

Phase 2: Ordering question papers

Video transcript

At Cambridge, we understand how important exams officers are. Without you, it would be impossible to successfully run and administer our exams. Our quality assured process means the question papers you get match the entries you make.

This video is part of the range of tools we're developing to help you through the Cambridge exams cycle. There are five simple steps to make sure you get the question papers you need.

Step one: you submit your final entries.

Step two: the final entries deadline passes. We wait for a couple of weeks to make sure we capture all the final entries.

Step three: we then run a report that lists all the question papers we need to send out to centres.

Step four: the question papers are carefully and securely packaged and then despatched to more than 160 countries worldwide.

Step five: after the first despatch of question papers, we run reports approximately every two weeks to capture late entries and amendments. The last despatch we make captures any late entries or amendments made on the final late entries deadline.

For late entries and amendments, we only send more question papers if necessary; there may be enough in your original despatch. We cannot send question papers for entries or amendments made after the late entries deadline.

Summary:

Question papers for entries made by the entries deadline arrive in the initial despatch.

Question papers for late entries and amendments arrive in separate despatches.

Question papers for late entries and amendments made on the final late entries deadline arrive in a final despatch.

For more information, take a look at your *Cambridge Handbook* (the Cambridge Administrative Guide was incorporated into the *Cambridge Handbook* in 2016). This guide is updated each year. Alternatively, you can ask a question on our website (www.cambridgeinternational.org/help) or email our customer services team (info@cambridgeinternational.org).