



Cambridge Assessment
International Education



Administrative guide

Cambridge ICT Starters

Guidance for exams officers responsible for administering the exams and submitting entries and sample work.

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This guide is for exams officers responsible for administering Cambridge ICT Starters exams and submitting entries and samples of work. It provides detailed guidance on all the administrative tasks and activities exams officers need to carry out during the Cambridge ICT Starters exam series. This guide must be used with the *Cambridge Handbook* and ICT Starters support materials published in the 'Support Materials' section of  Cambridge International Direct, known as  Direct for short.

This guide covers **Cambridge ICT Starters**. ICT stands for Information & Communications Technology.

We reserve the right to amend or vary the information in this guide at any time. We will tell you about any changes straight away. The changes will take immediate effect unless otherwise stated.


Cambridge ICT Starters introduces learners, typically aged 5 to 14 years, to the key ICT applications they need to achieve computer literacy and to understand the impact of technology on our daily lives.

The syllabus provides a curriculum framework in which ICT competence can be developed. Modules can be delivered according to the needs of each learning situation and age of the learners – across the curriculum or as a separate course of study.

Students will develop key ICT skills in a range of applications including: word processing, computer graphics, databases, spreadsheets, email, internet, presentations, video/animation and web authoring. Cambridge ICT Starters has been mapped against prescribed ICT standards in a number of countries, so that the skills and knowledge assessed reflect the competencies demanded internationally.



Important information

You must follow the deadlines and processes in this guide but you also need to read and understand the *Cambridge Handbook*. It sets out the regulations for all Cambridge tests, exams and assessments, and forms part of our customers' contract with us. The regulations you need to follow are highlighted in the *Cambridge Handbook* by the following icon: 

The *Cambridge Handbook* is available from the 'Exam administration' section of our website at www.cambridgeinternational.org/examsofficersguide



Withdrawal of Cambridge ICT Starters

We are withdrawing Cambridge ICT Starters and the last entry submission date for all modules will be 25 February 2024 for results release on 19 April 2024. We cannot accept entries after 25 February 2024. We have replaced Cambridge ICT Starters with our Computing and Digital Literacy curricula, which are already available to registered Cambridge schools.

For more information about the withdrawal of Cambridge ICT Starters, see our Cambridge Primary and Cambridge Lower Secondary web pages.

Key to icons

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

NEW

New or updated information

Highlights new or updated information so you know what has changed from last year.



Important dates

Highlights the key dates on each page.



Administrative forms

Appears next to the administrative forms referenced on the page.



Important information

Highlights the key pieces of information on each page.



Extra guidance

Highlights extra support available, for example, online tutorials or 'how to' guides.



Processes for Cambridge Associates and their Associate Centres

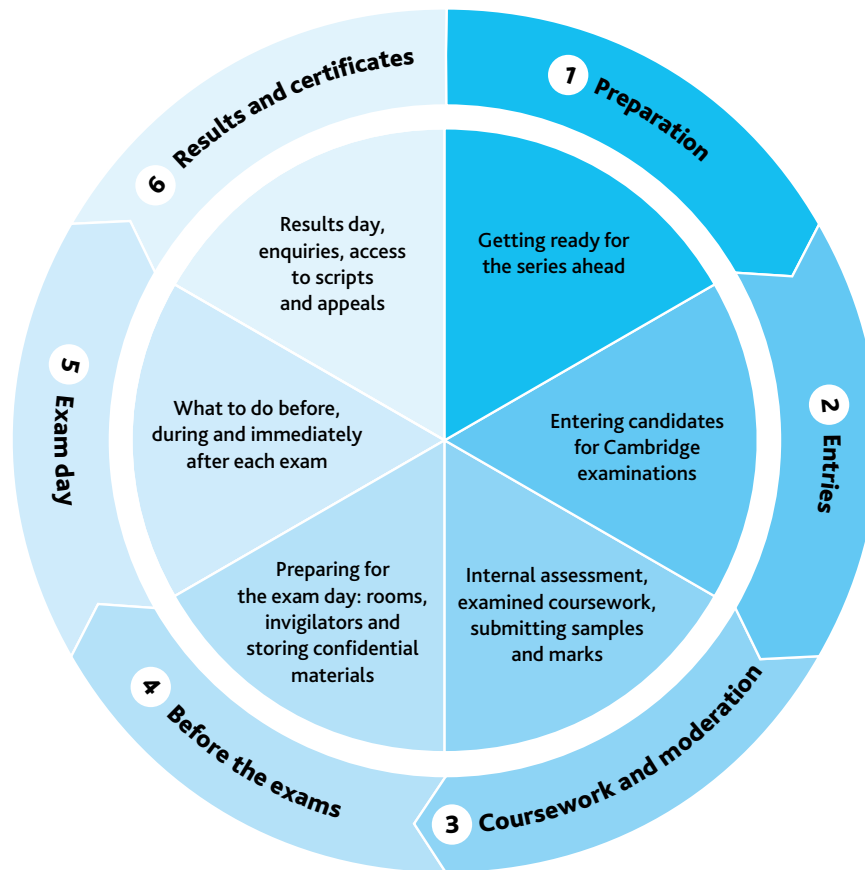
Highlights differences to processes for Cambridge Associates and their Associate Centres.



