watch our online tutorials at www.cambridgeinternational.org/courseworkandmoderation

Section 3: Coursework and moderation continued



Administrative forms

If you are preparing hardcopy samples, the labels are available from www.cambridgeinternational.org/courseworkandmoderation and www.cambridgeinternational.org/forms

- Coursework Identification Labels: Cambridge IGCSE Art & Design – Coursework and Moderation – Label 1a
- Coursework Identification Labels: Cambridge O Level Art & Design – Coursework and Moderation – Label 1b
- Coursework Identification Labels: Cambridge AS & A Level Art & Design – Coursework and Moderation – Label 1c
- Coursework Address Labels – Coursework and Moderation – Label 2
- Coursework Identification Labels – Coursework and Moderation – Label 3



Important information

- Do not wait to send your candidates' work at the same time as your scripts for timetabled exams.

3.6.4 Materials to keep

You must keep the following materials and information until after the enquiries about results period:

- a record of the work you sent us
- a record of the marks you submitted to us. Check the samples database before each series to see how to submit marks for a particular component
- a summary of how you internally moderated marks, if relevant
- copies of the coursework or non-coursework tests in your sample
- all the assessed coursework or non-coursework tests of all candidates not included in the sample, in case we ask you to send another sample of work

- a copy of each form. These forms are an important part of the assessment process and we may need to refer to them as part of our quality checks.

You must store the materials securely. Do not return them to candidates until after the enquiries about results period.

3.6.5 Moderation report

We send a moderation adjustment summary report for each component you have assessed. The report highlights any adjustments we have made to your candidates' marks. We send this to you in your results despatch. See section 6.1.3. We also send you a report from the moderator giving feedback on how you assessed the work. This is included in your results files on Direct.

3.6.6 Returning candidates' work

Please tell us if you would like us to return your moderated coursework samples. If you do not want us to return the work, you do not need to do anything. We do not charge for this, except for Art & Design. We do not return examined coursework components.

If you want us to return your coursework samples, send us Coursework and Moderation – Form 6, available from our website and the samples database. You must send us the form with your sample, by the deadline on the samples database. If you have already sent us the sample, email info@cambridgeinternational.org by the following deadlines:

- June 2024 series: 20 September 2024
- November 2024 series: 26 February 2025.

We will not be able to return coursework if you ask us after these deadlines. You can return the coursework to candidates as soon as you receive it. We may keep some items for research, exhibition, archive or educational purposes.

When do we return candidates' work to you?

We will return coursework that has not been subject to an enquiries about results service to you:

- between September and November for the June series
- between March and May for the November series.

Section 3: Coursework and moderation continued

If you have requested an enquiry about results for the coursework, we will not return work to you until the end of the enquiries about results appeals period.

Recordings of coursework or non-coursework tests, or work submitted on Submit for Assessment

You should keep copies of all the audio and/or visual recordings you submit for moderation or work you submit on Submit for Assessment. We will not return this work to you.



Regulations

We are not responsible if any coursework you send us is lost or damaged.

Cambridge IGCSE and Cambridge International AS & A Level Art & Design

We charge a fee per component to return work for Cambridge IGCSE Art & Design (0400/01, 02 and (9–1) 0989/01, 02), Cambridge O Level Art & Design (6090/01, 02, 03) and Cambridge International AS & A Level Art & Design (9479/01, 02, 03). The costs of the return of art are based on items being returned by courier and on work being a maximum size of A2. We may charge additional postage if the maximum size is exceeded. See our fees list in the 'My Messages' section of Direct or contact your Cambridge Associate if you work at an Associate Centre.

Send us Coursework and Moderation – Form 5. We may not be able to return work if we receive the form after the deadline.



Administrative forms

Forms available from www.cambridgeinternational.org/forms and the samples database www.cambridgeinternational.org/samples

- Return of Art & Design Work: Coursework and Moderation – Form 5
- Return of Moderated Coursework (not including Art & Design): Coursework and Moderation – Form 6



Important dates

The deadlines for sending Coursework and Moderation – Form 5 and Form 6 are:

- June series: 20 September 2024
- November series: 26 February 2025

Section 3: Coursework and moderation continued

3.7 Submitting Cambridge Global Perspectives work

3.7.1 Chk Cambridge Primary and Lower Secondary Checkpoint Global Perspectives (0838/01 and 1129/01)

You mark your candidates' Team Projects and Research Reports and upload all the work to the Online Learning Area.

3.7.2 How to submit Cambridge Global Perspectives work

There are different ways to submit internally assessed marks, candidate work and samples depending on the Cambridge Global Perspectives qualification.



Important dates

The deadlines for marks and samples of internally assessed coursework and non-coursework tests are in the samples database:

www.cambridgeinternational.org/samples

A Cambridge Associates should set earlier deadlines for Associate Centres to submit their marks. They should check they have the correct information and then send us the marks by the deadlines.

Syllabus	Component	Component type	How to submit your candidates' work	Which guide to use for detailed guidance
Chk Cambridge Primary Checkpoint Global Perspectives (0838)	Team Project (0838/01)	Internally assessed coursework	Upload using the Online Learning Area .	Administrative Guide: Cambridge Global Perspectives (Checkpoint) at www.cambridgeinternational.org/eoguide
Chk Cambridge Lower Secondary Checkpoint Global Perspectives (1129)	Research Report (1129/01)	Internally assessed coursework		
Cambridge IGCSE Global Perspectives (0457)	Individual Report (0457/02) Team Project (0457/03)	Examined coursework Internally assessed coursework	Upload using Submit for Assessment .	Administrative Guide: Using Submit for Assessment at www.cambridgeinternational.org/eoguide
⊕ Cambridge O Level Global Perspectives (2069)	Individual Report (2069/02) Team Project (2069/03)	Examined coursework Internally assessed coursework		
Cambridge International AS & A Level Global Perspectives & Research (9239)	Essay (9239/02) Team Project (9239/03) Research Report (9239/04)	Examined coursework		

⊕ If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024 for information about Cambridge Pre-U Global Perspectives & Research (9777) and Cambridge Pre-U Global Perspectives Short Course (1340).

A Cambridge Associates should pass these instructions on to their Associate Centres.

Section 4: Before the exams

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4.1 + Forecast grades

You must submit forecast grades for all your candidates.

A forecast grade is the grade the teacher expects a candidate to achieve for each syllabus they are entered for. It is not the teacher's assessment of the quality of the candidate's work during the course, or of their effort.

Where the candidate has partly completed a qualification in an earlier series (for example, a Cambridge International AS Level), the forecast grade should relate to the overall qualification, including the part already assessed.

We use forecast grades to:

- decide syllabus grade thresholds
- help adjust marks if you have applied for special consideration
- carry out checks before we release results.

If you do not submit forecast grades you will disadvantage your candidates.

We cannot apply these quality assurance processes without them.

Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint

You do not need to submit forecast grades for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

The 'Administer Exams' section of will ask you to submit forecast grades.

You can ignore this message or submit a forecast grade of 'X' (meaning 'no forecast grade') for your candidates if you prefer.

4.1.1 How to submit forecast grades

You must submit forecast grades through before or by the relevant deadline.

You can submit your forecast grades as soon as we have processed your entries.

After 20 minutes of inactivity you will be automatically logged out of .

- 1 Go to your 'Dashboard' in the 'Administer Exams' section and click on the 'Forecast grades' link in the relevant series. You will see a list by syllabus of all the candidates you need to submit forecast grades for. Or you can submit your forecast grades all together using the 'Import Grades' area of . See the 'Extra guidance' box on the next page.
- 2 Choose the correct forecast grade for each syllabus and candidate.
- 3 If you cannot forecast a grade for a candidate, for example a private candidate, or an ICE or AICE group award, enter 'X' in the 'Forecast Grade' column (meaning 'no forecast grade').
- 4 Before you submit them, run a report to check all the grades you have entered. Click 'Download CSV' in the 'Forecast grades' tab. It is important that you do this, because once you have submitted a grade you cannot change it through .

Section 4: Before the exams continued

- 5 To change a forecast grade you have already submitted email info@cambridgeinternational.org

A Associate Centres should submit their forecast grades to their Cambridge Associate and let them know the grades are ready to approve and submit to us.



Extra guidance

View our online tutorial and factsheet on submitting forecast grades using Direct at www.cambridgeinternational.org/beforetheexams

Forecast Grade Forms

We no longer provide printed Forecast Grade Forms in your pre-exam despatch. You must submit forecast grades using Direct.



Important dates

Deadlines for submitting forecast grades:

- June series: 30 April 2024
- November series: 31 October 2024

A Cambridge Associates should set earlier deadlines for Associate Centres to submit their forecast grades. Cambridge Associates should check they have all the information and then send us the forecast grades by the deadline.

4.2 Pre-exam and question paper despatches

We send you the following despatches before the exams, depending on your entries. They contain all the materials you need.

- 1 **Early question papers despatch:** question papers, confidential instructions and exam materials for specific components, such as practical, project or speaking components where you need materials before the main timetable period. This is mainly based on estimated entries. However, we do send some early items using your final entries only.
- 2 **Entries confirmation despatch:** documents confirming your entries.
- 3 **Pre-exam despatch:** exam stationery, including multiple-choice answer sheets, key administrative documents, despatch labels, script packets and attendance registers.
- 4 **Question paper despatch:** confidential question papers.
- 5 **Bar-coded labels despatch:** to identify the contents of each script packet you send us.

The packaging material used in our despatch boxes is recycled paper. We encourage you to recycle the paper wherever possible.



Important information

For information and instructions about downloading confidential exam materials, such as early question papers and/or pre-release materials from the School Support Hub and/or Digital File Despatch, see sections 4.2.3 and 4.3.1.

A We send all despatches to Cambridge Associates. They are labelled for each Associate Centre. Cambridge Associates should pass the despatches to their Associate Centres according to their agreed arrangements.

Section 4: Before the exams continued

Important information

For some centres in 2024, we will send your pre-exam despatch (your administrative materials) together with your question papers. If this affects you, we will email you more detailed information.



4.2.1 Dates and contents

The following tables tell you the contents of each despatch for the June and November series and when you can expect to receive them. Remember:

- Your despatch will contain everything you need based on your entries. Therefore, you may not receive everything that is listed in the tables below.
- If you make late entries, or have amended your entries, you may not receive the materials for these in your main despatch. They will arrive at a later date. Contact us if your materials have not arrived within two working days of the exam.
- We include bar-coded labels for early timetabled and non-timetabled components in your pre-exam despatch.

Early question papers

- June series: from November 2023 to March 2024
 - November series: from June 2024 to September 2024
- The regulations in sections 4.3 and 4.4 apply to early question papers too.

Art & Design question papers

- Cambridge IGCSE Art & Design (0400/02 and 9–1 0989/02)
- Cambridge O Level Art & Design (6090/02, 03)
- Cambridge International AS & A Level Art & Design (9479/02)
- Cambridge International AS & A Level Digital Media & Design (9481/02).

These question papers will be available on the School Support Hub. When we receive your final entries, we will also make the question papers available via Digital File Despatch.

For specific dates see the monthly calendars for January and July 2024 at
www.cambridgeinternational.org/preparation

Case study for Cambridge IGCSE Enterprise (0454/01)

Give the case study to candidates straight away. When we receive your final entries, we will also make the case study available via Digital File Despatch.

Section 4: Before the exams continued

Early question papers for speaking tests

We send these at the same time as the Early question papers despatch.

 The regulations in sections 4.3 and 4.4 apply to early question papers too.

Speaking Test Cards for Cambridge IGCSE languages
NEW Cambridge International AS Level languages (8022/04 and 8238/04)

For teachers to use in non-coursework tests. Sent in print only.

Speaking Test Teachers' Notes for Cambridge IGCSE languages
NEW Cambridge International AS Level languages (8022/04 and 8238/04)

Teacher instructions for non-coursework tests. Sent in print only.

You do not need a question paper for:

- Cambridge IGCSE First Language English (0500/04 and 9–1 0990/04)
- Cambridge IGCSE First Language Spanish (0502/03)
- Cambridge IGCSE Bahasa Indonesia (0538/03)
- Cambridge IGCSE Chinese as a Second Language (0523/03)
- Cambridge IGCSE Urdu as a Second Language (0539/03)
- NEW Cambridge International AS & A Level language speaking tests (8679/01, 8682/01, 8683/01, 8684/01, 9716/01, 9717/01 and 9718/01).**

All the materials you need for these speaking tests are in the 2024 syllabus booklets, including:

- component requirements
- mark scheme
- help with administration.

Download the Working Mark Sheet from the samples database (www.cambridgeinternational.org/samples).

Confidential instructions

We send these at the same time as the Early question papers despatch.

 You must store these instructions in the same way as question papers. See sections 4.3 and 4.4. You must also follow the regulations in section 5.7.1.

Confidential instructions for practical exams in science syllabuses

These instructions help the member of staff in charge of the laboratory to prepare for the exam. Sent in print only.

Entries confirmation despatch

- June series: February/March/April 2024
- November series: July/August/September 2024

Candidate statements of entry

Most countries no longer receive printed statements of entry in the entries confirmation despatch.  Direct allows you to generate statements of entry. Download or print one for each candidate showing their details and syllabuses. Give the statements to the candidates and ask them to check they are correct. If your region has told us that it is critical for you to receive printed statements of entry, we will continue to send them to you. If any details are incorrect on  Direct (or printed statements if you still receive them from us), follow the instructions in section 2.4.

Candidate entry list

Shows all your entries by candidate.

Centre summary of entries

Shows all your entries by syllabus and option.

Candidate entry warning list

Highlights any potential timetable clashes.

Section 4: Before the exams continued

Pre-exam despatch

- June series: Mid-March to early May 2024
- November series: Mid-August to early October 2024

In your pre-exam despatch, there is a guide to explain what you need to do with each item. We will also send the guide in the Cambridge Exams Officer eNewsletter and you can download it from
www.cambridgeinternational.org/beforetheexams

Exam stationery

NEW Brown paper envelope script packets (these are white for Art & Design)

To return scripts or internally assessed samples, we provide two different sized A4 script packets for all your components. You can choose which size envelope to use. You will receive A2 packets for Cambridge IGCSE Art & Design (0400 and (9–1) 0989), Cambridge O Level Art & Design (6090/01, 02, 03) and Cambridge International AS & A Level Art & Design (9479).

Continuation booklets

We send continuation booklets in your pre-exam despatch for candidates who run out of space in the answer booklets. You can print a supplementary answer booklet for any candidates who run out of space in the continuation booklet. These are available on our website www.cambridgeinternational.org/forms under 'Exam day'.

Formulae and statistics tables

Reference guides for candidates taking mathematics or statistics exams containing important formulae and tables. One table per candidate for specific exams. These are also available on our website www.cambridgeinternational.org/search/gcsearch.aspx?q=Formulae

Administrative forms and other materials

Notice to Candidates and Candidate Warning poster

These posters give our exam rules and regulations for candidates. Before the exam period starts, display a copy of both posters outside and inside all exam rooms. Download extra copies from www.cambridgeinternational.org/examday

Attendance registers for non-timetabled and timetabled exams

To record whether each candidate is present or absent at the start of the exam. If any of your candidates are not listed, add them to the bottom. Return the top copy with the scripts in the script packet. Keep the bottom copy for your own records.

Multiple-choice answer sheets

Pre-printed answer sheets for each candidate. Supplementary multiple-choice answer sheets are available from www.cambridgeinternational.org/examday under 'Running exams'.

Assessment forms for practical tests

For practical exams in ICT.

Section 4: Before the exams continued

Despatch and identification labels	
Return labels	Attach to the outer packaging when you return scripts to us.
Bar-coded labels for internally assessed, non-timetabled components, early timetabled components and multiple-choice answer sheets	Bar-coded labels tell us what is in each packet and allow us to track packets at every stage of the marking or moderation process. Place the scripts or samples in the script packet then attach the relevant bar-coded label to the front of the packet. Make sure the script packet is marked with only one bar-coded label, and the barcode on the label is legible and not obstructed. Do not write anything on the bar-coded label or cover it with tape, other labels or anything that covers or damages the barcode. See section 5.4.1.
Labels for returning internally assessed hardcopy samples	If the samples database states you should return a hardcopy sample, attach these labels to the outer packaging when you return internally assessed samples to us for moderation.

Identification labels for hardcopy samples	If the samples database states you should return a hardcopy sample, attach these labels to individual pieces of internally assessed work you send us for moderation. There are specific labels for Cambridge IGCSE Art & Design (0400 and (9–1) 0989/01, 02), Cambridge O Level Art & Design (6090/01, 02, 03) and Cambridge International AS & A Level Art & Design (9479/01, 02, 03).
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Question paper despatch

- June series: late March/Early April 2024
- November series: Early/Mid-September 2024

 Store the contents of this despatch securely and do not open the question paper packets. See sections 4.3 and 4.4.

Question papers	Confidential question papers for each exam component.
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Section 4: Before the exams continued

Bar-coded labels despatch

- June series: Late April 2024
- November series: Late September to early October 2024

Bar-coded labels for timetabled and non-timetabled components

Bar-coded labels tell us what is in each script packet and allow us to track packets at every stage of the marking process. Place the scripts in the script packet then attach the relevant bar-coded label to the front of the packet. Make sure the script packet is marked with only one bar-coded label, and the barcode on the label is legible and not obstructed. Do not write anything on the bar-coded label or cover it with tape, other labels or anything that covers or damages the barcode. See section 5.4.1.

 Cambridge Primary Checkpoint and Lower Secondary Checkpoint

Remember:

- The despatches and contents match your entries so you may not receive everything listed in the tables.
- Do not worry if you do not receive materials for any late or changed entries in main despatches. They will arrive at a later date. Contact us if your materials have not arrived within two working days of the exam.

Entries confirmation despatch

- May series: March 2024
- October series: September 2024

Candidate statements of entry

Most countries no longer receive printed statements of entry in the entries confirmation despatch.
 Direct allows you to generate statements of entry. Download or print one for each candidate showing their details and syllabuses. Give the statements to the candidates and ask them to check they are correct. If your region has told us that it is critical for you to receive printed statements of entry, we will continue to send them to you. If any details are incorrect on  Direct (or printed statements if you still receive them from us), follow the instructions in section 2.4.

Candidate entry list

Shows all your entries by candidate.

Centre summary of entries

Shows all your entries by syllabus.

Section 4: Before the exams continued

Pre-exam and question paper despatch	
<ul style="list-style-type: none">• May series: From mid-March 2024• October series: From early September 2024	
Attendance registers	To record whether each candidate is present or absent at the start of the test. If any of your candidates are not listed, add them at the bottom. Return the top copy with the scripts in the script packet. Keep the bottom copy for your own records.
NEW Brown paper envelope script packets	Use these packets to return scripts after the tests.
Bar-coded labels	Bar-coded labels tell us what is in each script packet and allow us to track packets at every stage of the marking process. Place the scripts in the script packet then attach the relevant bar-coded label to the front of the packet. Make sure the script packet is marked with only one bar-coded label, and the barcode on the label is legible and not obstructed. Do not write anything on the bar-coded label or cover it with tape, other labels or anything that covers or damages the barcode. See section 5.4.1.
Return labels	Attach these labels to the outer packaging when you return scripts to us.
Question papers and supporting materials	Confidential question papers and supporting materials for each test component. Store the contents of this despatch securely and do not open the question paper packets.

4.2.2 Additional exam materials list

For any exam where candidates need extra materials, use our additional exam materials list (www.cambridgeinternational.org/database) to find out:

- which extra materials you need to provide
- which exam materials we provide
- whether candidates should answer directly on the question paper, on multiple-choice answer sheets or in an answer booklet we provide as an insert in the question paper.

The list also contains information about using dictionaries, and the standard materials candidates need for every exam. The ‘Additional materials’ section on the front covers of question papers says: ‘You will need:’. This lists what the candidate needs, and includes items we provide such as an answer booklet, an insert or a map. It also includes the **extra** exam materials that you need to provide to the candidate as well as the standard materials that candidates need.

Calculators are **no longer** listed as extra exam materials for mathematics components. See section 5.1.7.1 for guidance about using calculators and what types of calculator can be used.

4.2.3 Early question papers and pre-release materials

For syllabuses that have early question papers or pre-release materials, you will receive this material in three ways:

- through Digital File Despatch
- through the School Support Hub
- in print (except for 0400/02; (9–1) 0989/02; 6090/02, 03; 9479/02; 9481/02; 9837/03; 0411/11, 12 and 13; and (9–1) 0994/12).

For information about how you will receive materials for each syllabus that has early question papers or pre-release materials, go to www.cambridgeinternational.org/prerelease

For Cambridge IGCSE Drama (0411 and (9–1) 0994) we will send you a printed copy of the pre-release materials with your question papers for use on exam day.

Section 4: Before the exams continued

Digital File Despatch

To access early question papers and pre-release materials through Digital File Despatch, you must first submit final entries.

For instructions on how to access Digital File Despatch click 'Help' at www.cambridgeinternational.org/dfd

For more information on receiving and storing materials from Digital File Despatch, see section 4.3.1.

A If you are an exams officer for a Cambridge Associate, you will have access to Digital File Despatch but your Associate Centres will not.

You are responsible for transferring confidential materials to your Associate Centres securely, according to your local arrangements. Do not send confidential materials by email.

Early exam and pre-release materials (June 2024 and November 2024 series)

Go to www.cambridgeinternational.org/prerelease to find out which confidential materials you must access using the School Support Hub or Digital File Despatch for the June 2024 and November 2024 series. Instructions about how to access Digital File Despatch are available by clicking 'Help' at www.cambridgeinternational.org/dfd

We also include instructions in the monthly Cambridge Exams Officer eNewsletter.



Section 4: Before the exams continued

4.3 Receiving question paper despatches

We send you question papers and exam materials before the exam period begins. The sooner you make your entries, the sooner your question paper despatch will arrive. **A** We send printed question papers and exam materials to Cambridge Associates who then share them with Associate Centres according to local arrangements.

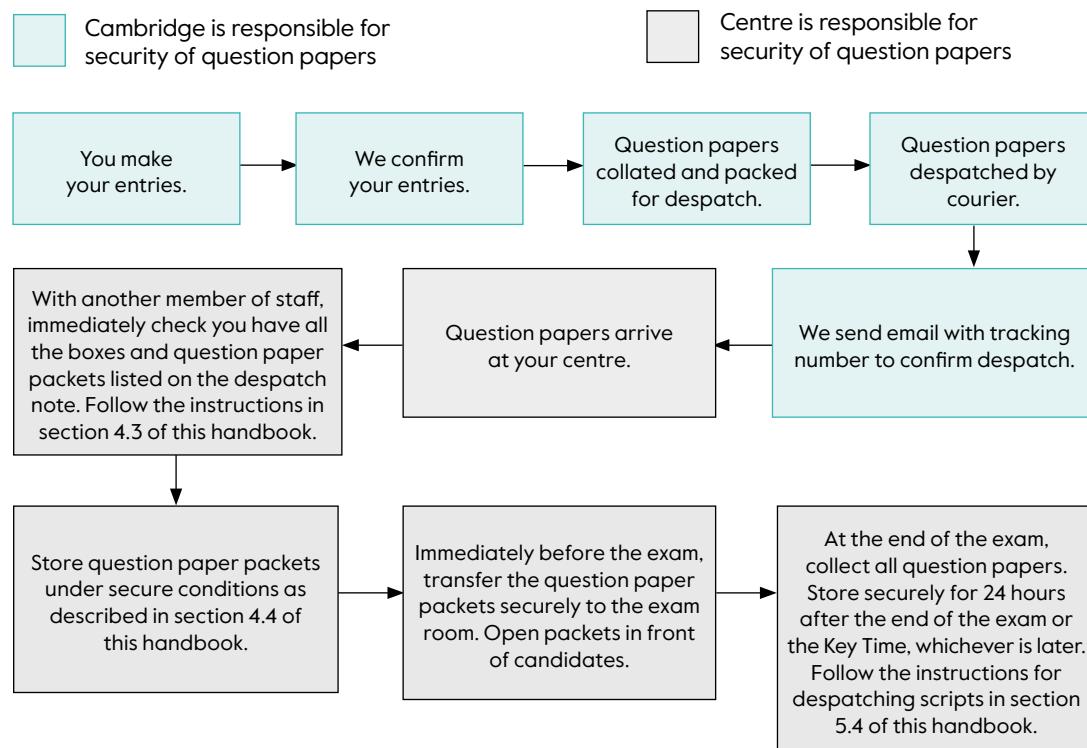
This section explains the regulations you must follow when you receive confidential materials.



Important information

We pack question papers in blue packets. Inside the packets, your question papers are packed inside an extra transparent bag. This makes question papers even more secure while they are transported to your centre. The blue packets must not be opened until the start of the exam.

Security of question papers



Section 4: Before the exams continued

(a) The Head of Centre, or Cambridge Associate, is responsible for making sure an authorised and trained member of staff is available to receive question paper deliveries. This may include security staff outside of your centre's opening times. They must check the despatch but not open it. Tell us immediately using Before the Exams – Form 3 if the outer packaging is damaged or opened. You must have a procedure in place to make sure the despatch is kept securely as soon as it arrives at your centre. You must keep a record of this procedure.

NEW It is your responsibility to pay for any outstanding customs duties, brokers' fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials. See section A14.

(b) You must check the following when a despatch arrives:

- (i) that the correct centre number and address are shown on the outer box/courier packaging
- (ii) that the correct number of boxes/packages have arrived
- (iii) that the outer box/courier packaging is intact and there is no sign of damage, tampering or opening.

(c) The authorised person should then contact the Head of Centre or exams officer straight away. If they are not available, for example if your despatch has arrived when your centre is closed, the despatch must stay sealed and be kept secure.

(d) The Head of Centre or exams officer must then carefully check the contents. Another member of staff must watch. This person needs to understand our question paper regulations but does not need to be a senior member of staff. The Head of Centre or exams officer must choose a suitable member of staff for this task.

(e) You must check to make sure you have received blue question paper packets for all components you have made entries for. You are not checking the number of question papers. **The blue question paper packets must stay sealed until the start of the exam.** If they are damaged or open when you receive them, you must tell us immediately using Before the Exams – Form 3.

