We are delighted to provide you with a guide to awards event queries. This guide will help you overcome any problems you encounter when organising your awards activities to celebrate the achievements of your learners.

**Awards received by school**

*We were expecting more learner names or different subjects to appear in our list of award winners.*

If you have a query related to awards categories or general awards processes, please refer to the *Frequently Asked Questions* document. If your query is related to the awards your school has received, please email us: events@cambridgeinternational.org

Cambridge regional staff have details of all the award winners within the country. They should be able to provide a copy of the list so you have more information on other schools with award winners.

*Are there any opportunities for schools to organise a joint awards ceremony?*

You have the opportunity to join with other schools in your country to celebrate the achievements of your award winners. Cambridge regional staff will be able to provide a list of award winners across different schools in the country.

**Awards certificates**

*My awards certificates have not been delivered in time for our ceremony.*

If the awards certificates have not been delivered in time for your school awards ceremony, contact your local Cambridge regional staff member. They will contact the Cambridge Events team to obtain a UPS tracking number if necessary.

*The school/student name printed on the awards certificate is incorrect.*

If the school/student name is incorrectly printed on the award certificate, please inform your Cambridge regional staff member. They will arrange for a new awards certificate to be sent.

**Ceremony arrangements**

*What do we do if our guest of honour, who is due to present the awards, is late?*

Ensure that you have a contingency plan in place. This may involve arranging a substitute who is ready to step in if required. Or, you could rearrange your ceremony programme, for example starting the ceremony with the student performance.

*We are expecting more guests to attend than we have received replies from.*

If there is a risk that more guests than those who have replied will turn up, ensure you are prepared, for example, arrange extra catering. You could also introduce a system to manage numbers e.g. guests bring an invitation card so that you can manage numbers and expectations.

**Feedback**

*How do we provide feedback on our awards activity and the Cambridge awards programme?*

We are always pleased to hear your feedback on your award activities and any suggestions for improvement. Please email your feedback to events@cambridgeinternational.org