Direct

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

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. Our processes are grouped into six different 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.


1 Preparation

1.1 Support from Cambridge International

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

Email: info@cambridgeinternational.org
Website: www.cambridgeinternational.org
Telephone: +44 1223 553554
Fax: +44 1223 553558


Customer Services address:
Customer Services
Cambridge Assessment International Education
The Triangle Building, Shaftesbury Road,
Cambridge, CB2 8EA,
United Kingdom

Please tell us your centre name and number when you contact us.  Associate Centres should contact their Cambridge Associate with any queries.

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.

You can also visit our website to access  Direct (password required) and the *Cambridge Handbook*.

Go to www.cambridgeinternational.org


Important information

Cambridge Exams Officers' Guide


This is our step-by-step guide to delivering Cambridge exams where you can access administrative documents and forms,  Direct and a wide range of support materials.

Visit the guide at www.cambridgeinternational.org/examsofficersguide

1.1.2 Direct



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

- download support materials, including teacher's notes and assessment guidance
- see results
- see our fees list in the 'My Messages' section.

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

Access  Direct at www.cambridgeinternational.org/direct

Cambridge Associates/ Associate Centres

Cambridge Associates can contact Customer Services to request access to  Direct for their Associate Centres. Once the account has been set up, we will upload login details to the 'My Messages' section of the Cambridge Associate's  Direct account. The Cambridge Associate must pass the relevant login details securely to their Associate Centre(s).

1.1.3 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
- is available 24 hours a day.

Visit www.cambridgeinternational.org/help

1.1.4 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/examsofficersguide

A Cambridge Associates should send relevant information from the newsletter to their Associate Centres.

Important information



If you do not read the eNewsletter or if you unsubscribe you will miss out on important information about administering our exams.

1.1.5 School Support Hub

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

- syllabus booklets – 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 there are significant changes to the syllabus booklet.
- schemes of work – suggested teaching programmes and teaching activities
- online discussion forums – a place for teachers to share ideas, resources, questions and answers.

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.

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

1.1.6 Communications toolkit

The Communications toolkit is the place to go if you are planning an open day or parents' evening, 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

1.1.7 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.

1.2 Cambridge ICT Starters overview

1.2.1 The assessment model

Cambridge ICT Starters follows a modular assessment model, where each module is assessed separately. Assessments are administered and marked by teachers. Samples of work that candidates produce during the assessment are submitted to us for moderation. Candidates can take a module at any time over a maximum of three years, and build on their results until they complete all the modules needed to achieve either the Stage 1 or Full Award certificate.

1.2.2 Grading and certificates

For Cambridge ICT Starters candidates are awarded Pass or Merit.

You will find full details in section 1.5. Certificates show whether the candidate has passed according to the qualification award rules.