- (f) You must keep a record of this check either by:
 - (i) ticking next to the listed materials on the despatch note, or
 - (ii) creating a list of all materials received in each delivery.
- (g) The Head of Centre or exams officer, and the member of staff who witnessed the delivery being checked, must sign and date the records.
- (h) You must keep the records until you receive certificates, and you must show us the records if we ask to see them.
- (i) You must tell us immediately if there are any problems, for example if:
 - (i) the question papers have not arrived within two working days of the exam
 - (ii) the delivery has the wrong centre number and address. In this case, do not open the box/outer packaging
 - (iii) the material does not relate to your entries
 - (iv) any of the question paper packets listed on the despatch note are missing
 - (v) the material is damaged
 - (vi) the seal of any question paper packet is broken, or if there is any sign of tampering
 - (vii) a question paper packet has been opened before the exam
 - (viii) a question paper packet has been opened before the exam and the transparent inner bag is also damaged.

For points (v) to (viii) take photos as evidence and send them to us with Before the Exams – Form 3. You must immediately reseal the damaged packet following the instructions in section 5.1.9.1.

For point (iv) if any of the question paper packets listed on the despatch note are missing, send us Before the Exams – Form 2 immediately.

- (j) **A** Cambridge Associates must check the deliveries and tell us about any problems before sending materials to their Associate Centres. They are responsible for keeping all confidential materials secure and implementing local arrangements.

Section 4: Before the exams continued

- (k) You must keep the confidential materials secure during these checks, until you transfer them to secure storage. See section 4.4.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Missing Question Paper Packet: Before the Exams – Form 2
- Damaged or Opened Question Paper Packet: Before the Exams – Form 3

4.3.1 Downloading and printing confidential exam materials

For any exams where you need to download confidential materials from Digital File Despatch we email you when we have uploaded your material(s), and email you again when your materials are available to download. For some exams where you need non-confidential and/or pre-release materials, these are available on the School Support Hub well in advance of the exam they relate to. You must download and print them securely. Your Head of Centre is responsible for keeping the question papers and all exam content secure. You must follow these steps when downloading confidential exam materials:

Before downloading the file:

- Prepare your secure environment. All electronic files must be downloaded and/or transferred in a secure environment (e.g. a private office) by the Head of Centre, or exams officer, in the presence of another senior member of staff.
- Prepare your password(s) and any storage devices. Electronic files must be kept secure at all times and any devices containing the electronic files must be password protected.

Before printing confidential exam material:

- Make sure you have enough paper and ink to print all the papers.
- **NEW** Prepare your secure environment. Confidential materials must be printed in a secure environment (e.g. a private office) by the Head of Centre or exams officer, and another member of staff must watch. This person needs

to understand our question paper regulations but does not need to be a senior member of staff. The Head of Centre or exams officer must choose a suitable member of staff. The relevant subject teacher(s) at your centre must not download or be present when files are downloaded.

- Refer to the following syllabus documents for specific information about how to handle materials: 0400/02; 0989/02; 6005/02, 03; 6089/02, 03; 6090/02, 03; 9479/02; 9481/02; 9837/03.

NEW When printing the question papers:

- Use international A4-size white paper (unless you are printing on coloured paper for an access arrangement).
- Question papers must be printed clearly. You must print them double-sided (using both sides of each piece of paper). Do not print question papers single-sided (using only one side of each piece of paper).
- Print with the scale set at 100 per cent. Do not shrink or enlarge the question paper when you print it.
- If we have given you permission to print on coloured paper, we will upload a standard version of the question paper (unless you have requested extra modifications). You must then print the question paper onto the appropriate coloured paper.
- Some confidential materials contain maps and diagrams. Make sure their scale does not change during the printing process.

After printing the question papers or confidential exam material:

- Seal confidential materials in an envelope.
- Clearly label the envelope with the date of the exam, the session (AM, PM or EV), the syllabus and component.
- The present staff members should sign over the seal of the envelope and clear tape must be placed over the two signatures.
- Store the envelope securely until the exam; see section 4.4.2.

Section 4: Before the exams continued

4.4 Storing confidential materials

You must store question papers securely in line with our regulations.

4.4.1 Checking confidential materials

- (a) After the checks in section 4.3, move all confidential materials to your secure container. You must put the question paper packets in timetable date and session order in your secure container. This is so you can select and open the correct question paper packet at the time of the exam.
- (b) Question paper packets and other confidential materials must remain unopened and in your secure storage until the time set for the relevant exam. You can open specific confidential materials in the cases below. Two members of staff must check they have the correct confidential materials before opening them. If you are not sure, contact us.
- **Confidential instructions** – You must open some confidential materials, such as instructions for practical exams, before the exam. **NEW** Please refer to the Handling Confidential Materials poster for the security regulations for each type of component. This is available on our website www.cambridgeinternational.org/forms under 'Before the exams'. Keep confidential instructions secure at all times and do not remove them from the building. When they are not being used, put them back in your secure storage. Do not make copies of them. The Head of Centre is responsible for making sure these materials stay confidential and that no information about them reaches candidates. Never discuss or share the confidential instructions with another centre. Contact us or your Cambridge Associate if you have any questions.
- **Literature question paper packets** – You can open some literature question paper packets for plain text or open book exams one hour before the start of the exam to check the page references to specific editions of texts. The head of department or suitable teacher must open and check them. The Head of Centre or their deputy must watch.
- **Pre-recorded materials** – Where confidential material is pre-recorded on CDs or other media, you must test them before the exam. See sections 5.7.2 and 5.7.5.

- **Erratum notices** – You must open erratum notices as soon as they arrive, unless we say otherwise on the envelope. Once you have read them you must store them securely until the exam.

4.4.2 Storing confidential materials

This section explains our regulations for storing confidential materials.

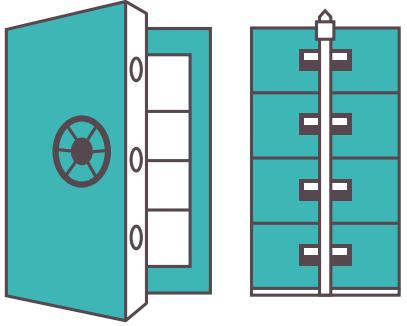
- (a) If you make entries for a component and then withdraw them all, you may still receive the question papers. If this happens, do not open them. You must store them securely until we release results.
- (b) You must store exam materials and secure materials downloaded from Direct and Digital File Despatch securely until the time they are needed. You must treat digital confidential materials in exactly the same way as printed materials. If you have printed them you must store them securely with your other question papers and confidential materials. See section 4.3.1.
- (c) If you have to store answer scripts before you send them to us you must seal them and store them under the same secure conditions as other confidential exam materials.
- (d) If a member of staff is involved in administering an exam that is being taken by a person they have an interest in (see section 2.1.5), they must not have unaccompanied access to exam materials. This applies before the exam (for example, question papers and question paper packets) and after the exam (for example, answer scripts). If the member of staff is the exams officer, another person must be there for all administration relating to the exam. Another person must authorise any documents connected with the exam (for example, access arrangements forms) and fill in Entries – Form 1. See section 2.1.5.

You must have two layers of security to make sure your question papers and confidential materials are stored securely.

- First layer: All confidential materials must be stored in a secure container.
- Second layer: The container must be stored in a secure room.

Section 4: Before the exams continued

First layer of security – A safe or non-portable, lockable reinforced metal container. May need to be bolted to the floor or wall. Metal containers must be fitted with sufficient locking bar(s).



Second layer of security – Secure room. The safe or secure metal container must be kept in a securely locked room, in a fixed building. The secure room walls, ceiling and floor must be of solid construction.



Windows must have bars. Alternatively, the secure room must be fitted with a dedicated alarm.



Secure room door must be solid, fitted with strong hinges and a secure lock.

Extra guidance

Any external fixings that secure the container to the wall or floor must be tamperproof.

One external locking bar across the middle of a tall metal container may not be enough.

Any external fixings that secure the locking bars to the metal container must be tamperproof.

Level 2 – Secure room

Requirement

The secure container must be stored in a locked room in a building. The walls, ceiling and floor of the secure room must be of solid construction. The secure room must be locked at all times when not being used. The walls and ceiling must be made of brick or concrete. Partition or 'stud' walls need extra security measures. Please contact us to discuss your options.

The room used to store the secure container should be a dedicated 'secure room' where only exam materials are stored.

The room the secure container is in should have no internal or external windows. If this is not possible, windows must be securely fitted with metal bars, or the room must be fitted with a dedicated alarm.

Secure room alarms must be on a separate circuit to the main centre alarm.

The secure room alarm must be switched on at all times when there are secure materials being stored and the room is unoccupied.

Level 1 – Secure container

Requirement

Question papers and other confidential material must be stored unopened in their own secure container, ideally a strong safe. If a safe is not available, use a non-portable, lockable, solid metal container.

NEW If what you are using as a secure container can be easily manually moved, it must be bolted to the floor or wall.

Where a metal container is used this must be fitted with sufficient locking bars to prevent the doors/drawers from being forced open. Padlocks used to secure external locking bars must be strong.

The secure container must be locked at all times when exam materials are being stored there.

Section 4: Before the exams continued

Extra guidance

If the room has a false ceiling/ceiling tiles, you must make sure there is no access from adjacent rooms.

If the secure room is also used for other purposes (e.g. an office) you must make sure that access to the room meets our regulations. There is more information below on who can have a key to the secure room. You must consider extra improvements to make sure that no unauthorised access can be gained to your secure container (for example, by installing a metal cage around the container).

If your secure room has windows that require bars, fit these on the inside, rather than the outside, of the windows. Where outside bars are used, you must make sure the bar fixings are tamperproof. Where you have a dedicated secure room alarm you must have a process in place to respond quickly if it is activated.

Requirement

The door to the secure room must be solid, not hollow, and must be fitted with strong tamperproof hinges. Any glass panels in the door must be fitted with metal security bars, or the secure room must be fitted with an alarm system. Please see above for alarm requirements. The secure room door must be fitted with a secure locking mechanism; multiple strong locks are preferable. The secure room must be locked at all times when secure material is being stored and the room is unoccupied.

Extra guidance

If the hinges on your secure room door are on the outside of the room, you must make sure that they are tamperproof.

Level 2 – Secure room (continued)

Requirement

A minimum of two and maximum of three authorised people must be key holders. For example, the Head of Centre, the exams officer and another member of staff. Key holders do not need to be senior members of staff but must have a clear understanding of our question paper regulations. The Head of Centre or exams officer can nominate an appropriate member of staff to be a key holder. Each key holder should be able to access the exam materials independently, in case other key holders are not available for unexpected reasons. **NEW** The Head of Centre may require the responsibilities for key holding to be temporarily delegated to another suitably trained person. This may be required to cover sickness or other absences and should be appropriately recorded by the centre. Only authorised key holders can access the secure room. Where this is not possible (for example, where an office is used) anyone going into the room must be supervised by an authorised key holder at all times. Access to the secure container must be limited to authorised key holders only. Keys and any access codes to the secure room and secure container must be kept with the key holder at all times. If this is not possible, they must be kept in a separate locked place, ideally another metal key safe.

Extra guidance

Do not label the secure room with any signs that show it is a secure room. **NEW** Having video surveillance (for example CCTV) on the inside or outside of the secure storage facilities is permitted. However, where you do have video surveillance, this cannot replace or substitute any of the required aspects of secure storage detailed in section 4.4.2 of this handbook. You must make sure that any installation or use of video surveillance complies with local or national laws.

Tell us immediately if the security of the question papers or confidential materials is put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances.

Section 4: Before the exams continued

A Cambridge Associates are responsible for making sure their Associate Centres maintain the security of question papers and confidential materials.

4.4.3 Chk Storing confidential materials for Cambridge Primary Checkpoint and Lower Secondary Checkpoint as part of the Cambridge Primary programme

If your centre is registered and approved to offer Cambridge Primary Checkpoint and/or Lower Secondary Checkpoint only, the minimum requirement is to meet one of the two security layers detailed in section 4.4.2.



Extra guidance

Find support at www.cambridgeinternational.org/beforetheexams

- Our ‘How to receive, check and store confidential materials’ video explains what you need to do when your question papers arrive. It shows examples of storage facilities so you can check that your secure container and room meet our regulations.
- Our ‘Secure storage’ video shows examples of storage facilities so you can check that your secure container and room meet our regulations.
- Our Handling Confidential Materials poster explains the security regulations for each type of component. The information on this poster may not reflect local arrangements between Cambridge Associates and their Associate Centres. Poster available from www.cambridgeinternational.org/forms

If you need advice on security arrangements, please contact us:
info@cambridgeinternational.org

A Associate Centres should contact their Cambridge Associate.

4.5 Preparing the exam room

You must follow these regulations when you prepare the exam room.

This includes exam rooms for practical exams e.g. Art & Design.

4.5.1 Exam venue

All candidates must take the exam at the centre unless you have our permission for them to take the exam somewhere else. See section 2.6.

4.5.2 Exam room

- (a) Exam rooms must be suitable for candidates. Think about access, heating, ventilation, lighting and outside noise.
- (b) The conditions for practical exams must give all candidates the opportunity to finish their tasks and show their true level of knowledge in the subject.
- (c) You must clearly display to all candidates:
 - the centre number
 - the date
 - the start and finish time of each exam
 - the syllabus name and number, and component code of each exam.
- (d) You must have a copy of sections 4 and 5, and the ‘Key Times and Full Centre Supervision’ section, of this handbook in each exam room. **NEW** We have produced an abridged version of sections 4 and 5 for centres to print out, which is available from www.cambridgeinternational.org/eoguide

4.5.2.1 Clock

All candidates in the exam room must be able to directly see a reliable clock. If you need several clocks in large rooms, they must all show exactly the same time.

All clocks must show the actual time. For candidates using a computer, checks must be made to make sure that the time is correct on each computer.

4.5.2.2 Notice to Candidates and Candidate Warning poster

You must display the Notice to Candidates and Candidate Warning poster both inside and outside the exam room for all exams, including speaking & listening tests. We recommend you print the posters as close to $42.0 \times 59.4\text{ cm}$ as possible. We will send you copies of each poster in the pre-exam despatch and you can download them from our website at www.cambridgeinternational.org/examday

Section 4: Before the exams continued

4.5.2.3 Display material

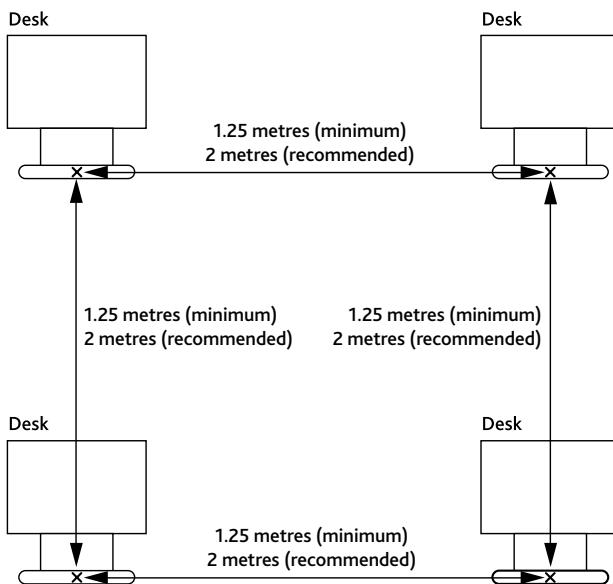
Never display material that might help or distract candidates in the exam room (for example, maps, diagrams, wall charts). You must take extra care with exams in laboratories or libraries.

4.5.3 Seating arrangements

4.5.3.1 Distance between candidates

NEW Maximising the distance between candidates' desks is essential to help prevent malpractice in the exam.

The minimum distance in all directions from the centre of one candidate's chair to the centre of another's must be 1.25 metres (see below). The candidate's chair must be pulled out from under the desk, as though a candidate were sitting in the chair, when this measurement is made.



Use the exam room space to its full potential to achieve greater distances where possible. We recommend a distance of 2 metres in all directions from the centre of one candidate's chair to the centre of another, where it can be achieved. For multiple-choice papers, if desks are spaced 1.25 metres apart candidates may still be able to see others' work, whether they mean to or not. If this is the case the exams officer could:

- increase the space between desks
- alternate rows of candidates taking different exams
- use extra invigilators.

Where candidates take an exam in a language laboratory, the minimum distance in all directions from the centre of one candidate's chair to the centre of another's must be 1.25 metres. If you cannot do this you must use screened booths instead. These may restrict invigilators' view of candidates so you will need to use more invigilators.

Where candidates sit an exam in a computer laboratory, the minimum distance between the outer edge of one monitor to the other should be 1.25 metres. If you cannot do this, candidates must sit at alternate monitors or in screened booths. These may restrict invigilators' view of candidates so you will need to use more invigilators.

You can contact us or your Cambridge Associate for advice.

4.5.3.2 Written exams

- All candidates must face in the same direction.
- They must sit in candidate number order, with candidate numbers or index numbers on each desk, except where variation is needed to support candidates with access arrangements.
- Each candidate must have their own desk or table large enough for question papers, maps, equipment and materials for practical exams, and answer booklets/paper.
- Ideally do not use desks with shelves in exams. Candidates could use these shelves to store notes or other unauthorised items. If no other desks are available, invigilators must check the shelves before the exam, and must make sure candidates do not place anything on them during the exam. You could appoint extra invigilators to monitor this.

Section 4: Before the exams continued

- (e) Candidates who are working on a drawing board set on an easel or another non-horizontal surface should sit in an inward-facing circle or similar if possible.
- (f) You may hold other exams in the room at the same time, as long as candidates are not disturbed. We will not consider applications for special consideration on the basis that candidates were disturbed by the administration of another exam in the room.

4.5.3.3 Candidates with a contagious disease

- (a) If a candidate has a contagious disease, decide whether they are fit to take the exam and whether it is safe to have an invigilator in a separate room with them. If they take the exam, all exam regulations must be followed in the separate room. See sections A4 and A5 of 'Centre and Cambridge Associate responsibilities'.
- (b) After the exam you must photocopy the candidate's script and return this photocopy with the other candidates' scripts as normal. Seal the original script in a transparent file with a visible note explaining the situation. Store the original script securely and contact us for advice, or visit www.cambridgeinternational.org/help and type 'soiled scripts' into the search box.

4.5.3.4 Seating plan

You must produce a seating plan **before each exam**. It must show the position of each table and chair, and where each candidate will sit. It must also show the position of the invigilator's desk and the direction the candidates will face.

You must check and, if necessary, update your seating plan during each exam.

You must keep a signed record of each seating plan. We may ask to see your seating plans at any time until you receive certificates. See section 5.1.5 for more information about seating plans and an example of a seating plan.



Extra guidance

Use the first section of our 'Exam day checklist' to make sure you are ready for the exams ahead and your preparations meet our regulations. Download the checklist from www.cambridgeinternational.org/examday



Important information

This handbook relates to our usual regulations and guidance for administering Cambridge exams. It does not include any changes which we have made because of the Covid-19 pandemic.

For up-to-date information about delivering Cambridge exams in your centre, make sure you are receiving the monthly Cambridge Exams Officer eNewsletter, checking our website (www.cambridgeinternational.org/covid), and reading any supplementary guidance we may produce, in conjunction with this handbook.

Section 4: Before the exams continued

4.6 Invigilator requirements

- (a) Invigilators are the people in the exam room responsible for the conduct of an exam. They:
- make sure the exam follows our regulations so that candidates have the opportunity to show what they know and can do
 - keep the exam secure before, during and afterwards
 - prevent and report suspected malpractice
 - prevent administrative errors.
- (b) The Head of Centre must use trained and experienced adults as invigilators. The Head of Centre must decide who is suitable.
- (c) The Head of Centre **must** make sure that all invigilators know what is expected of them and are fully briefed and trained. You must keep a record of this training until you receive certificates.
- (d) You must have a copy of sections 4 and 5, and the 'Key Times and Full Centre Supervision' section, of this handbook in each exam room. **NEW** We have produced an abridged version of sections 4 and 5 for centres to print out, which is available from www.cambridgeinternational.org/eoguide
- (e) Invigilators must:
- understand the regulations in sections 4 and 5 of this Cambridge Handbook
 - understand our Key Times and Full Centre Supervision regulations; see the 'Key Times and Full Centre Supervision' section
 - be familiar with the Notice to Candidates and Candidate Warning poster
 - understand any specific regulations relating to the subjects being examined
 - give their full attention to the conduct of the exam and move around the room
 - tell the Head of Centre if they suspect malpractice; see section 5.6.
- (f) Invigilators must not do any other task not related to the exam (for example, marking) in the exam room.
- (g) Apart from one device to ask for help, invigilators must not have access to any other form of communication while in the exam room.

(h) You must keep signed records of the following:

- invigilator training records
- invigilators or supervisors used for each exam or period of Full Centre Supervision
- actual start and finish times of your exams
- start and finish times of any periods of Full Centre Supervision
- any changes to invigilators during each exam or period of Full Centre Supervision.

We may ask to see these records at any time until you receive certificates.

(i) Invigilator numbers

- (i) You must have at least one invigilator for every 30 candidates. All candidates in the exam room must be visible to one or more invigilators at all times.
- (ii) Invigilators must be able to ask for help easily, without leaving the exam room or disturbing candidates. Invigilators can have a mobile phone in the exam room for this purpose only. They must keep the phone on silent mode and away from candidates.
- (iii) A teacher who has prepared the candidates for the exam must not be the only invigilator at any time. You must make sure appropriate invigilators are available to take any candidates to the washroom, if needed. Where there is one invigilator, you must make sure they can contact an appropriate member of staff without leaving the exam room or disturbing candidates.
- (iv) For practical tests you must have at least two invigilators in each room at all times. The ratio of invigilators to candidates in the exam room must not drop below 1 to 20 at any point during the exam. At least one invigilator should be a subject specialist.

For practical tests for the following syllabuses see section 5.7.4:

- Cambridge IGCSE ICT (0417) and (9–1) 0983
- Cambridge International AS & A Level Information Technology (9626)
- Cambridge International AS & A Level Computer Science (9618).

For all our Art & Design syllabuses you must have at least one invigilator for every 30 candidates.

Section 4: Before the exams continued

- (v) For practical exams where we require a supervisor, the supervisor must not be counted as an invigilator.
- (vi) For listening exams a member of staff who speaks the language of the test should be there to deal with any technical problems. Do not count them as an invigilator.
- (vii) In exams where questions or passages must be read to candidates an invigilator must be there as well as the reader.
- (viii) You can change invigilators during an exam, as long as the number of invigilators in the room does not fall below the required number.
You must keep a record of any invigilator changes during the exam.
- (ix) Invigilators can be supervisors for Full Centre Supervision.

(j) Invigilator suitability

- (i) The Head of Centre cannot let anyone who has an interest in a candidate invigilate an exam by themselves. If the Head of Centre decides to use a candidate's parents/guardians/carers or relatives, they must send us Entries – Form 1 before the exams. See section 2.1.5.
- (ii) A reader, scribe or practical assistant cannot also be an invigilator for the same exam.



Extra guidance

You are responsible for training your invigilators before the exam, even if they are experienced. Download our training presentation 'Invigilating Cambridge exams' from www.cambridgeinternational.org/training-invigilators. You can adapt it to train your invigilators or simply read it to refresh your own memory.

Section 5: Exam day

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5.1 + At the beginning of the exam

Candidates must take their exams in the correct timetabled session. You must schedule exams within the appropriate timetable session in compliance with the relevant Key Time. See the ‘Key Times and Full Centre Supervision’ section and section 1.2.2.

If you cannot meet these requirements you must apply for a timetable deviation. See section 1.2.3.

You are responsible for giving candidates their exam times.

Extra guidance

We offer free training to all exams officers which focuses on our regulations and how to administer exams. This is available via the Online Learning Area: www.cambridgeinternational.org/learningarea. See the Cambridge Exams Officer eNewsletter and section 1.1.13 of this handbook for more information. We have a range of support for exams officers before and during exams, including online video tutorials, invigilator training materials and ‘how to’ guides at:

- www.cambridgeinternational.org/beforetheexams
- www.cambridgeinternational.org/examday

We also have a video to help students understand what to expect on exam day. The video is in the ‘Exam administration’ section of our website at www.cambridgeinternational.org/what-to-expect-on-exams-day



5.1.1 Identifying candidates

The Head of Centre must make sure invigilators can check each candidate’s identity. **NEW** Identity checks must be respectful of religious customs and comply with relevant local laws.

Section 5: Exam day continued

Private candidates your centre does not know must prove their identity, for example with an ID photocard or passport. Each time they attend a session you must check that they are the same person who was entered for the exam. Identity checks must not disturb any candidates who are already taking their exam.

5.1.2 Candidate numbers

You must give all candidates their centre number and candidate number before the exam. You must also clearly display each candidate's number or index number on their exam desk.

5.1.3 Attendance registers

The attendance register records all the candidates registered to take each exam. We send you pre-printed attendance registers before the exams.

Use them to record whether the candidates listed are present or absent.

If you do not receive the attendance register for an exam, use the supplementary attendance register, which is available to download and print from our website www.cambridgeinternational.org/forms. Follow the instructions for returning attendance registers in section 5.4.1. If you have candidate(s) taking an exam in a separate exam room at your centre or at a different venue, do not send us a separate attendance register. Mark them as 'present' on the main attendance register and return their scripts in the same packet as the other candidates taking the exam.

If you do not fill in the attendance registers properly this can delay candidates' results.

Keep a copy of all completed attendance registers and store them securely. We may ask to see them at any time until you receive certificates.

