

## Cambridge customer commitment

As part of the University of Cambridge, we share its mission of providing excellence in education.

We are committed to providing world-class programmes and qualifications, support and professional development for all schools around the world. The Cambridge Approach, which provides an overarching structure for our qualifications, demonstrates international best practice. It ensures fairness, trust and integrity in everything we do.

We aim to make your experience of working with us rewarding and to give your learners the best preparation for education, university and life beyond.

### 1. We are committed to excellence in education

- We give absolute priority to the quality, validity and standards of our qualifications.
- We respect, listen and respond to the needs and circumstances of our community of schools, ministry and project partners.
- We support schools in delivering research based educational practice. We understand that the results of education are the consequence of a complex system of interdependent parts including the curriculum, assessment, the teacher, the learner, school leadership and the school's environment, culture and values.
- We strive constantly to improve our services by evaluating their effectiveness and investing in research and development.
- We recruit expert examiners to ensure consistent quality marking of our examinations that is fair to all candidates.

### 2. We design world-class qualifications that are trusted by schools around the world

- We invest in designing world-class qualifications that engage learners and encourage them to achieve their full potential.
- The Cambridge curriculum is dedicated to developing learners and teachers who are confident, responsible, reflective, innovative and engaged. It delivers a balanced, coherent and consistent programme of learning with clear progression routes designed for the needs of students.
- Cambridge qualifications are internationally recognised and allow students to progress to the next stage of education, recognising their achievements and realising their potential.

### 3. First class support for teachers

We provide access to first class support for teachers through publications, online resources, training and professional development.

- Our online support site provides access to all of our syllabuses and support materials. It also enables teachers within our community to engage with one another and share best practice and ideas.
- Copies of our syllabuses and support materials on DVD are delivered to schools in April each year.
- We offer online courses, face-to-face training courses in every region of the world and professional qualifications for teachers who want to develop their thinking and practice. These are reviewed annually. We aim to increase the number of training events we offer by a minimum of 20% each year.

- Every year we organise a Cambridge Schools Conference, where our principals and teachers can share ideas and learn from other educational professionals from around the world and share best practice.
- If you order items from our publications catalogue that are in stock we aim to get these to you within five working days.
- If your school would like to offer additional Cambridge programmes and qualifications we will respond to your request within three working days.

#### 4. Simple process to join our learning community

- Becoming a Cambridge school means you join a learning community of over 9000 schools in 160 countries and will share in and contribute to our worldwide reputation for excellence in education. It is the first step to offering your students Cambridge qualifications.
- The process is simple. Once you have registered your interest we will work with you to become a Cambridge school. For schools outside of the UK this process begins with an approval visit, which usually takes up to three months. If your school does not meet our standards we will provide details of the improvements you need to make.

#### 5. Responsive and professional support for schools during exams

We are committed to ensuring all of our schools, teachers and learners around the world are supported during each exam series and when exam results are released.

Before the exams:

- we will send you a provisional June series timetable for your comments in April each year.
- we will process and confirm your entries using CIE Direct, our online tool for exams officers, within two days.
- if we receive your entries by the entry deadline, we aim to deliver question papers to your school at least 10 days before the relevant timetabled exam.
- if you apply for access arrangements we will acknowledge your application within two working days.
- we are committed to meeting our key dates for administration despatches, including sending paper copies of results within 10 days of publishing them online, certificates within two months of results being published and all replacement certificates within 20 working days of receiving an application.

After the exams:

- we aim to process all special consideration applications within two days
- we will return most of your students' coursework samples free of charge once we have issued certificates
- if you wish to appeal against application outcomes, such as access arrangements and special consideration, we will let you know the outcome within 28 days of the date of the appeal.

We release the right results at the right time. This means that:

- our results are released electronically on a specific day each exam series. We communicate this date to schools at least six months in advance.
- if you make an enquiry into your students' results we will confirm receipt of your enquiry within one week.
- we aim to provide outcomes for all enquiries about results within 30 days.
- we provide results services you can offer to your students. They can view their results online, apply to have their results sent directly to a university or employer on the day results are released and apply for a certifying statement if they need an official document to show their grades. Students will receive the certifying statement within four weeks of us receiving a correctly completed application.

#### Comprehensive support for exam officers

Exam officers play a key part on the continuing success of Cambridge schools around the world. Our support package for exam officers is comprehensive and contains all the support they need at each stage of the exam process.

It includes:

- online training for all phases of the Cambridge Exams Cycle.
- an intuitive exams administration online tool, CIE Direct.
- an online bank of answers to frequently asked questions from Cambridge exams officers at [www.cie.org.uk/help](http://www.cie.org.uk/help)
- detailed information on all aspects of the Cambridge exams officer role, our regulations and administrative processes.
- timetables and a guide to making entries which are despatched in March and October each year.
- an eNewsletter sent out on the first working day of each month, which sets out relevant information about Cambridge and our exam process.

### **Excellent customer service**

Our customer service is rated best in class. You can always contact us if you need help, or simply have a question on your mind.

- Whenever you get in touch, we aim to answer your query the first time. If we cannot do this, a member of our team will take responsibility for your query, refer it to a specialist and make sure you get an answer as soon as possible.
- We aim to answer emails within two working days and resolve complaints within 10 working days. If we cannot respond to complaint and queries in this time we will update you on our progress.
- You can access online support through our website at any time at **[www.cie.org.uk](http://www.cie.org.uk)**

**Learn more!** For more information please visit [www.cie.org.uk](http://www.cie.org.uk) or contact Customer Services on +44 (0)1223 553554 or email [info@cie.org.uk](mailto:info@cie.org.uk)