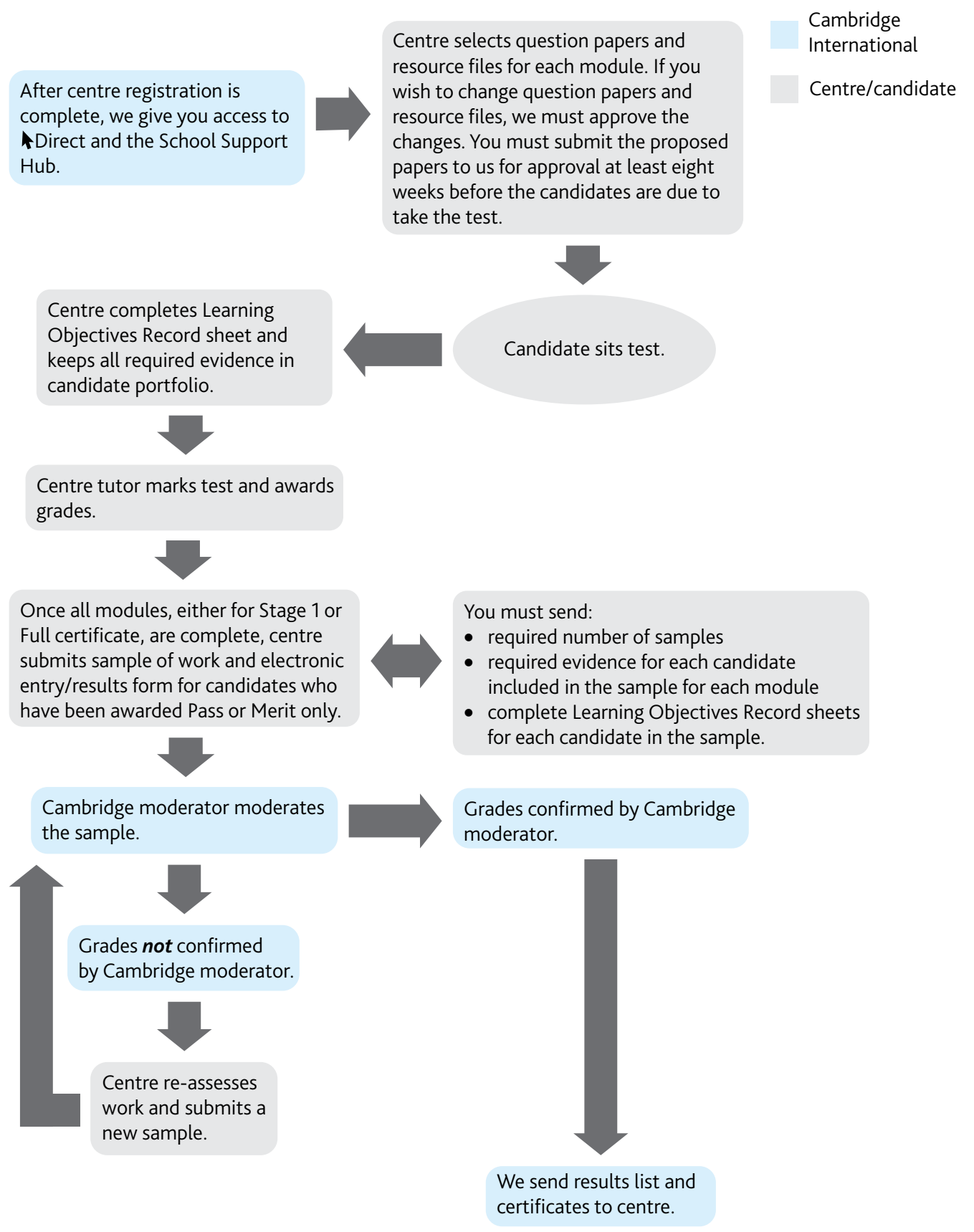
1.2.3 Responsibilities

Your Head of Centre is responsible for making sure that the staff supervising candidates understand the regulations for teaching these qualifications. They must carry out the assessments and administration according to the instructions in this guide and the regulations in the *Cambridge Handbook*.

1.2.4 The Cambridge qualifications framework: qualification levels

Level	Threshold descriptor	Qualification	Related UK benchmark
Preparatory 1	A level of understanding and competence which would reasonably be expected midway through the primary phase of education (students approximately 9 years of age).	ICT Starters (Initial Steps)	Key stage 1
Preparatory 2	A level of understanding and competence which would reasonably be expected at the end of the primary phase of education (students approximately 11 years of age).	ICT Starters (Next Steps)	Key stage 2
Preparatory 3	A level of understanding and competence which would reasonably be expected at the end of the lower secondary phase of education (students approximately 14 years of age).	ICT Starters (On Track)	Key stage 3

1.3 Step-by-step guide to administering Cambridge ICT Starters



2. Entries

3. Coursework and moderation

4. Before the exams

5. Exam day

6. Results and certificates

1.4 Key dates and activities for Cambridge ICT Starters

Please make sure information reaches us by the dates given in **bold**.

The details in *italics* show the dates by which we will send you information.