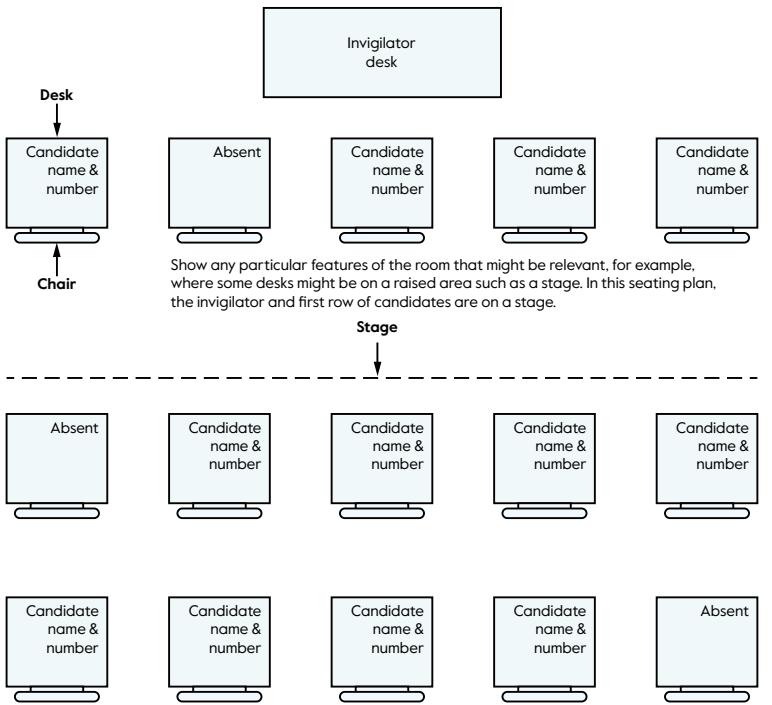


Extra guidance

Watch our video for guidance on completing attendance registers at www.cambridgeinternational.org/examday

Example seating plan

Show the direction candidates are facing by including position of chair.
Show where candidates are sitting by marking names and candidate numbers on each desk.



5.1.4 Additional exam rooms

NEW If you are unable to fit all the candidates sitting a certain component into one exam room, you can use one or more additional exam rooms. You do not need to tell us. You must set up any additional exam rooms in the same way as your main exam room. See sections 5.1.5, 5.1.9 and 5.3.1(f) for further information.

5.1.5 Seating plan

Before each exam, you must produce a seating plan to show how the exam room is set up. It shows the position of each table and chair, and where each candidate sat.

Section 5: Exam day continued

It must also show the position of the invigilator's desk and the direction the candidates faced. During each exam, you must check your seating plan is accurate and update it if necessary. Seating plans must not be produced after the exam has finished.

You must keep signed records of the seating plan for each exam session. We may ask to see the seating plan and invigilation records at any time until you receive certificates.

5.1.6 Unauthorised entries

If a candidate arrives for an exam they have not been entered for, they can take the exam as long as:

- they can take all the components needed for the syllabus option. This means you must have enough spare question papers so the candidate can sit all the components at the right time, not just the specific exam. You must not photocopy question papers. If you do not have enough spare question papers, you should not allow the candidate to sit the exam
- you add them to the attendance register for each component they take. Once they have finished all the components for the entry, send Exam Day – Form 12 to us or to your Cambridge Associate straight away
- you can identify the candidate; see section 5.1.1.

We will then mark the candidate's scripts, enter them for the entry option and give a grade. We will charge a very late entry fee. See section 2.4.

See the fees list in the 'My Messages' section of Direct. It may not be possible for us to release results for these entries at the same time as other results.

If we find any candidates who have not been entered for a syllabus but who have enough marks to make up a valid entry option, we will enter the candidates for you. We will charge very late entry fees, as described above.

If the candidate did not take enough syllabus components to make a valid entry option we will not enter them for that syllabus. However, we may send you an invoice to cover the administrative and marking costs.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Reporting an Unauthorised Entry: Exam Day – Form 12
- Supplementary Answer Booklet: Exam Day – Form 13
- Supplementary Multiple-Choice Answer Sheet: Exam Day – Form 2
- Supplementary Multiple-Choice Answer Sheet for Foreign Languages: Exam Day – Form 2a

5.1.7 Stationery, materials and other equipment

We update our additional exam materials list before each series. For components where candidates need extra materials, use the list (www.cambridgeinternational.org/database) to check:

- which extra materials you need to provide
- which exam materials we provide
- whether candidates should answer directly on the question paper, on multiple-choice answer sheets or in an answer booklet we provide as an insert in the question paper.

The 'Additional materials' section on the front covers of question papers says: 'You will need.' This lists what the candidate needs, and includes items we provide such as an answer booklet, an insert or a map. It also includes the extra exam materials that you need to provide to the candidate as well as the standard materials that candidates need.

Calculators are no longer listed as extra exam materials for the mathematics components. See section 5.1.7.1 for guidance about using calculators and what types of calculator can be used.

We send continuation booklets in your pre-exam despatch for candidates who run out of space in the answer booklets. You can print a supplementary answer booklet for any candidates who run out of space in the continuation booklet. These are available on our website. Where we have not provided continuation booklets, give your candidates additional sheets of A4 lined paper if needed.

Section 5: Exam day continued

The invigilator must only give specified items to candidates.

For multiple-choice tests we provide individual pre-printed answer sheets for each candidate. The invigilator must make sure that each answer sheet is given to the correct candidate and that it is for the right subject and component.

If you do not receive these in time for the exam, electronic copies of supplementary multiple-choice answer sheets are available to download and print from our website. **NEW** For modern foreign language exams there are different answer sheets for different syllabuses. See

www.cambridgeinternational.org/multiple-choice

Candidates must:

- provide their own pens, pencils, ink, drawing instruments (including rulers) and erasers
- write their answers clearly in permanent, non-erasable black or dark blue ink
- use soft pencils (type B or HB) for multiple-choice tests
- only use pencils or pens in other colours for diagrams and maps if the question paper says they can.

During the exam candidates must not use:

- red or green ink
- correction fluid or correction tape
- highlighter pens on answer sheets, answer booklets or in the answer sections of combined question and answer booklets.

Candidates may use highlighter pens on question papers or question sections of combined question and answer booklets.

5.1.7.1 Calculators

Unless the syllabus or the front of the question paper say candidates cannot use calculators, candidates can use a calculator if they want to.

See page 2 of the additional exam materials list (www.cambridgeinternational.org/database) for a list of mathematics components where calculators are not allowed.

Invigilators should check a sample of the candidates' calculators before the start of the exam to make sure they meet the regulations below.

For exams where calculators are allowed, you must tell candidates the following:

- (a) The size of the calculator must be suitable for an exam.
- (b) The candidate is responsible for the calculator's power supply and it must be built into the calculator. They can bring a spare set of batteries into the exam in transparent packaging.
- (c) The candidate is responsible for making sure the calculator works.
- (d) The calculator must be silent, with a visual display only.
- (e) We will not give the candidate special consideration for a calculator fault.
- (f) Candidates must not have calculator cases (unless they cannot be removed), instruction leaflets or any instructions or formulae printed on the lid or cover of a calculator, or similar. An invigilator should check any cover or case that the candidate cannot remove to make sure it does not contain any unauthorised information.
- (g) Candidates must not borrow calculators from other candidates during the exam for any reason. However, the invigilator can provide a replacement calculator if the centre has one.
- (h) Candidates must clear any information and/or programs stored in the calculator's memory before and after the exam. Retrieving prepared information and/or programs during the exam, or removing question paper content from the exam room, is malpractice.
- (i) Candidates can use programmable calculators. However, we do not allow calculators with any of the following facilities, unless the syllabus says otherwise:
 - graphic display
 - data banks
 - dictionaries
 - language translators
 - retrieval or manipulation of text or formulae
 - QWERTY keyboards
 - built-in symbolic algebraic functions (output must be numeric not algebraic)

Section 5: Exam day continued

- symbolic differentiation or integration (output must be numeric not algebraic)
- remote communication.

Using any of these is malpractice. We do not recommend any particular brand of calculator.

5.1.7.2 Dictionaries

We do not allow electronic dictionaries in any exam. This includes tablets and e-readers.

Cambridge O Level and Cambridge International AS & A Level

We do not allow dictionaries unless the syllabus says candidates can use them.

Cambridge IGCSE and Cambridge IGCSE (9–1)

We allow simple translation dictionaries, except in language exams or where the syllabus says candidates cannot use them. ‘Simple translation dictionary’ means a dictionary that only translates the word and not the meaning or definition of the word.

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

We allow simple translation dictionaries in science and mathematics tests.

We do not allow them in English and English as a second language tests.

5.1.7.3 Science papers

(a) Candidates must have the following materials in all science papers:

- ruler (300mm)
- protractor.

We do not list them on science question papers.

(b) You can give candidates graph paper if they ask for it.

(c) Candidates can use calculators in all science papers.

5.1.7.4 Mathematical tables

Candidates can only use mathematical or statistical tables that the syllabus allows or that are included in the ‘Additional materials’ section of the question paper. Candidates must have them for the whole exam.

5.1.7.5 Geography papers

Where a map is part of a question paper, candidates can use string and/or a magnifying glass if they want to.

5.1.8 Authorised and unauthorised materials

5.1.8.1 Authorised materials

- In addition to stationery, materials and equipment in section 5.1.7, candidates can only take materials into the exam room if the instructions on the question paper, in the additional exam materials list or in the syllabus booklet say they are allowed.
- The Head of Centre can decide whether to allow candidates to bring food and drink into the exam room. If they decide to allow this they must make sure candidates follow our regulations on packaging and labelling (see below) and that other candidates are not disturbed.
- The Head of Centre can decide whether to allow candidates to bring standard wrist watches into the exam room. If you allow this, invigilators must make sure candidates place the watches on their desk and that invigilators can see them.

5.1.8.2 Unauthorised materials

- Unauthorised materials are those that potentially enable or assist candidates to compromise the integrity of the assessment by:
 - concealing information that may be relevant to the assessment
 - sharing information about the assessment
 - accessing information that may be relevant to the assessment.

The following are examples of unauthorised materials:

- electronic devices with data storage and/or communication capabilities by any method. For example, mobile phones, cameras, e-readers, Bluetooth headsets, tablet or laptop computers and ‘smart wear’ such as smart glasses and smart watches
- revision notes of any kind
- calculator cases
- non-transparent pencil cases

Section 5: Exam day continued

- any packaging with images or text on it (candidates should put food or drink in plain packaging).

This list does not include every possible item.

Use your judgement by asking yourself whether the item potentially allows a candidate to hide or access information in the exam room or areas accessed by a candidate during an exam, including washrooms.

- (b) Candidates must switch off all electronic devices and leave them outside the exam room. They must leave other types of unauthorised material outside the exam room or give them to the invigilator before the exam begins. Invigilators must put the materials where candidates cannot see or reach them.
- (c) You and your invigilators must be alert to candidates attempting to bring unauthorised materials into the exam room and must report all instances to us.
- (d) Having unauthorised materials in the exam room is a breach of our regulations and you must inform us using the relevant suspected malpractice form. See section 5.6 for further details.
- (e) You must contact us if candidates need medical monitoring devices in the exam room.



Important information

The invigilator must report any problems with question paper security or exam conduct to the Head of Centre. The Head of Centre or Cambridge Associate must tell us about this straight away.

5.1.9 Starting the exam

An exam is in progress from the time the candidates enter the room until all the scripts have been collected.

- You must collect the blue question paper packets from the secure storage as close to the start of the exam as possible. Once these have been removed from secure storage they must not be left unattended at any time.

- When the candidates are seated, two members of staff must check they have the correct blue question paper packet before opening it.
- Before opening the packet, two staff members must check it is undamaged. They must also check the details on the label are correct. This includes checking the centre number, exam date, session, subject title, syllabus and component number are correct.
- When the blue question paper packet is opened, the front cover of the question paper will be visible through the transparent inner bag. Two members of staff must check again that the subject and component are correct. They should also check to make sure that the inner packet has not been opened and is undamaged before opening it.
- When these checks have been completed, the inner transparent bag can be opened and the question papers handed out to the candidates.
- If you find you do not have enough question papers, you must contact us immediately. If this is due to unauthorised entries and you do not have enough question papers, you should not allow the additional candidates to sit the exam. You must not photocopy, photograph or share any of the contents of the confidential exam material to make copies. This may be considered centre staff malpractice.
- If you have more than one room of candidates or a large number of candidates it may be easier to place the question papers facing upwards on the desks before the candidates enter the room. If you do this, do not leave question papers unattended at any time. You must make sure that candidates do not open the question paper until the invigilator says they can do this (see section 4.6).
- You must read out a set of instructions before candidates are allowed to start working. The instructions are in our *What to Say to Candidates in an Exam* document. You can download it from www.cambridgeinternational.org/examday. If you use your own script instead you must include the content of our document. You must read out all instructions in English. You can then repeat them in another language as long as the content and meaning are exactly the same.

Section 5: Exam day continued

- Tell candidates to write their name, candidate number and centre number on any work they want to hand in. For listening tests, make sure candidates are given time to do this before the invigilator plays the CD or audio file.
- You must tell candidates about any erratum notices.
- **NEW** Unauthorised people who do not have a designated role in running the exam must not enter the exam room and must not have access to confidential materials in the exam room.

5.1.9.1 Opening the wrong question paper packet

If you open the wrong blue question paper packet by mistake, do not open the transparent inner bag and do not give the question papers to the candidates. Tell your Head of Centre and send us Exam Day – Form 11 straight away.

The Head of Centre must watch while you do the following:

- Do not reseal the blue packet. Take photographs of it.
- Put the opened blue packet in a large envelope.
- Write ‘question papers’, the syllabus and component code, and the date and time of the exam on the envelope.
- Seal the envelope.
- You must both sign over the seal to show you have witnessed the packet being resealed.
- Put a clear piece of tape over your signatures to protect them. Do not use masking tape.
- Take a photograph of the signatures and the new seal.
- Return the sealed envelope to secure storage.

On the form you must explain:

- why and how the packet was opened
- who opened it and when they opened it
- who has had access to the packet since it has been opened
- who has had access to the question paper since it has been opened.

Candidates may need Full Centre Supervision while you do this. You can then start the correct exam.

If you open the wrong blue question paper packet by mistake and then also open the transparent inner bag, you must follow the steps above.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Question Paper Packet Opened in Error: Exam Day – Form 11

5.1.10 Late arrivals

A candidate is a ‘late arrival’ if they arrive after one or both of the options below:

- after an exam has started
- after a period of Full Centre Supervision has started.

5.1.10.1 Candidate arrives late but before the Key Time

- (a) You can decide whether to allow the candidate to take the exam. If they take it allow the full time.
- (b) If the exam has already finished and other candidates who have taken the exam are under Full Centre Supervision, do not allow the late candidate to communicate with them.
- (c) If you allow the candidate to take the exam you must follow our regulations in this section.
- (d) If you do not allow the candidate to take the exam mark them as absent on the attendance register.
- (e) You do not need to tell us about this late arrival.

5.1.10.2 Candidate arrives late, after the Key Time but during the exam or a period of Full Centre Supervision

- (a) If the exam is still in progress, you can decide whether to allow the candidate to take the exam. If they take it allow the full time.
- (b) If a candidate arrives late for a period of Full Centre Supervision before an exam, but it is after the Key Time, you can decide whether to allow them to take the exam. Do not allow them to communicate with candidates already under Full Centre Supervision. You must supervise the late candidate separately in line with our regulations. See the ‘Key Times and Full Centre Supervision’ section.

Section 5: Exam day continued

- (c) If you allow the candidate to take the exam you must follow our regulations in this section.
- (d) If the candidate arrives after the Key Time and you allow them to take the exam you must tell them that:
 - you are reporting their late arrival to us (as in section 5.1.10.2(e))
 - we will mark their answer script
 - we may not accept their script however, and they may get 'NO RESULT' in the syllabus.
- If you allow the candidate to take the exam you must report this to us on the same day.
- (e) To report the late arrival email Exam Day – Form 3 to info@cambridgeinternational.org. Include your centre number and 'Late Arrival' in the subject line. If you do not do this it may be malpractice. See section 5.6.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Late Arrivals: Exam Day – Form 3

5.1.10.3 Candidate arrives late, after the Key Time, after the exam has finished

- (a) Do not allow the candidate to take the exam. Mark the candidate as absent on the attendance register.
- (b) You do not need to tell us about this late arrival.

5.1.10.4 Candidate arrives late for a timetabled listening exam

Follow the relevant regulations in sections 5.1.10.1 to 5.1.10.3. If you decide to allow the candidate to sit the exam you must also do one of the following:

- Keep the candidate under Full Centre Supervision until the other candidates have finished the exam and left the room. Do not allow the late candidate to communicate with other candidates who have already taken the exam or who are under Full Centre Supervision. You must supervise the late candidate separately in line with our regulations. Please see the 'Key Times and Full

Centre Supervision' section. You can then start the CD or audio file from the beginning for the late candidate.

- If you have a spare CD or audio file for the exam, the candidate can take the exam in a separate room with a separate invigilator. This room must meet our regulations in section 4.5.

5.1.10.5 Candidate arrives late for an assessment where we do not apply

Key Time regulations (windowed exams) within the exam window

- (a) You do not need to report late arrivals for windowed exams to us.
- (b) You can decide whether to allow the late candidate to take the assessment or mark them as absent.
- (c) For windowed speaking tests, if you allow the candidate to take the test, you must also follow the regulations in section 3.4.9.



Important information

If a candidate is not present at the start of an exam, you may want to contact their parents/guardians/carers to see if the candidate can attend. If they can, ask the parents/guardians/carers to supervise the candidate at all times. They must not communicate with anyone until a member of centre staff meets them.

Section 5: Exam day continued

5.2 During the exam

5.2.1 Supervising the candidates

Invigilators must supervise the candidates throughout the whole exam and give full attention to this at all times. They must not read through any question papers. See section 4.6.

5.2.2 Practical exams

During a practical exam, candidates may need to move around and invigilators may need to tell them what to do. Invigilators must limit this to what is essential.

5.2.3 Leaving the room while the exam is in progress

If candidates need to use the washroom during the exam, they must be accompanied by a member of staff. This can be an invigilator as long as the ratio of invigilators to candidates is maintained.

If this happens during a timetabled listening component, you can allow the candidate to listen to the material they have missed after the other candidates have left. The candidate can only hear the material the same number of times as the other candidates.

If a candidate has finished their exam early and wants to leave the exam room and not return, the following regulations apply:

- Before any candidate leaves the exam room, you must collect their answer script and question paper. See section 5.3.1.
- Candidates can be allowed to leave the exam room but must be kept under Full Centre Supervision until the Key Time has passed. See section 5.3.2.
- After the Key Time the candidate can leave the exam room and does not need to be under Full Centre Supervision.

If you prefer you can keep the candidate in the exam room until the end of the exam but you must keep them under exam conditions. See section 5.3.2.

5.2.4 Irregular conduct

- (a) Wherever possible, the invigilator must remove and keep any unauthorised materials they find in the exam.

- (b) The Head of Centre must tell us as soon as possible if our regulations have not been followed. They can tell a candidate to leave the exam room, but only if it is essential or if the candidate would disrupt others. If you tell a candidate to leave the room you cannot apply for special consideration.
- (c) A candidate may be disqualified if our regulations are not followed.
Only we can decide this. See section 5.6.

5.2.5 Emergencies

In an emergency the safety of candidates and staff is the most important thing. If it is safe and practical, invigilators should do the following to keep the exam secure:

- If necessary evacuate the exam room.
- Fully supervise candidates so they cannot communicate with anyone or access information.
- Make sure all question papers and answer scripts are left in the exam room and that the room is secured.
- After the candidates have returned to the exam room and before the exam restarts, mark on the candidates' work where the interruption happened, if possible.
- Note the time and length of the interruption.
- Allow candidates the full working time for the exam.
- If there are only a small number of candidates, you could take them to another room to finish the exam. Also take the question papers and scripts.
- Send us a full report of the incident and what you did straight away by emailing info@cambridgeinternational.org with 'Exam Day Emergency – (centre number)' in the subject line.

5.2.6 Five-minute warning

You must tell candidates when there are five minutes of the exam left. The invigilator must read out the 'Five-minute warning' section from our What to Say to Candidates in an Exam document. You can download it from www.cambridgeinternational.org/examday. If you use your own script instead you must include the content of our document. You must read out all instructions in English.

Section 5: Exam day continued

You can then repeat them in another language as long as the content and meaning are exactly the same.

In listening exams, you should give a five-minute warning if it does not disturb candidates.



Important information

Multiple-choice answer sheets for foreign language and English (as an additional language) listening exams

Candidates taking the following syllabuses will submit their answers for the listening component on a multiple-choice answer sheet. They will not submit them on the question paper:

- Cambridge IGCSE:
 - English (as an Additional Language) (0472/01) and (9–1) (0772/01)
 - **NEW** English as a Second Language (Speaking Endorsement) (0510/02)
 - and (9–1) (0993/02)
 - **NEW** English as a Second Language (0511/02) and (9–1) (0991/02)
 - French (0520/01) and (9–1) (7156/01)
 - German (0525/01) and (9–1) (7159/01)
 - Spanish (0530/01) and (9–1) (7160/01)
 - Italian (0535/01) and (9–1) (7164/01)
 - Arabic (0544/01)
 - Foreign Language Malay (0546/01)
 - Foreign Language Mandarin Chinese (0547/01).
- Cambridge IGCSE Core:
 - **NEW** English as a Second Language (0465/02).
- Cambridge O Level:
 - French (5020/01)
 - German (5025/01)
 - Spanish (5030/01).



Important information (continued)

- Cambridge International AS Level:
 - **NEW** Spanish (8022/01, 02)
 - **NEW** Chinese Language (8238/01, 02).
- Cambridge International A Level:
 - **NEW** Spanish Language & Literature (9844/01)
 - **NEW** Chinese Language & Literature (9868/01).

Important: At the end of the test candidates have six minutes to transfer their answers from the question paper onto the multiple-choice answer sheet.

There is more information about multiple-choice answer sheets on our website, including a sample which you can share with your teaching colleagues, candidates and invigilators so they know what to expect on exam day: www.cambridgeinternational.org/multiple-choice

For candidates taking Cambridge IGCSE Arabic (0544/01), the answer options on the question paper are listed from right to left on the page. However, the answer options on the generic multiple-choice answer sheet are listed from left to right. Make sure your candidates are aware of this before the exam, and that they understand how to complete the multiple-choice answer sheet correctly.

You should not return the question papers to us. The multiple-choice answer sheets must be returned in the script packet envelope provided. See section 5.4 for instructions on packing and sending scripts.

Where component '01' is mentioned, it includes all variants of component '01' where applicable. For example, 11, 12, 13.

For more information and to see a sample multiple-choice answer sheet go to www.cambridgeinternational.org/multiple-choice

Section 5: Exam day continued

5.3 At the end of the exam

At the end of the exam the invigilator should read out the ‘Finishing the examination’ section of our What to Say to Candidates in an Exam document. You can download it from www.cambridgeinternational.org/examday

If you want to use your own script instead you must make sure it includes the content of our document.

If candidates arrive late and the invigilator allows the full time to take the exam (see section 5.1.10), they should stop writing after the extra time.

5.3.1 NEW The end of the exam

- (a) Candidates must stay under exam conditions and in the exam room until the invigilator says they can leave.
- (b) If an exam ends before the Key Time, you must keep candidates under Full Centre Supervision until the Key Time has passed. If a candidate does not attend a period of Full Centre Supervision you must tell us as it may be malpractice.
- (c) You must collect all exam materials at the end of the exam. Before you allow candidates to leave the room, you must check that the number of question papers and any other exam material at the end of the exam matches the number handed out at the start.
- (d) Use treasury tags or string to fasten together any continuation booklets or sheets of paper candidates want to hand in to be marked. Do not use staples or paper clips.
- (e) Invigilators must:
 - sort answer scripts into the order on the attendance register (candidate number order)
 - check they have all the answer scripts and that candidates have used correct centre and candidate numbers
 - place answer scripts and any relevant access arrangement cover sheets in the script packet straight away and seal it in the exam room. The answer scripts must then immediately be given to the person responsible for sending them to us.

- (f) If the same exam is taking place in different rooms, invigilators from the smaller rooms should place the scripts in an envelope. This does not need to be sealed. They should take the scripts to be collated with the scripts from the other rooms. Or, one invigilator can collect the scripts from the different rooms. The answer scripts must be sealed in the script packet in one of the exam rooms.
- (g) You must store answer scripts securely until you send them to us.
- (h) Answer scripts are confidential between us and the candidate. Nobody is allowed to read or photocopy them before you send them to us, unless we ask you to do this.
- (i) Nobody is allowed to remove scripts from the exam room if they do not have permission. If this happens, you must email info@cambridgeinternational.org straight away. Warn the candidate that we may not accept their script.

5.3.2 The 24-hour security rule

Candidates must not remove any question papers or question paper content from the exam room. This includes writing questions on statements of entry, typing question content into calculators, etc. This is not a complete list. You must apply the 24-hour rule to keep question papers and their contents secure.

All unused question papers, answer booklets and any other confidential exam material must be stored securely until at least 24 hours after the end of the exam or Key Time, whichever is later. After this time you can dispose of the unused question papers or you can return them to candidates/centre staff if you want to.

You must store all empty question paper packets securely until you receive certificates. We may need them to investigate suspected malpractice.

Practical tests for Cambridge International AS & A Level Information Technology (9626) and Cambridge International AS & A Level Computer Science (9618)

You must collect all question papers at the end of the test. Store them securely until 24 hours after the end of the test window. After this time you can dispose of the question papers or you can return them to candidates/centre staff.

Section 5: Exam day continued

Practical tests for Cambridge IGCSE ICT (0417) and Cambridge IGCSE ICT (9–1) (0983)

You must collect all question papers at the end of the test. Store them securely until 24 hours after the end of the test window. After this time you can dispose of the question papers or you can return them to candidates/centre staff.

Question papers for Cambridge Primary Checkpoint, Lower Secondary Checkpoint and speaking tests

You must securely store all unused question papers for these exams until at least 24 hours after the end of the test window. After this time you can dispose of the unused question papers or you can return them to candidates/centre staff if you want to.

5.4 Packing and sending scripts

You are responsible for packing scripts using the correct packaging and bar-coded labels. **You must send exam scripts to us as soon as possible after the exam has finished, preferably on the same day. NEW** If we do not receive returned scripts from you within this timeframe, it can cause delays in marking and grading, and impact results being released on time. Please do not send any unused question papers, answer scripts or continuation booklets.

 You must make sure Cambridge Primary Checkpoint and Lower Secondary Checkpoint scripts reach us by the deadlines in section 5.4.2.

Keep your scripts in your secure store before sending them. Remember that candidates' answer scripts are confidential. Nobody should read or photocopy them before you send them to us.

If you have to store scripts before you send them to us you must seal the packaging and store them under the same secure conditions as other confidential exam materials.

For packing and sending samples you have assessed, see section 3.6. For instructions on submitting Cambridge Global Perspectives work, see section 3.7.

NEW We are changing the script packet return envelopes from plastic bags to brown paper bags. If you have plastic script packets left over from a previous series, you can still use these to return scripts to us. We have carried out rigorous testing with the paper bags to make sure that question papers are still secure in the new packaging. You must also follow the regulations in section 5.4.1.

5.4.1 Packing scripts

We provide materials for packing, labelling and sending scripts: attendance registers, script packets, bar-coded labels and courier labels.

Please follow these steps when packing scripts.

- 1 Invigilators need to complete and sign the attendance register. Add the details of any candidates not printed on the attendance register to the bottom.
If you need a blank copy of an attendance register use Exam Day – Form 1.

Section 5: Exam day continued

- 2 Check each script against the attendance register to make sure there is a script for every candidate marked as present.
- 3 If a candidate has used a scribe, word processor, practical assistant or transcript, attach Exam Day – Form 4 to the front of the script using a treasury tag or string, not paper clips or staples. Download the cover sheets from www.cambridgeinternational.org/forms
- 4 Place the scripts and the corresponding attendance register in a script packet. Do not put any other material in the script packet, except if you are including a cover sheet for one or more candidates (see point 3, above). To ask for special consideration use either the ‘Special consideration’ area of Direct or Exam Day – Form 7.
- 5 Pack the scripts for different components in separate packets so they match the syllabus and component number printed on the label. Seal the script packets and attach the correct bar-coded labels to each packet. These labels identify the contents of each script packet. They are in timetable date order with the labels for non-timetabled components printed first.

Remember:

- You will receive labels which are pre-printed with candidate number ranges. The scripts you include in each packet must match the candidate number range on the label you attach to the outside of each packet. Split the attendance register so it matches the scripts in each packet.
- If one packet is not large enough, you can use two or more. Put the bar-coded label on the first packet and number each of the packets (for example, 1 of 4, 2 of 4). Show the candidate number range on each packet. You do not need to split the attendance register. Place the register for the candidate range on the bar-coded label in the first packet. You can then tape the packets together that relate to the bar-coded label.
- You must never tape script packets together which contain different components.
- If you have lots of entries for an exam, you may receive more than one label. If you do, pack the scripts so they match the candidate number range on the label. Split the attendance register so it matches the candidate number range on the bar-coded label.

- **Chk** For each component of Cambridge Primary Checkpoint and Lower Secondary Checkpoint, you will receive one label for every 120 candidates. If you have more than 120 scripts, pack the first 120 scripts in one packet with the first label and the remaining scripts in another packet with the second label. Split the attendance register so it matches the scripts in each packet.
- If all the candidates for a component are absent, you still need to complete and enclose the attendance register in the script packet, attach the bar-coded label and return it to us.
- Do not use any bar-coded labels from earlier exam series.
- **Do not write anything on the bar-coded label or cover it with tape, other labels or anything that would cover or damage the barcode.**
- If you do not have a bar-coded label write the following information on the packet: centre number, syllabus number, component number, number of scripts and candidate number range. **NEW** The script packets do not include a box for candidate number range but it is helpful for the distribution centre if you include this information. Do not attach a bar-coded label **and** write details on the packet. You should only write on the packet if you **do not have a bar-coded label**. **NEW** See www.cambridgeinternational.org/barcode-to-script for guidance on attaching bar-coded labels to script packets.

- 6 Place your packets in strong and suitable outer packaging:

- You can send script packets for a variety of components in the same outer packaging.
- As a precaution **do not send scripts for all the components of the same syllabus in the same outer packaging**.
- Make sure the contents are secure so they do not get lost or damaged.
- Each package must not weigh more than 15kg.
- If you send several script packets for a variety of components together, please make sure that the packets are separate within the outer packaging and that all packets have the correct labels.

Section 5: Exam day continued



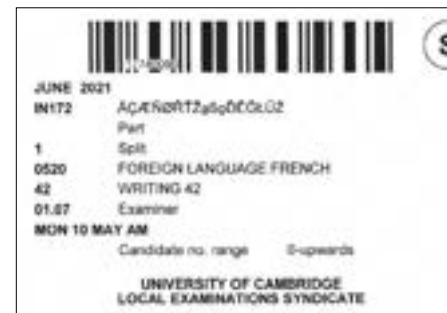
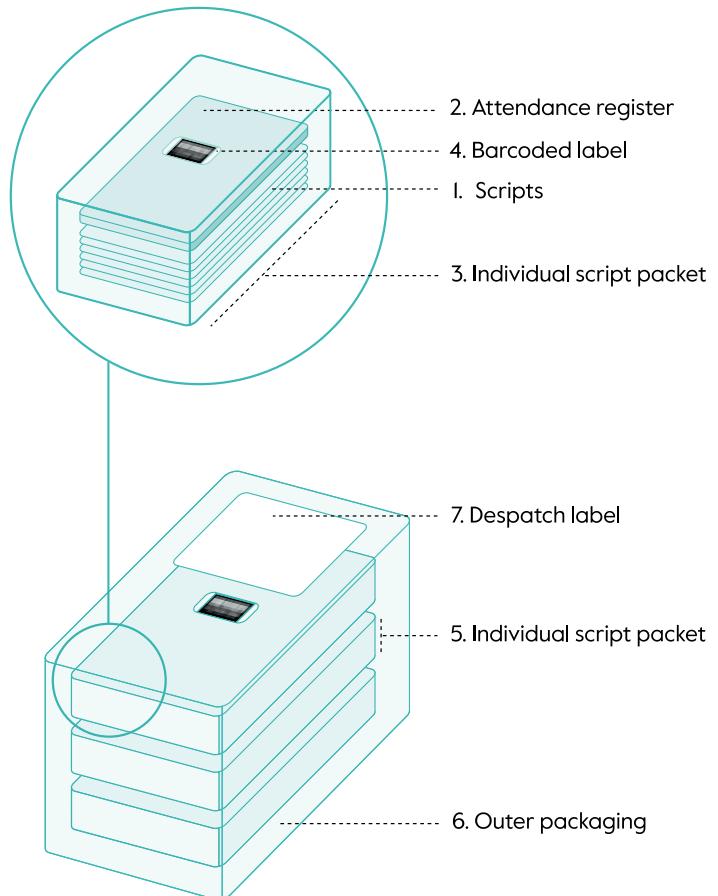
Important information

⊕ If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

- 7 Attach the address labels provided in the pre-exam despatch to the outer packaging. You can download extra labels at www.cambridgeinternational.org/forms

If you do not receive labels and you cannot download them from our website, use the following address:

Cambridge International Education
Cambridge University Press & Assessment
DC10
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom



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Use the despatch label provided.



Do not send script packets without any outer packaging.



Make sure your outer packaging is secure.



Please make sure that your outer package does not weigh more than 15 kg.



Administrative forms

Forms available from

www.cambridgeinternational.org/forms

- Supplementary Attendance Register:
Exam Day – Form 1
 - Script Despatch Label: Exam Day – Label 1
 - Access Arrangements Cover Sheet:
Exam Day – Form 4
- Form available from Direct
- Special Consideration: Exam Day – Form 7



Extra guidance

- Watch our 'Packing and despatching scripts' video at www.cambridgeinternational.org/examday
- Watch our 'Packing and despatching Art & Design work' video at www.cambridgeinternational.org/courseworkandmoderation
- If a candidate is unwell in the exam room or has a potentially contagious disease, go to www.cambridgeinternational.org/help and type 'soiled scripts' into the search box for advice.

Section 5: Exam day continued

5.4.2 Sending scripts

You must send exam scripts to us as soon as possible after the exam has finished, preferably on the same day. You must return your scripts at your cost using a reputable courier with a tracking facility. Use an express service to return scripts to us. Keep a record of the contents of each consignment you send, and the courier and tracking information.

You must complete our Script Return Form each time you send us scripts. We will email you a link to the form in the Cambridge Exams Officer eNewsletter. You can also find a link in the 'Help' section of our website.

Only use air freight for very large consignments of scripts. If you do this please contact Customer Services for instructions.

 Cambridge Associates are responsible for sending scripts from their Associate Centres to us, using a courier. Cambridge Associates should make arrangements with their Associate Centres for receiving their scripts.



Important dates

 We must receive your Cambridge Primary Checkpoint and Lower Secondary Checkpoint scripts by the following dates:

- May series: 4 May 2024
- October series: 26 October 2024

5.4.3 Despatching Cambridge Pre-U scripts

If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

5.5 Special consideration

Special consideration is a change we make to a candidate's mark after an exam. This will be because something unexpected and adverse happened to the candidate, for example temporary illness, injury or bereavement that had an impact on their ability to perform in the exam. It can only go some way towards helping a candidate whose exam performance might have been affected.

Special consideration cannot change the circumstances faced by the candidate. There will be situations where you should not enter a candidate for an exam because they are not in a fit state to cope with the assessment. We can only make minor adjustments to the mark awarded. To do more than this would jeopardise the assessment standard.

There are minimum requirements for special consideration:

- the candidate was affected at the time of the assessment
- the circumstances were outside of the candidate's control
- the candidate had been fully prepared for the exam and covered the whole course.

You should not apply for 'Candidate present for the assessment but disadvantaged' or 'Candidate absent for an acceptable reason' until after the exam. At this point you will be able to confirm how the candidate was affected by adverse circumstances, or the reason for their absence.

Our decision whether to award special consideration is based on various factors. These may vary from candidate to candidate and from one assessment to another. Read this section before you apply for special consideration.



Important information

Apply for special consideration no later than seven days after the last exam of the syllabus in the exam series affected.

Section 5: Exam day continued

5.5.1 Special consideration principles

- (a) We assess all candidates according to the same marking criteria so that grades and certificates are equally valid.
- (b) We assess all candidates on what they know and can do, not on what they might have achieved if circumstances had been different.
- (c) Special consideration must not give the candidate an advantage over other candidates.
- (d) Special consideration must not affect the integrity of the assessment, and we will therefore restrict it in certain syllabuses.
- (e) **NEW** Centres are responsible for the conduct and administration of our assessments. Centre error is usually an unacceptable reason for special consideration; this includes, for example, making incorrect entries and providing incorrect exam timetables.

5.5.2 Candidate present for the assessment but disadvantaged

- (a) We will normally give special consideration by applying an allowance of marks to an affected component.
- (b) The size of the allowance depends on the timing, nature and extent of the circumstances.
- (c) We cannot apply special consideration cumulatively.
- (d) We will not discuss how much special consideration should be given with centres, candidates or their parents/guardians.

5.5.3 Candidate absent from a timetabled component for acceptable reasons

- (a) If a candidate is absent from a component for an acceptable reason, we may calculate and award an assessed mark for the missing component.
- (b) In this case the minimum requirements for calculating an assessed grade are that the candidate must:
 - (i) have covered the whole course
 - (ii) have completed 50 per cent of the total assessment by component weighting in the relevant exam series. Carry-forward marks do not count towards this.

- (c) We cannot calculate an assessed mark for Cambridge International A Levels where a candidate has not completed any A Level components (A2 Level components) in the exam series.
- (d) We cannot calculate an assessed mark for any component that does not have a weighting, e.g. some endorsed components.
- (e) If a candidate is absent for a non-coursework test and has recovered before the end of the test date window, you must ask us if they can take it at another time within the test date window. Please see section 3.4.10.
- (f) **NEW** Where a candidate has a valid mark for a component that can be used, including carry-forward marks, we prioritise this over calculating an assessed mark based on the performance in other components of the syllabus.

5.5.4 Unacceptable reasons for special consideration

Candidates will not qualify for special consideration in the cases below. This list does not include every reason:

- (a) long-term illness or other difficulties during the course and revision time, unless the illness or circumstances are apparent at the time of the assessment
- (b) bereavement more than six months before the assessment, unless there is an anniversary at the time of the assessment or there are on-going matters such as inquests or court cases
- (c) matters at home such as moving house or taking holidays (including school/exchange visits and field trips) at the time of the assessment
- (d) minor disturbance in the exam caused by candidates, such as bad behaviour and mobile phones
- (e) **NEW** candidates being disturbed by expected exam noise, e.g. other candidates writing or typing, the administration of another exam in the room
- (f) the consequences of committing a crime or being charged with an offence.
NEW A retrospective application for special consideration may be considered if the charge is dropped or the candidate is found not guilty
- (g) the consequences of taking alcohol or any other non-prescribed drugs
- (h) the consequences of disobeying your internal regulations

Section 5: Exam day continued

- (i) not preparing candidates properly for the exam for any reason. See section 5.5.8(c)
- (j) staff shortages, building work or lack of facilities
- (k) misreading the instructions of the question papers and answering the wrong questions
- (l) making personal arrangements that conflict with the exam timetable
- (m) submitting no coursework at all, unless coursework is scheduled for a restricted period of time, rather than during the course
- (n) not covering the course because the candidate joined part way through
- (o) permanent disability, unless a change in condition further affects the candidate at the time of the assessment
- (p) unless there is a good reason, not processing access arrangements, alternative venue arrangements and timetable deviations by the deadlines
- (q) misreading the timetable and/or not attending at the right time and in the right place
- (r) participating in local, national or international events, e.g. sport, conferences.

5.5.5 Shortfall in coursework

- (a) Where a candidate has not produced enough coursework due to an unexpected illness or other misfortune, we may be able to accept a reduced amount. It will not be possible in every case, for example, if the candidate has not met the coursework assessment objectives, or the shortfall has been caused by an unacceptable reason. To be eligible for special consideration (shortfall in coursework) the candidate must have completed at least 50 per cent of the coursework.
- (b) If a candidate does not complete any coursework they will receive a 'NO RESULT' for that syllabus.
- (c) You should contact us as soon as you become aware of the shortfall, so we can give you further guidance.
- (d) When you apply, tell us how much of the coursework the candidate has completed overall and give a breakdown of marks across the assessment

objectives. Candidates should always try to finish the coursework, and we will look at the remaining time the candidate has left to submit the coursework before we reply. We will not normally agree to accept less coursework beforehand.

- (e) We will not give special consideration to allow for your individual teaching arrangements.

5.5.6 Lost or damaged coursework

- (a) Where a candidate's work has been lost or damaged you must tell us as soon as possible. You must tell us what has happened and how.
- (b) You must be able to prove that the work was done and that you monitored it.
- (c) If you have recorded marks we will allow you to submit them as normal. If work was lost before you marked it, you must send any existing coursework for the candidates affected.

5.5.7 Coursework extensions

- (a) You can apply for an extension to the deadline for submitting coursework marks and samples.
- (b) Email info@cambridgeinternational.org along with the relevant evidence before the first coursework deadline.

5.5.8 Other situations where we may consider special consideration

- (a) There may be complex cases that need special consideration. We may ask our assessment managers or senior examiner to decide how to award it. This means the results may not show the special consideration straight away.
- (b) In cases that you could not predict or plan for, for example, earthquakes, war or epidemics, we may consider, at our discretion, accepting alternative forms of evidence of candidate attainment.
- (c) Where a syllabus lists set works (e.g. set texts in a literature syllabus) and you have prepared candidates for the wrong work, special consideration may be given at our discretion. We will only consider cases where:

Section 5: Exam day continued

- there is evidence candidates have been fully prepared for the assessment objectives in the syllabus
- the incorrect work studied was assessed in the previous year or is listed in the same syllabus booklet.

However, we will consider each application separately and there can be no guarantee that a candidate will receive special consideration where a centre has prepared candidates for the wrong work. The Head of Centre must make sure candidates are taught the correct works.

5.5.9 Applying for special consideration

- (a) You should use the 'Special consideration' area of  Direct.
- (b) You must only apply for special consideration if the Head of Centre fully supports it.
- (c) You must be able to provide evidence to support your application if we ask to see it. You must keep this evidence until we publish results.
- (d) **NEW** You must submit applications within seven days of the last exam in the series of the syllabus affected. If you have been made aware of a candidate's circumstances after the seven days, please continue to submit the application for our review.
- (e) We may not consider your application if you do not send us the right information.
- (f) A friend or relative of the candidate should not produce the evidence to support special consideration applications. Where this is unavoidable, a senior member of centre staff must countersign and authorise the evidence. We can refuse evidence a friend or relative has produced.
- (g) The Head of Centre or exams officer may attach a letter with the application to help explain any unusual circumstances.
- (h) If you have used  Direct you must check your account for the outcome.
- (i) If you are unable to submit your application using  Direct you can complete Exam Day – Form 7 and email it to info@cambridgeinternational.org. Include your centre number and 'Exam Day – Form 7' in the email subject line. We will tell you if your application is approved or rejected, but please note that it may take longer to get your outcome than using  Direct.
- (j) You must not submit duplicate applications.

Direct

Go to www.cambridgeinternational.org/direct, log in and go to the 'Special consideration' area.

You can submit applications for:

- candidates who were affected at the time of the assessment
- circumstances that were outside of the candidate's control
- candidates who had been fully prepared for the exam and covered the whole course
- coursework-related special consideration.



Important dates

Applications can be made in  Direct from these dates:

- June series: 1 March 2024
- November series: 1 September 2024



Administrative forms

Forms available from the 'Support Materials' section of  Direct:

- Special Consideration (Shortfall in Coursework): Coursework and Moderation – Form 2
- Special Consideration (Lost Coursework): Coursework and Moderation – Form 3
- Special Consideration: Exam Day – Form 7

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Extra guidance

Our guide to applying for special consideration online is in the 'Help' section of the 'Special consideration' area of Direct.



Cambridge Associates/Associate Centres

Associate Centres should apply for special consideration using Exam Day – Form 7 rather than Direct. They should download the form from the 'Support Materials' section of Direct and send it to their Cambridge Associate. The Cambridge Associate must check the form and email it to us within seven days of the last exam of the syllabus affected.

5.5.10 Appeals against special consideration decisions

To appeal against an outcome, please see section 7.4.

5.5.11 Chk Cambridge Primary and Lower Secondary Checkpoint

You cannot apply for any special consideration for Cambridge Primary and Lower Secondary Checkpoint candidates because the whole marking process is linked to the curriculum framework.

If a candidate does not sit a paper, the diagnostic feedback we send you will not include this candidate. We will not send their statement of achievement and report to student for this syllabus.

5.5.12 Honorary certificates

You may ask for an honorary certificate if a candidate:

- was entered but died before finishing the minimum amount of assessment
- was entered but is terminally ill and did not complete the minimum amount of assessment.

5.6 Malpractice

Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certificates. Malpractice can happen before, during or after timetabled exams or other assessments.

Malpractice can be:

- intentional and aim to give an unfair advantage in an exam or assessment
- caused by people being careless, forgetful or unaware of our regulations
- beyond anyone's control and be a result of circumstance.

A variety of people could be involved in malpractice, for example:

- candidates
- centre staff, for example, exams officers, teachers, invigilators, management, consultants and people who help with access arrangements
- other people, for example, the candidates' relatives or friends.

The Head of Centre must:

- make sure candidates and centre staff know their individual responsibilities as set out in our regulations
- tell us straight away about any potential malpractice they become aware of or that is reported to them.

5.6.1 Candidate malpractice

The following are examples of malpractice by candidates. This is not a complete list:

- bringing unauthorised materials into the exam room or accessing unauthorised materials during the exam. See section 5.1.8.2
- disruptive behaviour in the exam room (including talking or attempting to talk to other candidates and/or using offensive language)
- copying from another candidate
- collusion
- plagiarism: not giving sources and/or submitting another person's work as if it is their own
- looking for, getting, receiving, exchanging or passing on confidential or fake exam material in any way

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- not following an invigilator's instructions
- not following supervision rules designed to keep the exams secure
- stealing another person's work
- deliberately destroying another person's work
- including threatening, offensive or obscene material in scripts or coursework
- impersonation: pretending to be someone else, or arranging for another person to take their place in an exam
- altering, falsifying or misrepresenting any results information, including certificates
- behaving in a way that undermines the integrity of the exam.

5.6.2 Centre staff malpractice

The following are examples of malpractice by centre staff. This is not a complete list:

- not keeping exam material confidential
- not storing exam material securely
- not keeping candidates under Full Centre Supervision in relation to the Key Time
- not invigilating properly
- helping or prompting candidates with answers
- not keeping candidates' work confidential
- moving the session or date of a timetabled exam without telling us and getting our written permission
- helping candidates with coursework more than the regulations allow.
See section 3.2 and individual syllabuses
- allowing candidates unsupervised access to coursework exemplar materials, whether this is the work of former candidates or material we have provided
- not keeping candidate computer files secure
- behaving in a way that undermines the integrity of the exam.

5.6.3 Suspected malpractice you discover

The Head of Centre must report any suspected malpractice to us on the same day or no later than 12:00, local time, the following working day. Use the relevant malpractice forms.

- A** The Head of Centre in an Associate Centre must report any suspected cases of malpractice to their Cambridge Associate straight away using the relevant malpractice forms. The Cambridge Associate should check the form and then send it to us straight away.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Notification of Suspected Centre Staff Malpractice: Exam Day – Form 9a
- Suspected Centre Staff Malpractice Report: Exam Day – Form 9b
- Suspected Candidate Malpractice Report: Exam Day – Form 9c
- **NEW Suspected Candidate Malpractice Report: Exam Day – Form 9d**

The Head of Centre must:

- (a) Tell us straight away about suspected malpractice they become aware of or that is reported to them. If they do not do this it might be considered malpractice in itself.
- (b) Report suspected malpractice with all relevant information including:
 - statements from relevant centre staff, for example, the Head of Centre, exams officer, invigilators or teachers. Statements should include a detailed account of the circumstances and any investigation the Head of Centre has carried out
 - statements from all candidates involved in the suspected malpractice, giving their account of events in their own words or confirmation that they do not want to give a statement
 - evidence of any unauthorised material the candidate had, e.g. a photograph of the unauthorised material
 - seating plans
 - any other relevant evidence or information.

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- (c) All statements must be in English. If the level of English of the person writing the statement is poor we may accept statements in other languages. You must provide a translation or we may not be able to accept the evidence.
- (d) We take all reports of suspected malpractice seriously. We will write to let you know we have received your report. In our response we will do one of the following:
 - confirm that you do not need to do anything further
 - provide you with guidance
 - open a suspected malpractice investigation.

NEW 5.6.4 Plagiarism in coursework

We need to be confident that the work we assess is the candidate's own before we can award a grade. You are responsible for supervising candidates when they are completing coursework. You must also authenticate their work before you submit the marks.

If you discover plagiarism in a candidate's work during the course, you should resolve this internally. If you discover plagiarism when you come to submit work to us, you must not submit it. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/courseworkandmoderation

When submitting coursework, you sign a declaration confirming that the work is the candidate's own original work. This declaration includes confirmation that the candidate has been taught how to correctly reference, that they have appropriately referenced and acknowledged any content taken from another source, and that they are aware that submitting work that contains plagiarised material may be considered malpractice. Once you submit coursework to us, we may use plagiarism detection software to screen it. Our subject experts will review any coursework we suspect may contain plagiarism. If we find plagiarised work, we may consider it candidate malpractice and therefore not accept the work. The candidate may then receive no marks for that component. The declaration you sign when submitting the work is made on behalf of the candidate and their teacher. It confirms that the candidate's work is their own, and that the candidate has used referencing correctly. Therefore, we may not request statements from you before closing the malpractice case and deciding the outcome, which we share with your Head of Centre. You can still appeal the outcome through the appeals process as per section 7.3.

You should contact us if you are unsure whether to submit work or if you have any other queries.

5.6.5 Suspected malpractice investigations

- (a) When we open a suspected malpractice investigation, we will write to you with the details, including actions and instructions. We will try to find all relevant information to help us decide whether malpractice has happened or not.
- (b) You must complete all actions and cooperate with all instructions in the timescales we give.
- (c) We oversee all investigations. We expect the Head of Centre to personally supervise and collect information for us.
- (d) If you do not do what we ask in suspected malpractice investigations this might be considered malpractice in itself.
- (e) We can withhold results during investigations. We will tell you if we do this.
- (f) We can deal directly with the candidate or the candidate's representative. In these cases, we will tell the Head of Centre.
- (g) We may extend an investigation if we have further concerns.
- (h) We may send representatives to your centre to investigate.
- (i) You must treat malpractice cases as confidential between your centre, the individuals involved and us.
- (j) You must treat correspondence about suspected malpractice as confidential between your centre and us.
- (k) The Head of Centre can share concerns and/or requests for information with the candidate(s) involved and their parents/guardians/carers.
- (l) If the Head of Centre is implicated in the suspected malpractice we may ask someone else to collect information, for example, the chair of governors or director of education.
- (m) We may suspend your centre's ability to make entries while an investigation is ongoing.
- (n) Candidates involved in a malpractice investigation cannot withdraw from the relevant syllabus.

5.6.6 Rights of individuals suspected of malpractice

If someone is suspected of malpractice the Head of Centre must tell them as soon as possible, preferably in writing.

We may tell the Head of Centre to share relevant evidence with them.

If someone is suspected of malpractice you must:

- tell them what they are accused of
- give them the opportunity to write a statement
- tell them the possible consequences if it is decided that malpractice has occurred
- tell them about our appeals procedure.

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5.6.7 Making a decision

- (a) We will look at all available information and use a balance of probabilities to decide whether the suspected malpractice has occurred or not.
- (b) We may consider mitigating factors supported by suitable evidence.
- (c) We only base our decisions on the information we have and make no assumptions about the intended actions.

5.6.8 Outcomes

- (a) All outcomes will be justifiable and reasonable.
- (b) We may:
 - take no further action
 - give a warning to candidate(s) and/or the centre staff
 - deduct marks or award no marks for a component
 - disqualify candidates from the subject (in serious cases this may extend to all subjects taken in the series)
 - ban a candidate from entering our exams for up to five years
 - ban members of staff from any involvement in administering our exams for a specified period of time
 - not allow your centre to make entries for specific exams
 - remove your centre status and terminate our Agreement with you; see section A13.
- (c) We can apply outcomes not listed above.
- (d) If we decide malpractice has occurred but cannot decide who was responsible, we may not accept the work submitted and/or issue the relevant results.
- (e) We will write to the Head of Centre with the outcome.
- (f) When the Head of Centre has received our outcome they can decide whether to take further action with their candidate(s) and/or staff.
- (g) Some outcomes will mean that components do not qualify for enquiries about results. We will confirm this in our outcome letter.

- (h) We will do our best to make sure candidates are neither advantaged nor disadvantaged by centre staff malpractice. In some cases we may not be able to issue results.
- (i) Centres should keep records of malpractice outcomes for future reference. Where appropriate, redacted versions of these should be shared with new members of staff, including centre leadership and management, and exam teams, such as a new Head of Centre or exams officer.

5.6.9 Communicating outcomes to members of staff and candidates

The Head of Centre must tell the people concerned about the outcome(s). The Head of Centre is also responsible for telling them that we may share information as described in section 5.6.10.

5.6.10 Exchanging information with other awarding bodies and authorities

We will treat malpractice cases as confidential. However, where serious malpractice may affect the integrity of other awarding bodies' assessments we may exchange information with them or other regulators.

In cases of serious centre staff malpractice we can share information with professional organisations.

We can tell the relevant police authorities if there is suspected criminal activity. For example, cases involving theft, impersonation or falsifying documents.

5.6.11 Appeals

To appeal against a decision we have made in malpractice cases, please see section 7.3.

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5.6.12 Allegations

If we receive a report of alleged malpractice we will look at any available information. This may lead to a suspected malpractice investigation.

We will only reveal the identity of the person making the allegation if we have to do this for legal reasons. During an investigation we will try to limit the risk of them being identified.



Extra guidance

For more information on making an allegation go to
www.cambridgeinternational.org/whistleblowing

5.7 Special instructions for particular exams

This section gives regulations for specific subjects and qualifications. You should also check the relevant syllabus in case other regulations apply.

5.7.1 Science practical exams

5.7.1.1 Confidential instructions

NEW We send confidential instructions for each syllabus once final entries have been submitted.

The supervisor should use them to prepare for the exam session. You must keep them secure at all times. The Head of Centre is responsible for making sure they remain confidential. Never discuss the instructions with another centre or allow any information to reach candidates.

Contact us or your Cambridge Associate if you have any questions.
Never open any question paper packets before the exam.

5.7.1.2 Materials

We may supply some of the materials or, by special arrangement with us, you may buy them. Materials we supply will be clearly labelled and we will tell you how to use them in the confidential instructions. You must check materials and specimens we provide against the despatch list as soon as they arrive. Tell us straight away if there are any problems.

Open the packets containing perishable specimens (for example, enzymes for biological practical experiments) as soon as they arrive. Keep them in a refrigerator that only authorised people can access.

The Head of Centre and supervisor are responsible for the safe and confidential handling of all materials until they are used in the exam. No information about these materials must reach candidates.

After the exam, you must return all microscope slides to us, unless we say otherwise. In some cases we may allow you to keep materials and pay replacement costs, using the form enclosed with the materials.

We may charge you for the cost of materials you do not return in good condition.

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5.7.1.3 Seating arrangements

NEW Candidates must be seated so that they cannot see the work of other candidates. The minimum distance that you must seat candidates is 1.25 metres away from each other. This distance is measured from the centre of one candidate's seat to the centre of another's.

If you need to seat candidates so that they are not all facing in the same direction, you must make sure that they cannot see each other's work. You can use screens between candidates to achieve this but may need to use additional invigilators to monitor candidates if their view of candidates will also be obstructed.

5.7.1.4 Large numbers of candidates

If you do not have enough equipment for all your candidates to take their practical exam at the same time, you may need to divide the candidates into smaller groups and have the candidates sit the practical exam one after the other. You need to carefully plan how to do this and you must apply for additional sittings by following the instructions in section 1.2.4.

You must also schedule the exams in line with our Key Time and Full Centre Supervision regulations; see our Key Times and Full Centre Supervision section. You must schedule each sitting of the exam so that candidates who are not taking the exam at the Key Time are under Full Centre Supervision. Candidates who have taken the exam, and who are waiting for the Key Time, cannot be in the same Full Centre Supervision group as candidates who are still waiting to take the exam. Candidates who have taken the exam may leave at the Key Time. Candidates from earlier sittings must be under Full Centre Supervision until the Key Time and cannot mix with any group of candidates who are due to sit later sittings. Your supervision arrangements must follow the regulations in section 1.2.3.1.

Scheduling the groups of candidates in this way may cause a morning exam to overlap with the afternoon (PM) exam session. If this happens, do one or more of the following to make sure no candidate needs to be in two exams at the same time:

- Arrange the groups of candidates so that candidates who have an afternoon exam are in the first sitting of the practical exam in the morning.

- Timetable the practical exam so the changeover between groups of candidates is earlier than the Key Time. If you do this, you must keep any candidates who finish their practical exam before the Key Time in Full Centre Supervision.
- Delay the start of the afternoon exam (as long as all candidates taking the afternoon exam are under Full Centre Supervision at the Key Time).

Scheduling two or more groups of candidates to sit their practical exam in an afternoon session may cause the various sittings to overlap with a morning exam. If this happens, do one or more of the following to make sure that no candidate needs to be in two exams at the same time:

- Arrange the groups of candidates so that those who also have a morning exam are in the last sitting of the practical exam in the afternoon.
- Timetable the practical exam so the changeover between groups of candidates is later than the afternoon Key Time (you will need to supervise the second group of candidates before their exam).
- Make the start of the morning exam earlier (as long as all candidates are under Full Centre Supervision at the Key Time).

Please apply for additional sittings at least four weeks before the exam so that we have time to help you carefully plan.

5.7.1.5 Invigilation

In all practical exams, invigilators must make sure candidates do not communicate with each other, especially where they need to move from one part of the room to another.

You must have one invigilator for every 20 candidates and at least two invigilators in each laboratory. The supervisor who set up the room must be there at the start of the exam. They should also be available throughout the exam to deal with any technical problems or safety matters, and to help with invigilation. Ideally one of the invigilators should be a specialist in the subject being examined. This may be the supervisor if they are not performing the experiment at the same time as the candidates.

Where the supervisor needs to perform the experiments from the question paper during the exam, they should do this in a separate room where the candidates cannot see them. You must have enough invigilators while they do this.

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One of the invigilators left with the candidates must be qualified to deal with any technical problems or safety matters.

If the supervisor has been involved in preparing any of the candidates for the exam another invigilator must be there at all times. You must follow all our invigilation regulations.

Where candidates need to change between one set of apparatus and another, the supervisor must reset the equipment back to its original state each time, unless the confidential instructions say otherwise. The changeover time is in addition to the time for the exam. Invigilators must make sure candidates do not communicate with each other during the changeover.

The supervisor and any invigilators should include any forms we ask for in the instructions with the answer scripts.

If there are any problems during the practical that disadvantage the candidates, for example, the equipment is faulty, the supervisor should record it in their report. They should then talk to the exams officer about applying for special consideration.

5.7.2 Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level listening exams

We supply the recorded material for the listening exams, which you may keep after the exam. We strongly advise you to hold the listening exam in a room that is suitable for up to 30 candidates. If you have equipment that is very powerful, you may have more candidates in the room without asking us. However, if candidates cannot hear the recording you cannot apply for special consideration. Candidates can use headphones if you conduct the test in a language laboratory. However, they cannot control the recording. A member of staff must control the recording at all times, and follow the instructions on the recording. An invigilator should listen to the recording while it is played.

NEW For Cambridge International AS & A Level Music (9483/01), candidates need equipment that allows them to control the recording, for example, a laptop with Windows Media Player, or other device for playing audio files. We will publish more information about which equipment to use to play audio files and how to play them securely during exams as part of our Global Listening guidance. If you need to use Global Listening in 2024, we will contact you by email.

5.7.2.1 Checking recorded material

The candidates' subject teacher should not be the person who checks the sound quality of the CD or audio file.

- (a) As soon as you receive the CD or audio file, you must listen to a small section to check the sound quality. For listening exams where the recording is controlled centrally, you must check each CD or audio file. For exams where candidates control the recording, randomly check some of the CDs or audio files.
- (b) You must check the acoustics and sound quality of the CD or audio file at the right volume in the exam room one working day before the exam. You may use curtains or carpets to reduce echoes in the room. This check must not affect the security of the exam. Check that candidates with individual listening equipment can hear clearly.
- (c) When doing the above checks do not listen to the exam material in full or remove it from the centre. After each check you must return the material to secure storage.
- (d) If there is an issue with the exam material, use a different device to attempt the spot checks again. If the issue continues, end the spot checks and contact us immediately.

5.7.2.2 Conducting listening exams

Ideally, a member of staff who speaks the language of the listening exam should be there to deal with any technical problems. If this teacher prepared the candidates for the subject they must not be the only invigilator.

The invigilator must give candidates time to fill in information on the front cover, including their name and centre number, before playing the CD or audio file.

The invigilator must not stop the CD or audio file once started, unless there is an emergency. Noise from outside the exam room is not an emergency.

The invigilator should warn candidates of this before the exam begins.

If the invigilator stops the exam because of an emergency, they should restart the CD or audio file at exactly the same place once they have dealt with the emergency. The invigilator must include a report with the candidates' scripts, saying at which point in the exam the interruption took place, how long it lasted and what happened. If the invigilator is not sure whether all candidates heard certain items, they must say why and identify the items in the report.

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Contact us if equipment fails during the exam.

5.7.2.3 Large numbers of candidates

If you have more than 30 candidates sitting a listening exam, you may need to divide the candidates into smaller groups. If you cannot have the smaller groups sit the exam at the same time in different rooms, you must have the candidates sit the listening exam one after the other using additional sittings. You need to carefully plan how to do this and you must apply for additional sittings by following the instructions in section 1.2.4.

In all circumstances you must schedule the exams in line with our Key Time and Full Centre Supervision regulations; see our Key Times and Full Centre Supervision section.

If you are approved to use additional sittings, you must schedule each sitting of the exam so that candidates who are not taking the exam at the Key Time are under Full Centre Supervision. Candidates who have taken the exam, and who are waiting for the Key Time, cannot be in the same Full Centre Supervision group as candidates who are still waiting to take the exam. Candidates who have taken the exam may leave at the Key Time. Candidates from earlier sittings must be under Full Centre Supervision until the Key Time and cannot mix with any group of candidates due to sit later sittings. Your supervision arrangements must follow the regulations in section 1.2.3.1.

Scheduling the groups of candidates in this way may cause a morning exam to overlap with the afternoon (PM) exam session. If this happens, do one or more of the following to make sure no candidate needs to be in two exams at the same time:

- Arrange the groups of candidates so that candidates who have an afternoon exam are in the first sitting of the listening exam in the morning.
- Timetable the listening exam so the changeover between groups of candidates is earlier than the Key Time. If you do this, you must keep any candidates who finish their listening exam before the Key Time in Full Centre Supervision.
- Delay the start of the afternoon exam (as long as all candidates taking the afternoon exam are under Full Centre Supervision at the Key Time).

Scheduling two or more groups of candidates to sit their listening exam in an

afternoon session may cause the various sittings to overlap with a morning exam. If this happens, do one or more of the following to make sure that no candidate needs to be in two exams at the same time:

- Arrange the groups of candidates so that those who also have a morning exam are in the last sitting of the listening exam in the afternoon.
- Timetable the listening exam so the changeover between groups of candidates is later than the afternoon Key Time (you will need to supervise the second group of candidates before their exam).
- Make the start of the morning exam earlier (as long as all candidates are under Full Centre Supervision at the Key Time).

Please apply for additional sittings at least four weeks before the exam so that we have time to help you carefully plan.

5.7.2.4 Multiple-choice answer sheets for foreign languages

Candidates sitting selected foreign language listening exams submit their answers on a multiple-choice answer sheet. They do not submit them on the question paper. At the end of the exam candidates have six minutes to transfer their answers from the question paper onto the multiple-choice answer sheet.

Please do not return the question papers to us. The multiple-choice answer sheets must be returned in the script packet envelope provided.

There is more information and a list of frequently asked questions on our website: www.cambridgeinternational.org/multiple-choice

5.7.3 Cambridge IGCSE ‘open book’ literature components

Candidates should take their set texts into the exam room for the following components:

- Cambridge IGCSE English Literature (0475 and (9–1) 0992) Paper 3
- Cambridge IGCSE Spanish Literature (0488) Paper 1.

NEW Invigilators must make sure that candidates use original published books only, not photocopies, unless they have received approval from us. Invigilators must also make sure the texts do not contain notes, underlining, highlighting or anything else the candidate has added. Any breach of this regulation must be reported to us.

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5.7.4 Cambridge ICT and IT practical tests

This section applies to practical tests in:

- Cambridge IGCSE ICT (0417) and (9–1) (0983)
- Cambridge International AS & A Level Information Technology (9626)
- Cambridge International AS & A Level Computer Science (9618).

5.7.4.1 Timetabling

The final timetable gives a one-day window to conduct these practical tests. Wherever possible, candidates in your centre should take their test at the same time.

The Cambridge International AS & A Level Computer Science (9618) practical test will show in the final timetable as having a session assigned to it. This practical test can still be sat throughout a one-day window.

If you need more than one sitting they should follow on from each other within the same day. You must apply for additional sittings by following the instructions in section 1.2.4.

Candidates in different sittings should have no contact with each other.

Candidates from the first sitting will need to be under Full Centre Supervision until the last group start their exam. Your supervision arrangements must also follow the regulations in section 1.2.3.1.2, including supervising candidates overnight if relevant.

You need to consider the time needed to set up the system and allow time in case anything unexpected happens.

5.7.4.2 Administration instructions

You must download instructions from phase 4 of the ‘Exam administration’ area of our website: www.cambridgeinternational.org/beforetheexams. We no longer upload the instructions to Digital File Despatch at the Key Time for the exam. They tell you about:

- preparing for the tests
- submitting candidates’ work for marking
- handling any technical problems during the test.

You must read, understand and follow these instructions. If you do not have them email info@cambridgeinternational.org

A Cambridge Associates should give the relevant instructions to their Associate Centres.

Before the exam, you must check the date and time settings on all your computers are correct.

5.7.4.3 Supervisor

An experienced supervisor, who may be the candidates’ teacher, is responsible for administering the practical tests. They are also responsible for preparing the hardware and software.

5.7.4.4 Invigilation

One invigilator must be present for every 20 candidates. There must always be at least one invigilator who has not been involved in the preparation of any of the candidates for the test.

In addition, a suitably experienced supervisor must be present in each test room to deal with any technical difficulties. The supervisor can have been involved in the preparation of candidates for the test. The supervisor must not be counted as an invigilator.

We encourage you to have an extra technician available, as well as the invigilators and supervisor.

You must follow all the invigilation instructions in this handbook and in the practical test instructions we send you.



Important information

You must report any system errors or problems in the Supervisor Report Folder (SRF).

5.7.4.5 Candidate access to equipment during the test

Candidates must use your equipment to complete the tests.

They must not have access to their own electronic files, personal notes, pre-prepared templates or other files. Candidates are not allowed to refer to textbooks or centre-prepared manuals. During the practical test they can use English or simple translation dictionaries, spellcheckers, software help facilities and manufacturer manuals on the software packages. They may use the original software supplier’s wizards.

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Supervisors/invigilators must not give any other help to the candidates during the test, unless the equipment fails or malfunctions. If the supervisor gives any help during the test they must record this on the Supervisor's Report Form and send the form with the candidate's work.

5.7.4.6 Security issues

Candidates must not communicate with each other in any way and you must make sure their files are secure. They must not use a shared folder on your network to store the source files. You must use individual password-protected folders for each candidate for each practical exam. Give each candidate access to the folder at the start of the exam and remove access at the end. Candidates must not have access to portable storage media, for example, memory sticks. Invigilators must be vigilant throughout the test. Candidates must be under the same conditions as in sections 5.1 and 5.2.

You must treat all assessment material as confidential and must only issue it at the time of the test.

For Cambridge IGCSE ICT (0417), (9–1) (0983), Cambridge International AS & A Level Information Technology (9626) and AS & A Level Computer Science (9618) candidates must not have access to the internet and email during the practical test.

You must keep all work stored on a network or hard disk secure.

You must make sure that:

- candidates do not have access to test material, except during their test
- the invigilator collects all assessment material at the end of each session (including candidate-dated practical test papers and completed work). You can download instructions for conducting practical tests for syllabuses 9626, 9618, 0417 and 0983 from phase 4 of the 'Exam administration' area of our website: www.cambridgeinternational.org/beforetheexams
- you securely store a copy of all candidates' work until the end of the enquiry about results period in case we ask for it
- you destroy all draft copies and rough work that is not being submitted for marking

- you do not return the question paper with the candidates' work
- you keep all copies of the question paper under secure conditions until 24 hours after the end of the test window date.

Candidates must not keep any printouts they produce during the test. They must not keep any electronic files that form part of the test or that they have produced during it.

5.7.4.7 Software packages

Candidates can complete the practical sections using any software packages that allow them to show all skills listed in the relevant sections of each syllabus.

5.7.5 Cambridge International AS & A Level Media Studies

- (a) You must spot-check the DVD extract as soon as you receive it.
- (b) You must spot-check the sound and visual quality of the test material in the exam room one working day before the exam. This check must not affect the security of the exam.
- (c) During the checks, do not watch the test material in full or remove it from the centre. After each check you must return the material to secure storage.
- (d) If there is an issue with the exam material, use a different device to attempt the spot checks again. If the issue continues, end the spot checks and contact us immediately.
- (e) You may transfer the test material from the DVD to a USB stick before the day of the exam, provided that this transfer does not affect the security of the exam. You must then return the material to secure storage.

5.7.6 Art & Design exams

You should refer to the relevant Guide to Administering Art & Design for more information. See the syllabus page of our website.

5.7.6.1 Question papers

Question papers for Art & Design will be available from the School Support Hub and from Digital File Despatch. Make sure you download the correct question paper for your series. We no longer send you printed question papers for Art & Design.

Section 5: Exam day continued

5.7.6.2 Preparing for the test

Candidates may work in any size using any appropriate media. Work that is fragile, three-dimensional or larger than A2 size must be photographed, printed and mounted on an A2 sheet. Candidates may work on a smaller scale but the work must then be mounted on an A2 sheet.

5.7.6.3 Invigilation

You must have one invigilator for every 30 candidates and at least two invigilators in the exam room. The art teacher or technician must not be the sole invigilator but should be available throughout the exam to deal with any technical problems.

You must supervise candidates' work during breaks. However, you do not need to supervise candidates during breaks. Candidates are not permitted to remove work or to bring work into the room once the exam has started.

5.7.6.4 Despatch

See our video on packaging and despatching work for Art & Design at
www.cambridgeinternational.org/packing-despatching-candidates-work

5.7.7 Arranging speaking exams with an examiner

If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

5.7.8 Arranging presentation and viva exams with an examiner

If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

Section 6: Results and certificates

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6.1 Releasing results

We release electronic statements of results online through Direct and shortly after results release we send your results despatch.

You can give candidates their results straight away or when you receive the printed statements of results in your results despatch. **NEW** It is your responsibility to give candidates their results. This also includes giving them access to the Candidate Results Service or giving them their results another way.

We can still amend results published on electronic and printed statements of results if necessary.

We confirm final results when we send certificates.

Cambridge Associates are responsible for giving results, statements of results and other results material to their Associate Centres.

Important dates

- We tell you the exact dates and times we will release results on Direct and in the Cambridge Exams Officer eNewsletter.

June series (all qualifications)

- Results available online: August 2024
- Results despatch: late August 2024

November series (all qualifications)

- Results available online: January 2025
- Results despatch: late January–early February 2025

(Exact dates will be confirmed on our website and in the Cambridge Exams Officer eNewsletter.)



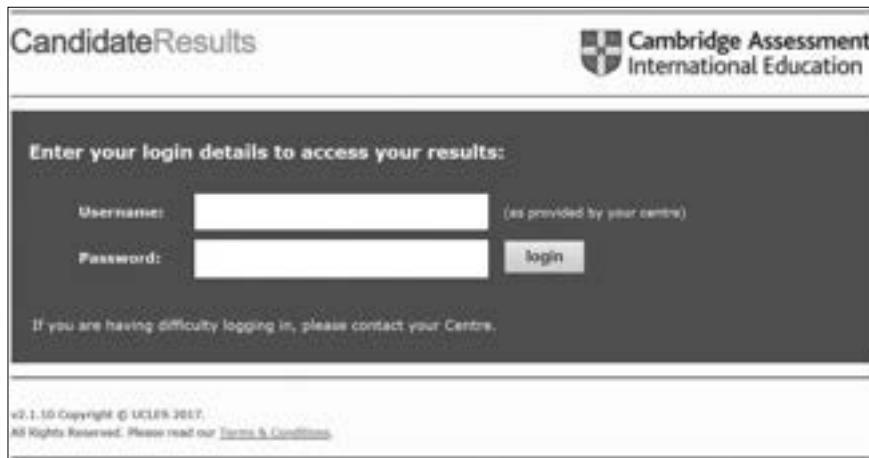
Section 6: Results and certificates continued

6.1.1 Online results

You can access your results from the  Direct homepage and from the 'Administer Exams' dashboard. Online results are available in the following formats:

- statements of results for every candidate (PDF)
- results for your centre in broadsheet format (PDF)
- results for your centre in broadsheet format (Excel)
- moderation report for teachers: a report on the moderation for each internally assessed component. It also shows where our moderators re-marked coursework because they could not moderate the marks.

6.1.2 Candidate Results Service



The screenshot shows the 'CandidateResults' login page. At the top right is the Cambridge Assessment International Education logo. Below it, a dark grey box contains the text 'Enter your login details to access your results:' followed by two input fields: 'Username:' and 'Password:', both with placeholder text '(as provided by your centre)'. To the right of the password field is a 'login' button. Below these fields is a link 'If you are having difficulty logging in, please contact your Centre.' At the bottom of the page, a small note reads 'v2.1.10 Copyright © UCLES 2017. All Rights Reserved. Please read our [Terms & Conditions](#)'.

Candidates can use the Candidate Results Service to view their results electronically. This may be particularly useful if they have difficulties reading the printed results. You can control who has access to the site and what they can see through the 'Administer Exams' page on  Direct.

For more information see section 6.2 and www.cambridgeinternational.org/results

You can generate login details once the previous series has closed:

- June series – late March
- November series – early October.



Important information

We can still amend results published on the electronic and printed statements of results. We confirm final results when we send out your certificates.

Candidates should not print screenshots of their results from the Candidate Results Service to share with educational institutions. If candidates need results to be shared with educational institutions they can use our priority results service; see section 6.2.

6.1.3 Results despatch

We usually send this despatch by courier. We do not email results to you or anybody else.  Associate Centres will receive their results according to their local arrangements.

When you receive your despatch check that you have all the documents listed below, in particular statements of results for all candidates, including private candidates.

Statements of results: for candidates

We send you a statement of results for every candidate. It lists all the syllabuses each candidate entered and the syllabus grades we have awarded. It also shows results for group awards, with the exception of candidates who have sat Cambridge IGCSE and/or Cambridge O Levels which have not counted towards the Cambridge ICE award. These results are printed on a separate statement of results.

We print statements of results on full-colour watermarked stationery. Notes explain the qualification and syllabus grades shown.

We do not show centre names on statements of results for private candidates.

We do not issue copies of statements of results if lost by the centre or candidate.

If you would like us to replace a statement of results send us Results and Certificates – Form 12. We charge a replacement fee for this.

Section 6: Results and certificates continued

NEW Candidates can view an electronic version of their statement of results using the Candidate Results Service, accessed through Direct.

See section 6.1.2. For more information see www.cambridgeinternational.org/results

Regulations

- (a) You are responsible for giving all your candidates, including private candidates, their statements of results as soon as they arrive.
- (b) Statements of results are not certificates. Universities or other organisations may not accept them.
- (c) We can correct the information on any statement of results before we send certificates.
- (d) The statement of results belongs to us and we issue it on the following conditions:
 - (i) If a statement of results is altered or defaced it is invalid.
 - (ii) The statement of results must be returned to us if we ask for it.
- (e) When the statements of results arrive, you must check centre and candidate details on them, including the spelling of names and dates of birth.
- (f) Contact us or your Cambridge Associate straight away if:
 - (i) any of your statements of results have been altered or damaged
 - (ii) any statements of results are missing.
- (g) We do not usually give statements of results directly to candidates.
In rare cases we may do this, once we have checked their identity.



Important information

As statements of results are a record of the exam, you must tell us straight away if there are any errors so we can correct the information we hold before we send your certificates. Use Results and Certificates – Form 12.

A Associate Centres must tell their Cambridge Associate about any errors.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Replacement Certificate Application: Results and Certificates – Form 12



Important dates

Tell us if any changes need to be made to personal information shown on printed statements of results by the following dates:

- June series: 22 September 2024
- November series: 26 February 2025



Results by syllabus, option and component: for teachers

This document shows all your results and component grades by syllabus, option and component. They let teachers compare a candidate's standard across different parts of a syllabus. They will not always exactly match the overall syllabus grade. You can share this information with candidates to help decide whether to retake a syllabus or apply for enquiries about results.

If you do this please tell them they should not share this information with anyone else. You can give component grade information if a university asks for it.

Section 6: Results and certificates continued

Results broadsheet: for teachers

The results broadsheet is a summary of all the results for your candidates. It shows the results in a grid, with names listed down the left-hand side and syllabus titles across the top.

Moderation adjustment summary reports: for teachers

We provide a summary of moderation adjustments for every internally assessed component. The summary shows any changes we made to the marks your teachers awarded.

We do not change weighted marks. 'NO ADJUSTMENT' means that we accepted your marks. The information is in syllabus component code order.

If we changed ranges of marks we show them in ascending order. We do not reduce marks below zero or raise them above the maximum mark for the component.

6.1.4 Syllabus grades on results documents

The tables on the following pages show how we report syllabus grades on results documents. The syllabus grade is calculated from the candidate's marks and not directly from the component grades. So candidates with the same component grades will not necessarily receive the same syllabus grade.

'NO RESULT' or 'X' means one of the following:

- You told us the candidate was absent or withdrawn from one or more components of the syllabus. Therefore we cannot award a grade.
- You told us the candidate was absent or withdrawn and there is no record of their mark in one or more components of the syllabus. Therefore we cannot award a grade.
- We disqualified the candidate. If this happened we will have told you why.

'PENDING' or 'Q' means that we cannot issue a result at the moment but will do this soon.

6.1.5 Grade changes after results release

If a candidate's grade changes after results are released and the change is not because of an enquiry about results, we will update your statement of results

and send you a printed copy. We will not automatically update the following results documents on  Direct:

- statements of results for every candidate (PDF)
- results for your centre in broadsheet format (PDF)
- results for your centre in broadsheet format (Excel).

If you need updated versions, email info@cambridgeinternational.org confirming which documents you need and the syllabus and series.

6.1.6 Cambridge Pre-U Diploma

If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

NEW Any entries for Cambridge Pre-U exams in the June 2024 exam series must be for resits only. We are not accepting any new entries in the June 2024 exam series.

Qualification	Grade reporting
Cambridge IGCSE	<ul style="list-style-type: none">• A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g). A*(a*) is the highest grade and G(g) the lowest.• 'UNGRADED' shows that the candidate did not reach the standard required for Grade G(g).• For some Cambridge IGCSE syllabuses we report separate oral endorsement grades on a scale of 1(ONE) to 5(FIVE). 1(ONE) is the highest grade and 5(FIVE) the lowest.• Candidates who do not reach the standard required for Grade 5(FIVE) will have nothing reported on the statements of results.
Cambridge IGCSE (9–1)	<ul style="list-style-type: none">• 9(NINE), 8(EIGHT), 7(SEVEN), 6(SIX), 5(FIVE), 4(FOUR), 3(THREE), 2(TWO) or 1(ONE). 9(NINE) is the highest grade and 1(ONE) the lowest.• 'UNGRADED' shows that the candidate did not reach the standard required for Grade 1(ONE).

Section 6: Results and certificates continued

Qualification	Grade reporting	Qualification	Grade reporting
Cambridge IGCSE (9–1) First Language English (0990) and Cambridge IGCSE (9–1) English Second Language (Speaking Endorsement) (0993)	<ul style="list-style-type: none"> For Cambridge IGCSE First Language English Speaking & Listening (0990/04) and Cambridge IGCSE (9–1) English Second Language (Speaking Endorsement) (0993), we report separate oral endorsement grades as Distinction, Merit or Pass. Distinction is the highest grade and Pass the lowest. They are reported as follows on statements of results: <ul style="list-style-type: none"> with Distinction in Speaking & Listening with Merit in Speaking & Listening with Pass in Speaking & Listening. Candidates who do not reach the standard required for ‘Pass’ will have ‘Unclassified’ reported on their statements of results. 	Cambridge ICE group award	<ul style="list-style-type: none"> Cambridge ICE statements of results are issued to candidates who have entered for Cambridge ICE. Distinction, Merit or Pass are awarded to candidates who meet the requirements of Cambridge ICE. The statement of results shows the Cambridge ICE outcome and the individual syllabus results for Cambridge IGCSE and Cambridge O Level syllabuses. It does not include results for candidates who have sat Cambridge IGCSE and/or Cambridge O Levels which have not counted towards the Cambridge ICE award. These results are printed on a separate statement of results. Only individual syllabus results for the final series are reported on statements of results. Therefore if a candidate is taking Cambridge ICE over more than one series, not all of the counting syllabuses are shown. You will find details of the award rules for the Cambridge ICE group award in the Cambridge Guide to Making Entries.
Cambridge O Level (referred to as GCE O Level on statements of results)	<ul style="list-style-type: none"> A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest. ‘UNGRADED’ shows that the candidate did not reach the standard required for Grade E(e). 	Cambridge O Level syllabuses in languages other than English	<ul style="list-style-type: none"> Performance in speaking tests (compulsory or optional) is reported on the statements of results below the syllabus grade as: ‘with Pass in Oral’. If a candidate does not achieve a ‘Pass’ in the speaking test or does not take the speaking test it will not show on their statement of results or certificate.

Section 6: Results and certificates continued

Qualification	Grade reporting
Cambridge International AS Level (referred to as GCE AS Level on statements of results)	<ul style="list-style-type: none"> a(a), b(b), c(c), d(d) or e(e). a(a) is the highest grade and e(e) the lowest. 'UNGRADED' shows that the candidate did not reach the standard required for Grade e(e).
Cambridge International A Level (referred to as GCE A Level on statements of results)	<ul style="list-style-type: none"> A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest. 'UNGRADED' shows that the candidate did not reach the standard required for Grade E(e). In some Advanced Level syllabuses, if a candidate did not reach the standard required for Grade E(e) we will award an AS (Advanced Subsidiary) Level Grade a(a), b(b), c(c), d(d) or e(e), if their performance is good enough in the relevant components.
Cambridge International AS & A Level syllabuses in languages other than English	<ul style="list-style-type: none"> We report speaking test (compulsory or optional) performance on statements of results under the syllabus grade as either Distinction, Merit or Pass. Distinction is the highest grade and Pass the lowest. They are reported as follows on statements of results: <ul style="list-style-type: none"> with Distinction in Speaking with Merit in Speaking with Pass in Speaking. If a candidate does not reach the standard required for 'Pass' in speaking or does not take the speaking test, it will not show on their statement of results or certificate.

Qualification	Grade reporting
Cambridge AICE Diploma group award	<ul style="list-style-type: none"> Cambridge AICE Diploma statements of results are issued to candidates who have entered for the Cambridge AICE Diploma. Distinction, Merit or Pass will be awarded to candidates who meet the requirements of the Cambridge AICE Diploma. The total points scored will also be shown. <ul style="list-style-type: none"> Distinction is awarded if a candidate achieves a point score of 360 to 420 points. Merit is awarded if a candidate achieves a point score of 250 to 359 points. Pass is awarded if a candidate achieves a point score of 140 to 249 points. We allocate points to each potential counting syllabus according to the grade achieved. An asterisk (*) appears next to the syllabuses we have used for the award. Only individual syllabus results for the final series are reported on statements of results. Therefore if a candidate is taking the Cambridge AICE Diploma over more than one series, not all of the counting syllabuses are shown. 'Fail' shows that the candidate did not reach the standard required for the Cambridge AICE Diploma. The total points scored will not be shown. The candidate will also receive a certificate showing the grades achieved in Cambridge International AS & A Level syllabuses. You will find details of the award rules for the Cambridge AICE Diploma in the Cambridge Guide to Making Entries.

Section 6: Results and certificates continued

Qualification	Grade reporting
Cambridge International Project Qualification	<ul style="list-style-type: none">A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.UNGRADED shows that the candidate did not reach the standard required for Grade E(e).

 If you are a UK centre, see the *Cambridge Handbook (UK Supplement)* 2024 for qualification and grade reporting information for Cambridge Pre-U Level 3.

6.2 Priority results

Many students have deadlines for submitting results to educational institutions around the world. We know that some deadlines are very close to our results release dates. Candidates can ask us to send a priority statement of results directly to their chosen educational institutions or employers on the day results are released. These results will arrive on the same day or shortly after results release.

Candidates who have applied to UK universities via the Universities and Colleges Admissions Service (UCAS) do not need to request priority results if they have taken Cambridge International AS & A Level exams.

We send all Cambridge International AS & A Level results to UCAS in time to meet university deadlines.

 We do not offer priority results for Cambridge Primary and Lower Secondary Checkpoint.

6.2.1 Applying for priority results

To apply, the candidate or the centre where they took the exam(s) must send us Results and Certificates – Form 9 by the dates shown on the next page.

This service can be paid for by card payment or invoice. The fees are in our fees list in the 'My Messages' section of  Direct.



Regulations

- If we are sending the statement directly to a school or university you do not need to send us a letter of authorisation. However, if the candidate wants us to send a copy of their results to another address you must send a letter of authorisation on headed paper with the form. If a candidate applies to us directly they must also send a letter of authorisation.
- Requests to send results to third parties are considered on a case by case basis. We may ask for proof of the third party's identity and address.

Section 6: Results and certificates continued

Important dates

We must receive all applications for priority results by:

- June series: 25 July 2024
- November series: 19 December 2024

We can accept late requests until we publish results. However, we may not be able to send the statement of results on the day we publish results.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Priority Results Application: Results and Certificates – Form 9



6.3 Enquiries about results

We carry out extensive quality checks before we issue results. However, you can submit enquiries about results if you would like us to check the results for particular candidates.

We offer a range of services depending on the type of check you would like; these are detailed below. For information about fees, see section 6.3.5.

We do not offer enquiries about results services for Cambridge Primary and Lower Secondary Checkpoint.

6.3.1 Enquiries about results services

Service name	Details of service	Availability of service
Clerical re-check: Service 1	This service checks that all parts of the script were marked, and that the marks were totalled and recorded correctly.	Available for components we have assessed.
Clerical re-check with copy of script: Service 1S	The same as 'Service 1' but you also receive a copy of the script.	Available for components we have assessed. Not available for Art & Design syllabuses.

Section 6: Results and certificates continued

Service name	Details of service	Availability of service
Review of marking: Service 2	A review of the original marking to check that the mark scheme was applied correctly. Also includes the re-checks in Service 1. In this context, the 'original marking' means the marking used to determine the candidate's provisional result. This is often, but not always, the marking of the first examiner to mark the script.	Available for components we have assessed. Not available for multiple-choice question papers.
Review of marking with copy of script: Service 2S	The same as 'Service 2' but you also receive a copy of the script.	Available for components we have assessed. Not available for multiple-choice question papers or Art & Design syllabuses.
Re-moderation of internally assessed component with report: Service 5	A re-moderation of a component you have assessed, and a report on how you assessed it. If you have submitted a different enquiry for any of the candidates in the group we will finish that enquiry before we produce the report.	Available for components you have assessed. Not available for individual candidates. We will only re-moderate the work of the candidates in the original sample.

Service name	Details of service	Availability of service
Report on the work of a group of candidates: Service 9	A report on the work of a group of 5 to 15 candidates for a component we have assessed. We do not review any marking. The report is designed to give teachers a better understanding of their candidates' performance in a particular component. You cannot use the reports to decide about retake entries. We process enquiries in the order that we receive them. If you submit a different enquiry for any candidates in the group after the Service 9 submission, the enquiry status will show as 'pending'. Once the Service 9 enquiry is completed and the report uploaded to Direct, we will process the 'pending' enquiries and change their status. We advise you submit all other services first before submitting a Service 9.	Available for components we have assessed. Not available for multiple-choice question papers.

Section 6: Results and certificates continued

Group awards

Recalculation of Cambridge ICE or the Cambridge AICE Diploma

A recalculation to make sure the results for Cambridge ICE or the Cambridge AICE Diploma are correct. Email info@cambridgeinternational.org to ask for this. Do not use  Direct.

NO RESULT (X Grade) or PENDING (Q Grade)

We usually issue a 'NO RESULT' if we think the candidate has not completed all the components of an assessment. 'PENDING' means we cannot issue a result at the moment but will do this soon.

If the Head of Centre asks us, we can explain 'NO RESULT' or 'PENDING' outcomes free of charge.

We will ask you to send us any evidence that shows our records may be wrong, for example, an attendance register or a coursework mark.

If we say that we cannot issue a result we will:

- confirm which component(s) we have no mark for
- explain again why we cannot award a result, for example, that we did not receive documents, coursework marks or information to confirm that the candidate did or did not take a particular exam.

 If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024 for information about access to scripts.

6.3.2 How to submit an enquiry about results

Submit enquiries about results online through  Direct. For detailed instructions, read our step-by-step guide and watch our video tutorial at www.cambridgeinternational.org/ear

To submit an enquiry for 'NO RESULT' or 'PENDING' outcomes, visit the 'Administer Exams' section of  Direct and click on the 'Enquiries about results' tab. Click on the 'NO RESULT (X Grade)/PENDING (Q Grade)' tab and follow the

same process as you would for submitting an enquiry about results.

We will email any further information to you.

 Associate Centres should submit enquiries about results to their Cambridge Associate through  Direct. Cambridge Associates can then approve the enquiry and send it to us or reject it.

NEW If you want to make amendments to an enquiry or cancel an enquiry, you must do this within 24 hours of your enquiry being acknowledged.

We will charge an administration fee for any changes after this time. If the enquiry has been completed, we will be unable to cancel any changes to the candidate's result.



Important dates

 The deadlines for submitting enquiries about results, including enquiries about 'NO RESULT' or 'PENDING' outcomes, are:

- June series: 20 September 2024
- November series: 26 February 2025

We cannot accept requests submitted after the deadlines because we start to dispose of candidate scripts shortly after these dates.

 It is good practice for Cambridge Associates to submit enquiries about results for all their Associate Centres before the closing date. This gives time to check them and resolve any problems before the deadline. Cambridge Associates may set earlier deadlines for their Associate Centres.

Section 6: Results and certificates continued



Regulations

- (a) The Head of Centre must support all requests.
- (b) You must submit enquiries as soon as possible after we have issued results and before the deadlines.
- (c) We will not consider:
 - (i) any telephone requests, including enquiries for 'NO RESULT' or 'PENDING' outcomes. You must submit them through Direct
 - (ii) some requests involving component(s) where malpractice is confirmed. We will confirm this in your malpractice outcome letter
 - (iii) any requests from candidates or their parents/guardians/carers
 - (iv) any requests for a component where we have calculated the component mark.
- (d) You can only submit enquiries at component level.
- (e) You can submit different services for different candidates in the same syllabus.
- (f) You can submit the same or different services for the same candidate in different syllabuses.
- (g) You cannot request multiple services for the same candidate for one syllabus.
- (h) You must submit all the component enquiries for a candidate at the same time. We cannot accept extra enquiries for the same candidate and syllabus at a later date.
- (i) For clerical re-check or review of marking services, you may only select one type of review or re-check service. For example, you cannot ask for a Service 1S for one component and then a Service 2S for another component if they are in the same syllabus.
- (j) As well as enquiries for components we have assessed, you may also submit a Service 5 enquiry for any components you have assessed in the same syllabus.

6.3.3 How long does it take to process enquiries?

We deal with enquiries in the order we receive them. We normally tell you the outcome of your enquiry within 30 days of receiving it.

If a candidate wants to retake in the next exam series, we cannot guarantee that the outcome will be ready in time to help them prepare for the exam.

If a candidate's grade goes up as a result of an enquiry about results, and you have already entered them to retake the exam, we will credit your centre's account with the entry fee if you want to withdraw them. Please email info@cambridgeinternational.org with details of your candidate and the syllabus.

When we have approved your request to credit your centre's account with the entry fee, we will withdraw the candidate and credit your centre's account.

We process Service 9 requests in the order we receive them. If you have submitted a Service 9 enquiry for candidates with other existing enquiries, the status for the Service 9 enquiry will display as 'Pending'. Once the existing enquiries are complete, the status for the Service 9 enquiry will change to 'Submitted'.

The enquiry will not display as 'Completed' on Direct until we upload the report. This may take longer than our normal 30-day turnaround. We cannot say when we will complete Service 9 reports so you cannot use them to decide about retake exams.

6.3.4 Outcomes of enquiries about results

Enquiries about results: Once we have received the enquiry we will upload an acknowledgement letter to the 'Enquiries about results' section of Direct.

We will email you when this letter is available. Please call Customer Services if it is not available 48 hours after you have submitted the enquiry.

We will upload the outcome of your enquiry and any copies of scripts and reports to the 'Enquiries about results' section of Direct. We will email you when they are available.

'NO RESULT' and 'PENDING' enquiries: Once we have received the enquiry we will acknowledge it or email you an outcome within seven working days. Please be aware that the status of your submitted 'NO RESULT' or 'PENDING' enquiry will not update in the 'Enquiries about results' section of Direct.

Section 6: Results and certificates continued



Regulations

NEW If a reviewing examiner proposes a change in the candidate's mark at the enquiry about results stage, this may or may not lead to a change in the candidate's mark. Mark changes will be made in line with any pre-established marking tolerance. Find out more about tolerance on our 'Enquiries about results' webpage: www.cambridgeinternational.org/exam-administration/cambridge-exams-officers-guide/phase-6-results-and-certificates/enquiries-about-results

- (a) **⊕** If an enquiry leads to a change in the candidate's mark for a component (their mark may go up or down), their syllabus grade will either stay the same or go up **NEW** and their percentage uniform mark may go up or down.
- (b) **⊕** Where an enquiry does not lead to a syllabus grade change, but does lead to a component grade change, we will not reissue any results documents unless you ask us to by emailing info@cambridgeinternational.org
- (c) Where an enquiry leads to a candidate's mark going down and that mark is carried forward to a later series, we will use the reduced mark to calculate the candidate's grade in that series.
- (d) Where an enquiry leads to a change to a candidate's syllabus grade, we will:
 - (i) write to you straight away
 - (ii) issue a revised statement of results
 - (iii) tell UCAS (the UK organisation that processes applications to higher education), and any other universities that have asked for a similar arrangement (Level 3 qualifications only)
 - (iv) write to any other university or institution to confirm the grade change if the Head of Centre or Cambridge Associate asks us to



Regulations (continued)

- (v) not charge all or part of the fee. See section 6.3.5
- (vi) delay sending certificates for any candidate(s) where an enquiry about results outcome is still pending.
- (e) You must tell the candidate the outcome.
- (f) Very rarely the outcome of an enquiry may mean we need to check the results for other candidates in that syllabus. If this happens we will tell the Head of Centre/Cambridge Associate. We will then carry out the service on any other candidates who may have been affected free of charge. We will tell the Head of Centre/Cambridge Associate the outcome.

6.3.4.1 **⊕** Using photocopied scripts

For Services 1S and 2S, we upload copies of scripts to the 'Enquiries about results' section of **Direct**.



Regulations

Only teachers at your centre can see the copies of scripts we return. They can decide whether to return them to the relevant candidates. Scripts belong to us. If teachers want to use a script as an example to other students they must ask for the candidate's permission. If they cannot do this they must remove the candidate's name from the script before showing it to other students and make sure the student cannot be identified.

6.3.5 Fees

- (a) We charge for enquiries about results. The fees for each service are in our fees list in the 'My Messages' section of **Direct**. We invoice the Head of Centre for any enquiries about results. We will invoice you six to eight weeks after the deadline for submitting new enquiries.
- (b) We will not charge all or part of the fee if the enquiry leads to a change to the syllabus grade.

Section 6: Results and certificates continued

- (c) For Service 5 requests we will not charge the whole or part of the fee if a syllabus grade changes as a result of an enquiry.
- (d) We explain 'NO RESULT' and 'PENDING' outcomes free of charge.

6.3.6 Appeals

To appeal against the outcome of an enquiry about results, see section 7.2.

6.4 Certificates

Subject to regulation 6.4.7, a Cambridge certificate records and confirms a candidate's final results. A certificate is separate from a statement of results. Until certificates are issued, we reserve the right to change a candidate's results.

We send certificates after the deadline for enquiries about results so you have time to query your results.

We send certificates by courier. **A** We send Associate Centres' certificates to their Cambridge Associate.

The name of the centre is not shown on certificates for private candidates.



Important dates

You will receive your certificates by the following dates. Contact us if you do not receive them.

- June series: end of October 2024
- November series: end of March 2025

If an enquiry about results is still open when we send certificates, the candidate(s) involved will receive their certificates when the enquiry is closed.

Section 6: Results and certificates continued



Regulations

- (a) Certificates belong to Cambridge University Press & Assessment, of which Cambridge International Education is a part. The following conditions apply:
- (i) If the certificate is altered or defaced it is invalid.
 - (ii) You must return a certificate if we ask you to.
 - (iii) The certificate should be kept in a safe place.
 - (iv) We will not issue copies of certificates.
- (b) You must check your certificates carefully when they arrive and contact us straight away if any are damaged or missing.
- (c) If any information on certificates needs to be changed, for example, the candidate's name is incorrect, follow the instructions in section 6.4.2.
- (d) You must store certificates in a secure place until you give them to candidates.
- (e) You are responsible for giving all your candidates, including private candidates, their certificates as soon as you can. If you cannot give a certificate to a candidate personally, ask them to let you know when they receive it.
- (f) **A** Cambridge Associates are responsible for sending certificates to their Associate Centres. They must contact us if any are missing or incorrect.
- (g) You must keep unclaimed certificates in a safe place for at least 12 months from the date we issue them. After that period, you must return



Regulations (continued)

them to the address below with a list of the certificates you are returning. Keep a copy of this list. Never destroy unclaimed certificates.

Post Results Team
Cambridge International Education
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA
United Kingdom

- (h) You must not copy Cambridge certificates in any form.

6.4.1 What is reported on certificates?

We report results in individual subjects using the grades in the tables on the following pages.

Qualification	Grades shown on certificate
Cambridge IGCSE	<ul style="list-style-type: none">• A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g).• A*(a*) is the highest grade and G(g) the lowest.• We do not report performances below the standard of Grade G(g) on certificates.• Candidates awarded Grades A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g) have reached standards at least equivalent to the same grades in the General Certificate of Secondary Education (GCSE).• Candidates awarded A*(a*), A(a), B(b), C(c), D(d) or E(e) have reached standards at least equivalent to the same grades in the Cambridge O Level.

Section 6: Results and certificates continued

Qualification	Grades shown on certificate	Qualification	Grades shown on certificate
Cambridge IGCSE language syllabuses	<ul style="list-style-type: none"> For some language syllabuses we report separate oral endorsement grades on a scale of 1(ONE) to 5(FIVE). 1(ONE) is the highest grade and 5(FIVE) the lowest. 	Cambridge International Certificate of Education (Cambridge ICE)	<ul style="list-style-type: none"> Distinction is awarded if a candidate achieves a Grade A(a) or above in five syllabuses and Grade C(c) or above in two more syllabuses. Merit is awarded if a candidate achieves a Grade C(c) or above in five syllabuses and Grade F(f) or above in two more syllabuses. Pass is awarded if a candidate achieves a Grade G(g) or above in seven syllabuses. If a candidate does not achieve Cambridge ICE but gets a minimum of at least one Grade G(g) in a syllabus we award a Cambridge IGCSE certificate. If a candidate achieves Cambridge ICE in one series they will receive separate Cambridge IGCSE and Cambridge ICE certificates. If a candidate achieves Cambridge ICE over two series they will receive a certificate for the individual syllabuses they take at the end of the first series. They will receive separate Cambridge IGCSE and Cambridge ICE certificates at the end of the second series.
Cambridge IGCSE (9–1) First Language English (0990) and Cambridge IGCSE (9–1) English Second Language (Speaking Endorsement) (0993)	<ul style="list-style-type: none"> For Cambridge IGCSE First Language English Speaking & Listening (0990/04) and Cambridge IGCSE (9–1) English Second Language (Speaking Endorsement) (0993), we report separate oral endorsement grades as Distinction, Merit or Pass, Distinction being the highest and Pass being the lowest. They are reported as follows: <ul style="list-style-type: none"> with Distinction in Speaking & Listening with Merit in Speaking & Listening with Pass in Speaking & Listening. We do not report performances below the standard required for ‘Pass’ on certificates. 	Cambridge O Level (referred to as GCE O Level on certificates)	<ul style="list-style-type: none"> A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest. We do not report performances below the standard of Grade E(e) on certificates. The text ‘Ordinary Level’ before the grade awarded shows the level the grade was awarded at for the subject. One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level.

Section 6: Results and certificates continued

Qualification	Grades shown on certificate
Cambridge O Level language syllabuses	<ul style="list-style-type: none"> For some language syllabuses we report separate oral endorsement grades on a scale of 1(ONE) to 5(FIVE). 1(ONE) is the highest grade and 5(FIVE) the lowest.
Cambridge International AS Level (referred to as GCE AS Level on certificates)	<ul style="list-style-type: none"> a(a), b(b), c(c), d(d) or e(e). a(a) is the highest grade and e(e) the lowest. We do not report performances below the standard of Grade e(e) on certificates. The text 'Advanced Subsidiary' before the grade awarded shows the level the grade was awarded at for the syllabus. One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level.
Cambridge International A Level (referred to as GCE A Level on certificates)	<ul style="list-style-type: none"> A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest. We do not report performances below the standard of Grade E(e) on certificates. The text 'Advanced Level' before the grade awarded shows the level the grade was awarded at for the syllabus. One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level.

Qualification	Grades shown on certificate
Cambridge International AS & A Level language syllabuses	<ul style="list-style-type: none"> For some language syllabuses we report separate oral grades as Distinction, Merit or Pass, Distinction being the highest and Pass being the lowest. They are reported as follows: <ul style="list-style-type: none"> with Distinction in Speaking with Merit in Speaking with Pass in Speaking. We do not report performances below the standard required for 'Pass' on certificates.
Cambridge AICE Diploma	<ul style="list-style-type: none"> The Cambridge AICE Diploma certificate is issued to candidates who have entered for the AICE Diploma. Distinction, Merit or Pass will be awarded to candidates who meet the requirements of the Diploma. The total points scored will also be shown. <ul style="list-style-type: none"> Distinction is awarded if a candidate achieves a point score of 360 to 420 points. Merit is awarded if a candidate achieves a point score of 250 to 359 points. Pass is awarded if a candidate achieves a point score of 140 to 249 points. To determine the award, we allocate points to each potential counting syllabus according to the grade achieved. The candidate will also receive a certificate showing the grades achieved in Cambridge International AS & A Level syllabuses. Details of the award rules for the Diploma are in the <i>Cambridge Guide to Making Entries</i>.

Section 6: Results and certificates continued

Qualification	Grades shown on certificate
Cambridge International Project Qualification	<ul style="list-style-type: none">A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.We do not record performances below the standard of Grade E(e).

6.4.2 Incorrect details on certificates

You must check centre and candidate details, including the spelling of names and dates of birth on statements of entry and statements of results. You must tell us straight away about any errors before we send certificates. When you receive your certificates, check centre and candidate details, including the spelling of names. To ask for changes send us Results and Certificates – Form 12 with the incorrect certificate and the documents listed on the form.

We do not charge for replacing certificates where grades have changed. You must first send us the incorrect certificate with the form to receive a replacement certificate showing the final grades. We can only make small changes to certificates, for example errors in spellings of candidate names or centre details.

A Associate Centres should tell their Cambridge Associate about any errors on certificates.



Important dates

We charge for changes to certificates after the following dates. We also charge a courier fee.

- June series: 26 September 2024
- November series: 26 February 2025

Unless they have been lost by the candidate or centre, we will replace certificates until the following dates. After these dates we will send certifying statements.

- June series: 30 April 2026
- November series: 30 September 2026



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Replacement Certificate Application: Results and Certificates – Form 12

6.4.3 Name changes

A certificate is a permanent record of the candidate's achievement. It is in their name, as you entered it, at the time we make the award. We cannot provide replacement certificates to:

- show any changes that take place after the exam, for example a candidate changing their name because they get married or adopt a parent's name
- include part of a name that was not previously entered.

6.4.4 Combining grades on a single certificate

We send a separate certificate each series. We cannot combine grades achieved in different series or at different centres onto one certificate. If candidates took assessments at two different centres they will get two certificates. Each will show the grades they achieved at that centre.

We cannot delete any grades or syllabuses from a certificate.

6.4.5 Lost certificates

We will not replace certificates that have been lost. **NEW** When you receive certificates from us, keep them in a safe place. If you lose a candidate's certificate, you may apply for a certifying statement on the candidate's behalf. If a candidate loses their certificate, they can apply for a certifying statement (see section 6.5).

6.4.6 Damaged certificates

We can agree to replace damaged certificates as long as we have satisfactory proof of the candidate's identity. See the instructions and deadlines in section 6.4.2. You must return the damaged certificate before we can replace it.

We charge a fee per certificate and costs to send the certificate by courier.

Section 6: Results and certificates continued

6.4.7 Cambridge changes

In rare cases, as a result of appeals or our quality checks we may need to change statements of results or certificates. We can do this at any time, and without liability to you or your candidates.

6.5 Certifying statements

A certifying statement is an official document that shows a candidate's grades in a particular series. It shows the grades as they appear on the certificate rather than the statement of results.

Certifying statements are fully endorsed by the Vice Chancellor of the University of Cambridge. Educational institutions and employers accept them as a legitimate record of results.

We can only send certifying statements once we have issued the certificate for that series. They show all grades, except for 'UNGRADED', 'NO RESULT' or 'PENDING' outcomes.

We produce a certifying statement for each series and for each qualification. If you need a certifying statement for a candidate who took different Cambridge qualifications in the same exam series, you need to apply for separate certifying statements for each qualification. If you need a certifying statement for a candidate who took the same Cambridge qualifications in different exam series, you need to apply for separate certifying statements for each series.

We can also send a certifying statement to an educational institution or employer as proof of the applicant's results.

For security reasons, we cannot give results by telephone or email.

6.5.1 Applying for a certifying statement

Candidates can ask us for a certifying statement at any time after we send certificates. Or, you can apply for them. You can ask for several at the same time.

There are two ways to apply:

- If you are paying by credit or debit card, apply online at www.cambridgeinternational.org/certstat
- If you are paying by invoice, download Results and Certificates – Form 7 from www.cambridgeinternational.org/forms

We will process requests within four weeks of receiving a correctly completed application.

Section 6: Results and certificates continued

6.5.2 Applying for a certifying statement for Common European Framework of Reference (CEFR)

Candidates who need to prove their English language skills can apply for a certifying statement for CEFR. This is primarily (but not only) for candidates who have achieved a Cambridge IGCSE in either First Language English or English as a Second Language and who need a student visa to study in the UK.

There are two ways to apply:

- If you are paying by credit or debit card, apply online at www.cambridgeinternational.org/certstat
- If you are paying by invoice, download Results and Certificates – Form 11 from www.cambridgeinternational.org/forms

We process requests within four weeks of receiving a correctly completed application.

6.5.3 Fees

We charge the following fees for certifying statements:

- a search fee for each qualification
- a fee for extra copies, for example if you want us to send the same statement to several addresses. We charge a lower fee if you ask for extra copies at the same time
- a delivery fee for each address if we send the statement by courier or special delivery.

These fees are shown in our fees list in the 'My Messages' section of  Direct.

If we cannot find a result for a candidate and series, we will credit your centre's account with the delivery fee and the cost of any extra copies, but we cannot credit your centre's account with the search fee.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Certifying Statement Application: Results and Certificates – Form 7
-  Certifying Statement Application for Common European Framework of Reference (CEFR): Results and Certificates – Form 11

6.6 Verifying results

A third party, such as an employer or an educational institution, can ask us to verify a candidate's results at any time. To do this, they must send us Results and Certificates – Form 8 with a copy of the certificate they want us to verify and the supporting information we ask for.

Our certificates have extra security features that can be checked using UV light. Contact us straight away if you think a certificate is not authentic. We can tell you how to check it.

We charge a fee per certificate per candidate to verify results. The fee is in our fees list in the 'My Messages' section of  Direct.



Administrative forms

Form available from www.cambridgeinternational.org/forms

- Third Party Verification of Results Application: Results and Certificates – Form 8

6.7 Applying to university

Students should contact the relevant university if they have any questions about admissions.

To find out which universities and institutions recognise Cambridge exams and qualifications, see the recognition policy search database

www.cambridgeinternational.org/recognition-search

Section 6: Results and certificates continued

6.8 Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint results

6.8.1 Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint diagnostic feedback and statements of achievement

Cambridge Primary Checkpoint tests are for the final year of primary education. The diagnostic feedback gives you an international benchmark of how your candidates performed in English, English as a Second Language, Mathematics and Science. This helps you and your teachers to recognise and address the learning needs of your candidates. We mark the tests.

Cambridge Lower Secondary Checkpoint tests are for candidates beginning courses in Cambridge IGCSE or O Level English, English as a Second Language, Mathematics and Science. We mark the tests.

You will receive electronic diagnostic feedback reports (PDF and Excel) and statements of achievement as PDFs in the 'My Messages' section of  Direct. We also send printed copies.

A Cambridge Associates are responsible for sending diagnostic feedback to their Associate Centres according to their local arrangements.

You can give the statements of achievement and reports to students to your candidates as soon as you receive them.

NEW We are unable to issue results for candidates who have not completed the full assessment in a Cambridge Checkpoint subject.

Extra guidance

For guidance on how to use the diagnostic feedback reports, see the following:

- Cambridge Primary Checkpoint Feedback Guide on the Cambridge Primary website at <https://primary.cambridgeinternational.org/checkpoint>
- Cambridge Lower Secondary Checkpoint Feedback Guide on the Cambridge Lower Secondary website at <https://lowersecondary.cambridgeinternational.org/checkpoint>

For more information about Cambridge Primary and Lower Secondary support sites see section 1.10.



6.8.1.1 Chk Electronic and printed diagnostic feedback

We provide the following diagnostic feedback.

In PDF:

- centre report
- report on teaching group
- individual statements of achievement
- individual reports to students.

In Excel:

- syllabus summary report
- component report.

We upload Cambridge Primary Checkpoint and Lower Secondary Checkpoint end of series reports to the Cambridge Primary and Lower Secondary websites at a later date.

NEW Diagnostic feedback is not available under the 'Results' tab in  Direct. Instead we send diagnostic feedback through the 'My Messages' section of  Direct. We do not send results directly to anyone.

A Associate Centres will receive their results according to their local arrangements.

Section 6: Results and certificates continued

To download your PDF and Excel (electronic) diagnostic feedback reports, go to the 'My Messages' section of Direct.

When you receive your feedback, check that you have all the documents listed above. In particular, check you have a statement of achievement and a report to student for each candidate. If any documents are missing email info@cambridgeinternational.org straight away. You are responsible for giving your candidates their statements of achievement and reports. A If you work in an Associate Centre contact your Cambridge Associate if any documents are missing.

Programme	Performance band and Checkpoint score reporting
Cambridge Primary Checkpoint English, English as a Second Language, Mathematics, Science	Basic, Aspiring, Good, High, Outstanding Checkpoint standardised scores on a scale between 0 and 50
Cambridge Lower Secondary Checkpoint English, English as a Second Language, Mathematics, Science	Basic, Aspiring, Good, High, Outstanding Checkpoint standardised scores on a scale between 0 and 50

Qualification	Grade reporting
Cambridge Primary Checkpoint Global Perspectives	Gold(Gold), Sil(Silver), Brz(Bronze) U(Ungraded) shows that the candidate did not reach the standard required for Grade Brz(Bronze).
Cambridge Lower Secondary Checkpoint Global Perspectives	Gold(Gold), Sil(Silver), Brz(Bronze) U(Ungraded) shows that the candidate did not reach the standard required for Grade Brz(Bronze).

6.8.2 Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives results

NEW We send electronic results for Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives in the Online Learning Area: www.cambridgeinternational.org/learningarea. We also send printed copies of candidate statements of achievement.

We provide the following electronic results files:

- centre results information (Excel spreadsheet)
- individual statements of achievement (PDF)
- moderation report (PDF).

You can give the statements of achievement to your candidates as soon as you receive them.

We report syllabus grades on the centre results information sheet as in the table below left.

'NO RESULT' or 'X' means one of the following:

- You told us the candidate was absent or withdrawn and there is no record of their mark. Therefore we cannot award a grade.
- You did not tell us the candidate was absent or withdrawn and there is no record of their mark. Therefore we cannot award a grade.
- We disqualified the candidate. If this happened we will have told you why.

'PENDING' or 'Q' means that we cannot issue a result at the moment but will do this soon.

Section 6: Results and certificates continued



Important dates

Chk Your Cambridge Primary Checkpoint and Lower Secondary Checkpoint diagnostic feedback for English, English as a Second Language, Mathematics and Science will be available to download from the 'My Messages' section of Direct on the following dates:

- May series: 20 June 2024
- October series: 19 December 2024

Your end of series reports will be available to download from the Cambridge Primary and Lower Secondary support sites on the following dates:

- May series: early July 2024
- October series: late December 2024

We do not send printed copies of your diagnostic feedback or end of series reports.

Chk Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives results will be available in the Online Learning Area on the following dates:

- May series: 20 June 2024

We send you printed statements of achievement by the end of June 2024.

- October series: 19 December 2024

We send you printed statements of achievement by early January 2025.

6.8.3 **Chk** Incorrect details on results

You must check centre and candidate details, including the spelling of names and dates of birth on statements of entry. You must tell us about any errors straight away, before we send results. Check centre and candidate details when you receive your results. If anything is incorrect email info@cambridgeinternational.org as soon as possible. We can only make small changes, for example to candidate names, dates of birth or centre details. We upload electronic replacement statements of achievement to the 'My Messages' section of Direct or Online Learning Area free of charge.

A If you work in an Associate Centre please tell your Cambridge Associate about any errors.



Important information

Replacement statements of achievement after results release will be sent electronically only.

6.8.4 **Chk** Name changes

A statement of achievement is in the candidate's name, as you entered it, at the time we issue the statement. We cannot provide replacement statements of achievement to:

- reflect any changes that take place after the test, for example a candidate changing their name because they adopt a parent's name
- include part of a name that was not previously entered.

6.8.5 **Chk** Combining results on a single statement of achievement

We send a separate statement of achievement each series. We cannot combine scores or grades achieved in different series onto one statement of achievement, or delete any scores or grades from a statement of achievement.

Section 7: Appeals: Regulations and guidance

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7.1 Introduction

7.1.1 Purpose

This section tells you how to appeal against some kinds of decisions we have made in relation to our general qualifications (where we issue certificates). This includes Cambridge IGCSE, Cambridge IGCSE (9–1), Cambridge IGCSE (Core), Cambridge O Level, Cambridge International AS & A Level, Cambridge IPQ and Cambridge Pre-U.

A Associate Centres must make appeals through their Cambridge Associate. Private candidates can only appeal through the Cambridge International School or Cambridge Associate they are registered with.

7.1.2 Scope

We accept appeals against five kinds of decision:

- 1 Outcomes of enquiries about results (see section 7.2).
- 2 Malpractice decisions (see section 7.3).
- 3 Access arrangement decisions (see section 7.4).
- 4 Special consideration decisions (see section 7.4).
- 5 Late arrival decisions (see section 7.4).

We can only address these through the appeals process, not in any other way, including our complaints process.

Contact Customer Services (info@cambridgeinternational.org) about any other matters.

7.1.3 About the appeals process

You can appeal under the five circumstances in section 7.1.2 as part of the services we provide. These appeals are not a judicial or quasi-judicial proceeding.

7.1.4 More information

You can find more information as follows:

- access arrangements (section 1.3 of this handbook)
- late arrivals (section 5.1.10 of this handbook)
- special consideration (section 5.5 of this handbook)
- malpractice (section 5.6 of this handbook)
- results and enquiries about results (sections 6.1 and 6.3 of this handbook).

Our processes may differ from those of other exam boards. Read this material carefully to make sure you appeal correctly.

If you have any questions contact us at info@cambridgeinternational.org or on +44 1223 553554.

Section 7: Appeals: Regulations and guidance continued



Administrative forms

Forms available from the 'Support Materials' section of Direct:

- Application for an Appeal: Access Arrangements, Malpractice, Special Consideration and Late Arrivals: Appeals – Form 1
- Application for an Appeal Following an Enquiry About Results: Appeals – Form 2

7.2 Appeals against the outcome of enquiries about results

If you have an enquiry about results outcome and wish to appeal, you must follow the procedures in this section. A two-stage appeals process is available.

If you do not follow these procedures, you may lose your opportunity to make an appeal.

The appeals process is not a way of getting another opinion about the candidate's or candidates' work. It is a way to challenge us if you believe we have not followed our procedures.

7.2.1 Making a Stage 1 appeal against the outcome of an enquiry about results

7.2.1.1 Who can make a Stage 1 appeal

You must make a Stage 1 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates.

A Associate Centres must make appeals through their Cambridge Associate.

You may only make a Stage 1 appeal for candidates who have already received an enquiry about results outcome. You may not make an appeal for a candidate who has received a copy of a script without receiving the outcome of an enquiry about results.

Example 1: You have made enquiries about results for two candidates. One has already received an outcome. You may appeal for the candidate who has already received their outcome. You must wait until the second candidate has received their outcome to make a Stage 1 appeal. If you do not have the outcome for the second candidate by the appeal deadline and you wish to appeal for the first candidate, you will need to submit two separate appeals to meet the deadline for each candidate.

Section 7: Appeals: Regulations and guidance continued

Example 2: You have made enquiries about results for some, but not all, candidates entered for a syllabus component. You can only appeal against the outcomes of candidates you have made enquiries about results for. You may not include the other candidates. You may only appeal for a whole group if you have made enquiries about results for all candidates in the group..

7.2.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal you must show you have a permitted reason for appeal. The reasons we consider are that either:

- 1 We did not comply with the commitments made in our *Code of Practice*; or
- 2 We did not apply our procedures properly and fairly in arriving at our judgements.

We will not consider appeals for any other reasons. For example, the following do not, on their own, constitute evidence that we have not complied with the *Code of Practice* or that we have not followed our procedures properly and fairly:

- 1 You disagree with our markers' or moderators' judgements, either originally or as part of an enquiry about results.
- 2 You disagree with our judgements on grade thresholds at either a component or syllabus level.
- 3 Candidates' results and their results in other assessments are different.

To make a Stage 1 appeal send us Appeals – Form 2, available from the 'Support Materials' section of  Direct. You must fully explain the reason for the appeal, otherwise we will reject it.

Submit the form through the 'Enquiries about results' section of  Direct within the time frame in section 7.2.1.3. If you are unable to submit the form through  Direct you may email it to info@cambridgeinternational.org with 'Stage 1 Appeal – EAR' in the subject line, within the time frame in section 7.2.1.3. Once you have made an appeal, you can only contact us about it in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

7.2.1.3 When to make a Stage 1 appeal

You must send us Appeals – Form 2 within 28 days of the date when we uploaded the outcome letter to  Direct. If the enquiry included a request for a

copy of the script, you must send the appeal within 28 days of the date we uploaded the outcome letter or the copy of the script – whichever is later. If your appeal is late we will not accept it.

You can make a Stage 1 appeal for more than one candidate, as long as it meets the requirements in section 7.2.1.1. The appeal must be for the same syllabus and component for all candidates. It must be within the 28-day deadline for each candidate. You do not need to appeal for all candidates at one time.

Example 1: You receive the outcome of an enquiry about results for one candidate, which we upload to  Direct on 1 January. You have until 29 January to make your Stage 1 appeal following the instructions in section 7.2.1.2.

Example 2: You have made enquiries about results, with return of copies of scripts, for five candidates for the same syllabus and component. We upload the copies of the scripts on 1, 2, 3, 4 and 5 January respectively. To make a Stage 1 appeal for all five candidates in a single group, you would need to submit it by 29 January – the deadline for the earliest script you received. To submit the appeals separately, you must keep within the 28-day limit for each appeal.

Example 3: You have made enquiries about results, at different times, for five candidates for the same syllabus and component. We upload the first outcome letter on 1 January. By 29 January, we have uploaded three of the outcome letters.

To make a Stage 1 appeal you would need to submit it for the first three candidates by 29 January, the deadline for the earliest outcome you received. You may then decide whether to submit appeals for the other two candidates separately.

7.2.1.4 Stage 1 appeal consideration

We will email you to acknowledge your appeal within three working days of receiving it. If you have not received an email within that time, please contact us to check we have received your appeal.

Section 7: Appeals: Regulations and guidance continued

One or more members of Cambridge staff, none of whom were involved in the original decision, will review your appeal request and any relevant evidence, and will consider whether we:

- 1 Complied with the commitments made in our *Code of Practice*; and
- 2 Applied our procedures properly and fairly in arriving at our judgements.

We will write to you within 21 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful.

You must tell candidates and parents/guardians the outcome as soon as you receive it.

7.2.2 Making a Stage 2 appeal against the outcome of enquiries about results

If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

7.2.2.1 Who can make a Stage 2 appeal

You must make a Stage 2 appeal in writing. The Head of Centre must sign and support it.

You may make a Stage 2 appeal for a candidate if they have received an enquiry about results outcome and a Stage 1 appeal outcome. All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates.  Associate Centres must make appeals through their Cambridge Associate.

Example: You made a Stage 1 appeal against the outcome of an enquiry about results for candidate A and have received an outcome. Candidate B had an enquiry about results outcome, but you did not make a Stage 1 appeal. You may make a Stage 2 appeal for candidate A but not candidate B.

7.2.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal send us Appeals – Form 2, available from the ‘Support Materials’ section of  Direct. We will not accept an appeal that is not based on either of the two permitted reasons – either that:

- 1 We did not comply with the commitments made in our *Code of Practice*; or
- 2 We did not apply our procedures properly and fairly in arriving at our judgements.

You must include all your arguments and any evidence you wish to provide. You may give evidence that you did not give at Stage 1. For more information on Stage 2 appeals see section 7.5.

Email the form to info@cambridgeinternational.org with ‘Stage 2 Appeal’ in the subject line. Send a copy to cistage2appeals@cambridgeinternational.org within the time frame specified in section 7.2.2.3.

7.2.2.3 When to make a Stage 2 appeal

You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. If your appeal is late we will not accept it.

You can make a Stage 2 appeal for more than one candidate, as long as it meets the requirements in sections 7.2.2.1 and 7.2.2.2. You must do this within 14 days of the date of each Stage 1 appeal outcome letter.

Example 1: You receive the outcome of a Stage 1 appeal, dated 1 January, for one candidate. You have until 15 January to make your Stage 2 appeal.

Example 2: You made Stage 1 appeals for two groups of candidates for the same syllabus and component. The Stage 1 outcome letters are dated 1 January and 5 January. If you wish to make a Stage 2 appeal for both groups together, you would need to submit it by 15 January, the deadline for the earliest outcome you received.

7.2.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 7.5.

7.2.3 Fees

We charge a fee for each Stage 1 and Stage 2 appeal about enquiries about results. The charge is per appeal, not per candidate. See the fees list in the ‘My Messages’ section of  Direct. If your appeal is successful we will not charge you.

Section 7: Appeals: Regulations and guidance continued

7.3 Appeals against malpractice decisions

7.3.1 Making a Stage 1 appeal against a malpractice decision

7.3.1.1 Who can make a Stage 1 appeal

You must make a Stage 1 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates.

A Associate Centres must make appeals through their Cambridge Associate.

7.3.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal send us Appeals – Form 1 available from the ‘Support Materials’ section of  Direct. You must explain your reasons for appealing against the decision and give us any extra information or evidence that you want us to consider. The following reasons are not enough on their own:

- 1 The individual did not mean to commit malpractice.
- 2 The individual has a good academic record.
- 3 The individual could lose a university place.
- 4 The individual regrets what they did.

Email Appeals – Form 1 to info@cambridgeinternational.org with ‘Stage 1 Appeal – MALPRACTICE’ in the subject line within the time frame specified in section 7.3.1.3.

Once you have made an appeal, you can only contact us about it in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

7.3.1.3 When to make a Stage 1 appeal

You must make your Stage 1 appeal within 28 days of the date of the letter telling you of the outcome of the malpractice investigation. If your appeal is late we will not accept it.

Example: You receive a letter, dated 1 January, telling you the outcome of a malpractice case. You have until 29 January to make your Stage 1 appeal following the instructions in section 7.3.1.2.

7.3.1.4 Stage 1 appeal consideration

One or more members of Cambridge staff, none of whom were involved in the original decision, will review your appeal request, including any relevant evidence that you submit, and will consider whether we:

- 1 Did not comply with the commitments made in our Code of Practice; and
- 2 Did not apply our published regulations properly and fairly in arriving at our judgements.

We will write to you within 28 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful.

You must tell candidates and parents/guardians the outcome as soon as you receive it.

7.3.2 Making a Stage 2 appeal against a malpractice decision

If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

7.3.2.1 Who can make a Stage 2 appeal

You must make a Stage 2 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates.

A Associate Centres must make appeals through their Cambridge Associate.

7.3.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal send us Appeals – Form 1 available from the ‘Support Materials’ section of  Direct. You must explain your reasons for making a Stage 2 appeal against the decision. We will not accept an appeal that is not based on either of the two permitted reasons – either that:

- 1 We did not comply with the commitments made in our Code of Practice; or
- 2 We did not apply our published regulations properly and fairly in arriving at our judgements.

You must also provide any extra information or evidence that you would like the panel to consider.

Section 7: Appeals: Regulations and guidance continued

Email Appeals – Form 1 to info@cambridgeinternational.org with ‘Stage 2 Appeal’ in the subject line, copying in cistage2appeals@cambridgeinternational.org, within the time frame specified in section 7.3.2.3.

7.3.2.3 When to make a Stage 2 appeal

You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. If your appeal is late we will not accept it.

7.3.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 7.5.

7.4 Appeals against access arrangement, special consideration and late arrival decisions

If you are dissatisfied with the outcome of an access arrangement application, a request for special consideration or a late arrival outcome, the Head of Centre may appeal. A two-stage appeals process is available.

NEW The outcome of a special consideration request is our decision to accept or not accept an application and does not refer to how much special consideration should be given.



Important information

If you are submitting an access arrangement or special consideration appeal and you submit new evidence that was not considered as part of the original decision, this may be reviewed and the appeal may not be needed.

7.4.1 Making a Stage 1 appeal against an access arrangement, special consideration or late arrival decision

7.4.1.1 Who can make a Stage 1 appeal

You must make a Stage 1 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates.

A Associate Centres must make appeals through their Cambridge Associate.

7.4.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal send us Appeals – Form 1, available from the ‘Support Materials’ section of Direct. You must explain your arguments against the decision and give all details and evidence that you would like us to consider.

Email Appeals – Form 1 to info@cambridgeinternational.org with ‘Stage 1 Appeal – compliance’ in the subject line within the time frame in section 7.4.1.3. Once you have made an appeal, you can only contact us about it in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

Section 7: Appeals: Regulations and guidance continued

7.4.1.3 When to make a Stage 1 appeal

You must appeal within 28 days of the date when we told you about our decision. If your appeal is late we will not accept it.

Example: You receive a letter, dated 1 January, with our decision about the late arrival of a candidate, or your application for access arrangements or special consideration. You have until 29 January to make your Stage 1 appeal following the instructions in section 7.4.1.2.

7.4.1.4 Stage 1 appeal consideration

Three members of Cambridge staff, none of whom were involved in the original decision, will review your appeal request and evidence (including any new evidence you have submitted). We will consider whether we:

- 1 Did not comply with the commitments made in our Code of Practice; and
- 2 Did not apply our published regulations properly and fairly in arriving at our judgements.

We will write to you within 28 days of receiving the appeal to let you know whether it was successful.

You must tell candidates and parents/guardians the outcome as soon as you receive it.

7.4.2 Making a Stage 2 appeal against an access arrangement, special consideration or late arrival decision

If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

7.4.2.1 Who can make a Stage 2 appeal

You must make a Stage 2 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with.

We do not accept appeals directly from parents/guardians or candidates.

A Associate Centres must make appeals through their Cambridge Associate.

7.4.2.2 How to make a Stage 2 appeal

Send us Appeals – Form 1, available from the ‘Support Materials’ section of Direct. You must explain your arguments against the decision. We will not accept an appeal that is not based on either of the two permitted reasons – either that:

- 1 We did not comply with the commitments made in our Code of Practice; or
- 2 We did not apply our published regulations properly and fairly in arriving at our judgements.

Give us any extra information or evidence that you would like the panel to consider alongside what you provided at Stage 1.

Email Appeals – Form 1 to info@cambridgeinternational.org with ‘Stage 2 Appeal’ in the subject line, copying in cistage2appeals@cambridgeinternational.org within the time frame specified in section 7.4.2.3.

7.4.2.3 When to make a Stage 2 appeal

You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. If your appeal is late we will not accept it.

7.4.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 7.5.

Section 7: Appeals: Regulations and guidance continued

7.5 Stage 2 appeals

If you are not satisfied with the outcome of a Stage 1 appeal, you can ask for a Stage 2 appeal. Instructions, including the deadlines, are in:

- section 7.2.2 for appeals against the outcome of enquiries about results
- section 7.3.2 for appeals against malpractice decisions
- section 7.4.2 for appeals against access arrangement, special consideration or late arrival decisions.

The instructions vary depending on the kind of decision you would like to appeal, so it is important to refer to the correct section.

Each Stage 2 appeal is heard by an independent panel who will decide the outcome.

All Stage 2 appeals are dealt with by a team which does not have any involvement in cases before they reach a Stage 2 appeal.

Email all correspondence related to Stage 2 appeals to info@cambridgeinternational.org with 'Stage 2 Appeal' in the subject line. Send a copy to cistage2appeals@cambridgeinternational.org

7.5.1 Before the Stage 2 appeal meeting

7.5.1.1 Scheduling the meeting

When you make your Stage 2 appeal, we will tell you we have received it within three working days. We will usually confirm the date and time of the meeting within 14 days. **NEW** If you have not received an email within that time, please contact us to check we have received your appeal.

All Stage 2 appeal meetings take place at our offices in Cambridge or remotely. **NEW** We will inform you of the meeting location, which you cannot change.

NEW If you have told us you wish to attend the meeting, we will also ask you to name representatives from your centre who will attend and provide their email addresses. We will not be able to reschedule meetings to suit your representatives. You may name alternative representatives if those you originally named cannot attend, in line with section 7.5.2.3.

7.5.1.2 Submitting materials for consideration

If you want us to consider evidence or arguments you did not include in your

Stage 1 appeal, you must include these in writing when you make your Stage 2 appeal. You must normally submit them electronically.

If you want to include evidence or arguments you could not reasonably have been aware of at the time you submitted the Stage 2 appeal, you may ask the Chair for permission. You must send it to us at least five working days before the meeting. You must also explain why the material was not reasonably available at the time you made the Stage 2 appeal. The panel will not accept them if they were available to you when you submitted your Stage 2 appeal.

We strongly encourage you to submit all materials electronically as this is the most secure and reliable method. If you need to send us printed copies, you must send them when you request your Stage 2 appeal. You must provide six copies in the following format:

- 1 A4 size.
- 2 No staples, spiral binding or other permanent binding (hole-punched paper bound with tags or in arch-lever files is acceptable).
- 3 Consecutively numbered.

Contact us if you wish to submit materials that are not easily reproduced (for example, original art).

7.5.1.3 The Appeal Pack

We will send an 'Appeal Pack', normally by email, to everyone attending the meeting (see section 7.5.2) no later than five working days before the meeting. This will contain:

- 1 All relevant outcome/decision letters and Stage 1 appeal outcome letters.
- 2 All appeal forms.
- 3 All relevant material you sent us as evidence in the Stage 1 appeal and, in the case of malpractice, special consideration, late arrivals and access arrangements, when we first considered the matter.
- 4 All material you sent us as evidence when you made the Stage 2 appeal.
- 5 All our evidence.

We may make some sensitive materials available to the panel at the meeting but these will not be distributed. They will be clearly identified on the cover sheet of the 'Appeal Pack'.

Section 7: Appeals: Regulations and guidance continued

NEW If you are attending the hearing and are not able to access the ‘Appeal Pack’ or any of its contents, please contact us on cistage2appeals@cambridgeinternational.org as soon as possible.

7.5.2 Stage 2 appeal meeting participants

7.5.2.1 The panel of the Cambridge Appeals Committee

At the Stage 2 appeal meeting, a panel of the Cambridge Appeals Committee will consider the appeal.

The panel will consist of an independent Chair and two panel members. At least one panel member will be independent. This means they are not, and have not been, members of our board or committees or an employee or examiner with Cambridge University Press & Assessment at any time during the five years before we appointed them. Neither the Chair, nor either member of the panel (whether independent or not), will have any personal interest in the decision being appealed.

A Cambridge employee will be appointed to act as servicing officer on behalf of the panel. They will take notes of the meeting, communicate the outcome and prepare a summary record of the meeting (see section 7.5.4.2). The servicing officer will be present for the panel’s deliberation after the meeting but will not take part in it. The servicing officer acts for the panel and not for Cambridge.

Other people may also be present to make sure the meeting runs fairly and efficiently.

7.5.2.2 Cambridge representatives

Cambridge will be represented by a member of either the Compliance team (in malpractice, access arrangement, special consideration or late arrival cases) or the Assessment Standards and Quality team (in the case of appeals against the outcome of enquiries about results). Other subject, assessment or specialist staff may also represent Cambridge. There may be up to a total of three Cambridge representatives.

7.5.2.3 Centre representatives

The meetings are designed to be equally fair, whether or not centre representatives attend remotely or in person, and the panel always considers all written submissions.

NEW The usual format of meetings is remote via Microsoft Teams. Please make sure your representatives have a stable internet connection and have joined

the meeting via the Teams link no later than five minutes before the hearing is due to start. The Chair is able to start the meeting on time even if all representatives are not present, and is entitled to refuse entry to any representatives who arrive late. The meeting will not be delayed, paused, repeated, rescheduled or cancelled due to any problems your representatives may have in their attendance.

Up to three members of your staff can attend. You must tell us if anyone from your centre would like to attend on the Stage 2 appeal form when you request a Stage 2 appeal. If you attend remotely, your Head of Centre must sign a declaration of continued adherence to the terms of the Cambridge Handbook relating to attending the Stage 2 appeal meeting online. We send the declaration once we accept an appeal.

Candidates and their parents/guardians cannot normally attend as representatives. As the Stage 2 appeal is not a judicial or quasi-judicial process, legal representatives cannot attend.

7.5.2.4 Observers

The panel and servicing officer can decide to allow observers to attend. Observers must be:

- 1 Over the age of 18.
- 2 Not attending in any capacity as a legal representative or legal advisor.

If observers attend they will count towards the limit of three representatives.

Observers must not try to take part in the meeting in any way. If they do this the Chair will give them a warning. After that warning, if an observer tries to take part again, the Chair may ask them to leave.

7.5.2.5 Conduct of participants

All representatives and observers attending the meeting are expected to behave with courtesy to the panel, the servicing officer, and all other participants and observers. The panel will not tolerate rudeness, shouting, attempted intimidation or other inappropriate behaviour. The Chair may ask any participant or observer who behaves in such a way to leave. The Chair’s decision is final. **NEW** The meeting will then carry on as normal and shall not be prejudiced by the removal. If we need to we may take further steps to make sure the panel, Cambridge staff and centre representatives are safe. We can ban participants or observers from visiting our premises or contacting staff in future.

Section 7: Appeals: Regulations and guidance continued

7.5.3 The meeting

7.5.3.1 Centre not attending

When centre representatives do not attend the meeting, the order will be as follows.

7.5.3.1.1 Introduction

Cambridge representatives will be invited to join the panel in the meeting room. The Chair will introduce the panel members and ask everyone to introduce themselves. The Chair will then describe the procedures that will be followed.

7.5.3.1.2 The centre's position

The Chair will summarise the centre's position based on its written submissions.

7.5.3.1.3 Cambridge's presentation

- The Cambridge representatives will be asked to put forward their arguments.
- The panel will be able to ask questions.

7.5.3.1.4 Final summaries

The Chair will then invite the Cambridge representatives to summarise their arguments.

7.5.3.1.5 Deliberation

Cambridge representatives will be asked to leave while the panel considers whether there are any questions. The Chair may also ask observers to leave. If the panel has more questions, Cambridge representatives will be asked back into the room.

If the panel has no more questions, the representatives will be allowed to leave.

The panel will discuss the matter in private. They will consider:

- 1 Whether Cambridge's procedures were consistent with the commitments made in our Code of Practice; and
- 2 Whether Cambridge applied those procedures properly and fairly in arriving at those judgements.

The panel may, after deliberation:

- (i) find the appeal successful, in full or in part
- (ii) find the appeal unsuccessful; or

(iii) require Cambridge to carry out further work in accordance with instructions from the panel.

7.5.3.2 Centre attending

When centre representatives are attending, the order will be as follows.

7.5.3.2.1 Introduction

Your representatives and Cambridge representatives, along with any observers, will be invited to join the panel in the meeting room. The Chair will introduce the panel members and ask everyone to introduce themselves. The Chair will then describe the procedures that will be followed.

7.5.3.2.2 The centre's presentation

- The Chair will ask centre representatives to put forward their arguments.
- The Chair will invite Cambridge representatives to ask the centre representatives questions.
- The panel will be able to ask the centre representatives questions.

7.5.3.2.3 Cambridge's presentation

- The Chair will ask Cambridge representatives to put forward their arguments.
- The Chair will invite centre representatives to ask the Cambridge representatives questions.
- The panel will be able to ask the Cambridge representatives questions.

7.5.3.2.4 Final summaries

- Centre representatives and Cambridge representatives will be given a final opportunity to make any comments.
- The Chair will then invite first the Cambridge representatives and then the centre representatives to summarise their arguments. To make sure all involved are treated fairly, summaries should include only matters already discussed in the meeting and not introduce any new material or arguments. The Chair will tell the panel to ignore any arguments or evidence not included in the Stage 2 Appeal Request Form or allowed under section 7.5.1.2.

Section 7: Appeals: Regulations and guidance continued

7.5.3.2.5 Deliberation

The Cambridge and centre representatives will be asked to leave while the panel considers whether there are any more questions. The Chair may also ask observers to leave. If the panel has more questions, both the Cambridge representatives and the centre representatives will be asked back into the room.

If the panel has no more questions, the representatives will be allowed to leave.

The panel will discuss the matter in private. They will consider:

- 1 Whether Cambridge's procedures were consistent with the commitments made in our Code of Practice; and
- 2 Whether Cambridge applied those procedures properly and fairly in arriving at those judgements.

The panel may, after deliberation:

- (i) find the appeal successful, in full or in part
- (ii) find the appeal unsuccessful; or
- (iii) require Cambridge to carry out further work in accordance with instructions from the panel.

7.5.3.3 Length of the meeting

The Chair may set a time limit on the meeting or on specific parts of it (e.g. presentations). Their decision is final.

When making their presentations, the Cambridge and centre representatives should assume that the panel has thoroughly reviewed the 'Appeal Pack' and focus on explaining their key arguments. The centre should not introduce any new arguments or evidence. They can only do this if extra evidence was allowed in line with section 7.5.1.2. The Chair may ask the panel to ignore any extra evidence. Their decision is final.

7.5.4 After the meeting

7.5.4.1 The outcome

After the panel has agreed the outcome, the Cambridge Corporate Affairs Unit will tell the centre. This is usually within two working days of the Stage 2 appeal meeting. In all cases, you will receive the outcome within 28 days of Cambridge receiving the Stage 2 appeal.

The outcome is final. Nobody may discuss the appeal or the issues underlying it with the centre, the candidate or anyone representing the centre or the candidate.

You must tell candidates and parents/guardians the outcome as soon as you receive it. You must also tell them that the outcome is final.

7.5.4.2 Summary meeting record

After the meeting, the servicing officer will prepare a summary. This is not a verbatim account or a transcript. It is a summary of the key points made at the meeting and states the outcome. Once the Chair has approved the draft, if you attended the meeting you will be able to suggest any corrections.

You will normally receive a letter containing the final summary within six weeks of the meeting.

A–Z of terms

Access arrangements	Access arrangements are the principal way in which Cambridge complies with its duty, as guided by the UK Equality Act (2010), to make ‘reasonable adjustments’ for candidates with special educational needs, disability, illness, or injury. Where a candidate would otherwise be at a substantial disadvantage in comparison to a candidate with no special educational needs, disability, illness, or injury, we may be able to agree pre-exam access arrangements. These arrangements help a candidate by minimising accessibility barriers and maximising their opportunity to demonstrate their knowledge, skills and understanding in an assessment.
ADIP	The entry code for the Advanced International Certificate of Education Diploma.
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 school 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/preparation
Agreement	The Agreement between Cambridge and a centre or Cambridge Associate for providing programmes and qualifications. The Cambridge Handbook forms part of the Agreement.
Appeals	Under certain circumstances, we provide a formal process for requesting a review of our decision. This process is called an ‘appeal’. Cambridge accepts appeals in relation to five kinds of decisions:
	<ol style="list-style-type: none"> 1 Outcomes of enquiries about results. 2 Malpractice decisions. 3 Access arrangement decisions. 4 Special consideration decisions. 5 Late arrival decisions. <p>For further information about appeals, please refer to section 7 of this handbook.</p>
Assessment	The method used to evaluate a candidate’s performance, for example, a written exam or coursework.
 Associate Agreement	The Agreement between Cambridge and the Cambridge Associate setting out the Cambridge Associate’s legal responsibilities for Associate Centres.
 Associate Centre	An organisation which is affiliated with the Cambridge Associate, whose premises have been inspected and approved, and for whom the Cambridge Associate is responsible under the Agreement.
Attendance register	Forms used in the exam room to record the presence or absence of each candidate.

A–Z of terms continued

 A2C	If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.
BST	British Summer Time – the period when the clocks are one hour ahead in the UK (GMT+1).
Cambridge AICE Diploma	Advanced International Certificate of Education Diploma.
NEW Cambridge International Education	Cambridge International Education is the name of our awarding body and a part of Cambridge University Press & Assessment, which is a department of the University of Cambridge.
 Cambridge Associate	An organisation such as a ministry, exams council, distributor, department of education or other agency, which has responsibility for Associate Centres through an Associate Agreement with Cambridge.
Cambridge Guide to Making Entries	The Cambridge Guide to Making Entries is available before each series from the 'Support Materials' section of Direct. It includes entry option codes and instructions for submitting entries. Entry option codes are specific to each series so make sure you are using the correct guide for your administrative zone.
Cambridge Handbook	The Cambridge Handbook sets out the regulations for running Cambridge assessments, and provides guidance on the administrative tasks exams officers need to carry out during each exam series. It details the responsibilities of centres and Cambridge Associates, and forms part of the legal contract between Cambridge and the centre/Cambridge Associate. Our regulations exist to make sure that Cambridge candidates all over the world have the same exam experience and are treated equally and fairly.
Cambridge ICE	Cambridge International Certificate of Education.
 Cambridge IGCSE	Cambridge International General Certificate of Secondary Education. The international version of the GCSE – GCSEs are national qualifications usually taken by students at around the age of 16 in England.
 Cambridge IGCSE (9–1)	As above but this qualification is available only in zone 3.
Cambridge International AS & A Level	The international version of the AS/A Level. The AS/A Level is a national qualification usually taken at age 16 to 18 in England. For details of assessment approaches for Cambridge International AS & A Level, see section 2.5.2.
Cambridge International School	The external brand status we give to schools that meet our registration quality standards and criteria to successfully register with us and offer our programmes and qualifications. A Cambridge International School can either work with us directly or through a Cambridge Associate.

A–Z of terms continued

Cambridge International School – also approved to offer Cambridge programmes online	<p>A centre that delivers Cambridge programmes to some students at its physical premises and to others fully or mainly online. All students, whether studying in person or remotely, are registered with the school and sit their exams at the centre's physical premises.</p>
Cambridge International School – registered as online	<p>A centre that delivers Cambridge programmes for students remotely. A fully online centre has no traditional school campus but may have physical premises where students occasionally meet for extra-curricular or sporting activities. Most of the teaching and learning takes place online. Candidates register to sit their exams as private candidates at a Cambridge exam venue local to them.</p>
Cambridge International School – registered as online (with exam venues)	<p>A centre that delivers Cambridge programmes for students remotely. A fully online centre has no traditional school campus but may have physical premises where students occasionally meet for extra-curricular or sporting activities. Most of the teaching and learning takes place online. The centre is approved to run its own exam venues. Candidates can either be entered for exams directly and sit exams as regular candidates, or alternatively as private candidates at other Cambridge exam venues not connected to the online school.</p>
 Cambridge Lower Secondary Checkpoint	<p>Assessments available in English, English as a Second Language, Mathematics, Science and Global Perspectives, specially designed for candidates who are beginning courses leading to Cambridge IGCSE or Cambridge O Level exams in these subjects.</p> <p>NEW They are designed for candidates of approximately 14 years of age. Cambridge Lower Secondary Checkpoint assesses skills at the end of stages 7–9 of the curriculum for English and English as a Second Language, and the curriculum content of stage 9 of the curriculum for Mathematics and Science.</p>
Cambridge O Level	<p>GCE Ordinary Level. Cambridge O Level is an internationally recognised qualification equivalent to the General Certificate of Secondary Education (GCSE) in England.</p>
 Cambridge Pre-U	<p>If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.</p>
 Cambridge Primary Checkpoint	<p>Assessments available in English, English as a Second Language, Mathematics, Science and Global Perspectives that provide assessment based on the learning objectives within the Cambridge Primary curriculum frameworks. They are designed for candidates of approximately 11 years of age and cover all major areas of learning in the first years of an international secondary education.</p> <p>NEW Cambridge Primary Checkpoint assesses skills at the end of stages 4–6 of the curriculum for English and English as a Second Language, and the curriculum content of stage 6 of the curriculum for Mathematics and Science.</p>

A–Z of terms continued

Cambridge University Press & Assessment	Cambridge University Press & Assessment is a non-teaching department of the University of Cambridge. We exist to further the University's mission 'to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence'.
Candidate	A person who has been entered for an assessment.
Candidate Data	Candidate Data means personal data and, in some cases, special category (sensitive) personal data, as defined in the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 which relates to a candidate.
Candidate Results Service	A service that gives your candidates access to their results directly via a secure website. Centres can control which of their candidates have access to the site and what they can view through the 'Administer Exams' page on  Direct.
Centre	In our operational communications, such as the <i>Cambridge Handbook</i> , we use 'centre' as an overarching term to refer to any type of organisation that has met our registration quality standards and criteria to successfully register with us to offer our programmes and qualifications and make entries for our exams. This includes Cambridge International Schools and Cambridge Associates.
Centre name	The name of a centre, Cambridge Associate or Associate Centre.
Centre number	The five-character code given to a centre, Cambridge Associate or Associate Centre.

Centre status	Centre status is awarded to a school, institution or organisation once it has been approved by and registered with Cambridge as a centre. Cambridge can withdraw this status in line with the conditions of this handbook and the centre's Agreement with Cambridge.
Certificate	A Cambridge certificate records and confirms a candidate's final results.
Certifying statement	An official document issued by Cambridge to show the grades achieved by a candidate in a particular series. Cambridge can send certifying statements at any time to any address, including educational institutions, as long as the original certificate has been issued. Candidates can apply for certifying statements or centres can apply on their behalf.
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.
Component number	The two-digit number allocated to each component of a syllabus.

A–Z of terms continued

Coursework Assessment Summary Form	These forms should be used when assessing candidates' work in coursework and speaking test components. Depending on the component, you need to complete a Coursework Assessment Summary Form, Working Mark Sheet, Speaking Examination Summary Form, or Oral Examination Summary Form. The forms must show the marks of all candidates entered for the component and must be sent with the samples. For some components you also need to complete an Individual Candidate Record Card for each candidate.
Oral Examination Summary Form	
Speaking Examination Summary Form	
Working Mark Sheet	Visit the samples database (www.cambridgeinternational.org/samples) to check which forms are required for specific components and to access interactive copies of the forms.
Coursework (Examined)	A component for which the candidate produces work over the course which is assessed by us.
Coursework (Moderated)	A component for which the candidate produces work over the course which is assessed in the centre and moderated by us.
 Diagnostic feedback	Comprehensive feedback on a learner's strengths and weaknesses in the key curriculum areas of Cambridge Primary Checkpoint and Lower Secondary Checkpoint – English, English as a Second Language, Mathematics and Science. The feedback helps candidates understand more about their strengths and weaknesses in these subjects.
Digital File Despatch	Digital File Despatch is where we upload confidential materials, pre-release materials and early question papers as digital files, instead of sending printed copies, once centres have made their final entries.

 Direct	Direct is a secure website for the direct submission and transfer of data and other information between centres and Cambridge. It is used by Cambridge exams officers to manage exam entries, download results and carry out other key administrative tasks. www.cambridgeinternational.org/direct
 Direct online entries	A secure, quick and easy online system for making and submitting entries and amendments.
Enquiries about results	Services available to centres after the release of results if they want to have a candidate's script reviewed or their candidates' coursework re-moderated. See section 6.3 for details.
Entries	The candidates a centre has entered for a Cambridge qualification in a particular series.
Equalities laws	The Equality Act 2010, any Act that was a statutory predecessor to that Act, or any legislation in a jurisdiction other than England which has an equivalent purpose and effect.
Estimated entries	An approximation of the number of candidates a centre will enter for assessments.
eSubmission	eSubmission is now called Submit for Assessment; see below.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for the administration of Cambridge exams. The Head of Centre may also be the exams officer.
Fees	Sums payable by the centre or by the Cambridge Associate to Cambridge, the amounts of which are specified in the relevant fees list, and any fees specified in the Associate Agreement.

A–Z of terms continued

Fees list	The official listings published from time to time by Cambridge (annually as standard) detailing its fees.
Forecast grade	The grade a teacher expects a candidate to achieve for a syllabus.
Full Centre Supervision	A specific type of supervision for candidates. For a full definition see the 'Key Times and Full Centre Supervision' section.
GMT	Greenwich Mean Time – an absolute time reference that does not change with the seasons.
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.
Head of Centre	The Head of Centre is the person who has been appointed by the Responsible Person as the head or principal of the centre.
Intellectual property rights	All intellectual property rights throughout the world for the full term of the rights concerned, whether or not registered and whether or not registrable, including copyright, database rights, patents, rights in inventions, know-how and technical information, design rights, design patents, registered designs, trade marks (including business and brand names, domain names, devices and logos) and the right to apply for any of the foregoing anywhere in the world.
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.
⊕ Key Time	A time, defined by the location and country of a centre, specified by Cambridge, 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/keytimes
Malpractice	Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certification.
Marks	The total score or individual points given by an examiner.
Moderation	The process to bring the marking of an internally assessed component to an agreed standard in all participating Cambridge centres.
Multiple-Choice Answer Sheet (MS4)	Form used by candidates to answer multiple-choice questions.
My Cambridge	A 'single sign-on' service, which allows you to access services provided by Cambridge using one set of login details.

A–Z of terms continued

Non-coursework test	A component which is administered by teachers or examiners at the centre as an exam within a time period specified by us. This component is internally assessed by teachers at the centre and then externally moderated by us.	Qualification	A certificated award made by Cambridge to students to demonstrate their achievement.
Online Learning Area	The Online Learning Area (www.cambridgeinternational.org/learningarea) is available for the submission of work and internally assessed marks for Cambridge Primary and Lower Secondary Checkpoint Global Perspectives syllabuses. It enables you to transfer internally assessed work digitally and submit marks at the same time. This is also where you can access all professional development training for teachers and exams officers.	Responsible Person	The Responsible Person is the person legally responsible for an institution to offer Cambridge assessments and exams. They are responsible for carrying out their duties in line with the Agreement and this handbook, whether or not they have delegated the duties to the Head of Centre or to any other person.
Option code	A code that indicates the combination of components a candidate is taking. Option codes are specific to each syllabus, series and administrative zone. Option codes are shown in the Cambridge Guide to Making Entries.	Results	We reserve the right to amend, if necessary, the results published online on results day and in print as part of the results despatch. We confirm the final results at a later date by issuing certificates.
Premises	Places which are available to a centre, Cambridge Associate or Associate Centre, and which are used for the purposes of exam administration.	School Support coordinator	The designated person at a centre who is responsible for creating and maintaining users of the School Support Hub. They also manage access to the Cambridge Primary and Lower Secondary support sites (if required).
Priority results	A statement of results we send directly to a candidate's chosen educational institutions or employers on the day results are released. The candidate applies for this using Results and Certificates – Form 9.	Script	A candidate's response to a whole question paper or component.
Private candidate	A candidate taking Cambridge exams who is not a registered student with your centre.	Secure Exchange	Secure Exchange is available for some syllabuses that require internally assessed samples to be digitally transferred to us.
		Series	A group of exams in the same range, for example, Cambridge IGCSE and Cambridge International AS & A Level, with the same closing date for entries and timetable period. A series is identified by a month and year, for example June 2024.

A–Z of terms continued

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.
Special educational needs	This term refers to candidates who have significantly greater difficulty in learning and accessing assessments than the majority of candidates of the same age. It includes candidates who have sensory impairments, physical needs or medical conditions who require additional/specialist support and/or adjustments in order to access learning and assessments.
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 showing a candidate's details and the syllabus grades they have been awarded.
Submit for Assessment	Submit for Assessment is available for some syllabuses that require marks, samples and forms for some internally assessed and examined components to be sent to us digitally.
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.

Syllabus number	The four-digit number allocated to each syllabus.
Teacher-examiner	A teacher-examiner is someone selected by the centre to administer and assess speaking tests. The teacher-examiner should normally be a teacher at your school. Where this is not possible and it is necessary to look for someone outside the school, select someone who is fluent in the target language, preferably with recent and relevant teaching experience and with experience of conducting other speaking tests. The person appointed must be given the opportunity to familiarise themselves with the requirements of the speaking tests before conducting any tests.
Timetable deviation	Arrangements proposed by the Head of Centre to resolve any timetable clashes.
UCAS	University and Colleges Admissions Service.
UTC	Coordinated Universal Time – the primary standard by which the world regulates clocks and time.
Venue	A location where assessments are taken.
Verification of results	A service offered by Cambridge if a third party, such as an employer or university, wants to verify results we have issued. The third party or candidate applies for this service using Results and Certificates – Form 8.
+ Viva	If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2024.

Administrative forms

The majority of our administrative forms are available from the 'Exam administration' area of the Cambridge website: www.cambridgeinternational.org/forms. The name of the form tells you which phase of the Cambridge Exams Cycle it relates to.

You can access special consideration forms from the 'Support Materials' section of Direct. The forms you need to send with your coursework and speaking test samples are in the samples database (www.cambridgeinternational.org/samples).

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