Exam series	Final date for us to receive entries and samples of work	We send entries confirmation pack	Results available on Direct
January 2023	26 January 2023	<i>17 February 2023</i>	<i>24 March 2023</i>
February 2023	23 February 2023	<i>17 March 2023</i>	<i>21 April 2023</i>
April 2023	27 April 2023	<i>19 May 2023</i>	<i>23 June 2023</i>
May 2023	25 May 2023	<i>16 June 2023</i>	<i>21 July 2023</i>
June 2023	29 June 2023	<i>21 July 2023</i>	<i>25 August 2023</i>
July 2023	27 July 2023	<i>18 August 2023</i>	<i>22 September 2023</i>
August 2023	24 August 2023	<i>15 September 2023</i>	<i>20 October 2023</i>
September 2023	28 September 2023	<i>20 October 2023</i>	<i>24 November 2023</i>
October 2023	26 October 2023	<i>17 November 2023</i>	<i>22 December 2023</i>
November 2023	30 November 2023	<i>22 December 2024</i>	<i>26 January 2024</i>
December 2023	28 December 2023	<i>19 January 2024</i>	<i>23 February 2024</i>
January 2024	28 January 2024	<i>16 February 2024</i>	<i>22 March 2024</i>
February 2024	25 February 2024	<i>15 March 2024</i>	<i>19 April 2024</i>

There is no March series.

We send Stage 1 and Full Award certificates approximately 10 days after we release results on [Direct](#). You will only receive certificates for candidates who have satisfied the award criteria.

You can download question papers and resource materials for Cambridge ICT Starters from the 'Support Materials' section of [Direct](#). There are four sets of question papers for you to download (Sets A, B, C and D). Set B contains specimen question papers for each module. Sets A, C and D can be used for live assessments and re-sits, if needed.

1.5 Qualification award rules

Award rules

Levels

Cambridge ICT Starters is available at three levels – Initial Steps, Next Steps and On Track.

Language

Cambridge ICT Starters is available in English and Spanish. Module entries must include a language code to indicate the language required. Available module option codes for Cambridge ICT Starters are:

- EN – English.
- SP – Spanish.

For the award of a Stage 1 or Full certificate, all modules must be attempted in the same language.

Time limit

To receive a Stage 1 or Full certificate, candidates must complete all modules within three years of achieving Pass or Merit in the first module.

Question papers

You can download Cambridge ICT Starters question papers from the 'Support Materials' section of [Direct](#). If you wish to amend or adapt the Cambridge question papers (for example, in order to tailor them towards curriculum topics or the local learning environment), you must submit your proposed changes to us for approval at least eight weeks before the candidates take the test. Once they are approved, you may continue using the amended question papers in future series. For more information, please contact Customer Services (info@cambridgeinternational.org).

Assessment and entry method

- Tutors at the centre assess and grade the modules, and we moderate the results.
- To submit entries, download the 'ICT Starters Entry Form 2023/2024' from the 'Support Materials' section of [Direct](#) and follow the instructions on the form.

Cambridge ICT Starters – Initial Steps

Cambridge ICT Starters – English and Spanish language syllabus

Initial Steps level

Module code	Module title	Module type
4269	Starting with Text	Stage 1
4270	Starting Images	Stage 1
4271	Starting Graphs	Stage 1
4272	Starting Programming	Stage 2
4273	Starting Searches	Stage 2
4274	Starting Email	Stage 2

Module grades

Modules will be graded Pass or Merit.

Certification

- Candidates who have achieved Pass or Merit in all Stage 1 modules (4269 to 4271) will be issued a Cambridge ICT Starters Stage 1 certificate at Initial Steps level. Certificates will be issued 'with Merit' if a module grade of Merit is achieved in two or more modules.
- Candidates who have achieved Pass or Merit in all Stage 1 and Stage 2 modules (4269 to 4274) will be issued a Cambridge ICT Starters Full certificate at Initial Steps level. Certificates will be issued 'with Merit' if a module grade of Merit is achieved in four or more modules.

Code 7679 printed on the statement of entry indicates that a candidate is eligible for a Stage 1 certificate if a Pass or better is achieved in all modules entered.

Code 8984 printed on the statement of entry indicates that a candidate is eligible for a Full certificate if a Pass or better is achieved in all modules.

Cambridge ICT Starters – Next Steps

Cambridge ICT Starters – English and Spanish language syllabus

Next Steps level

Module code	Module title	Module type
4278	Exploring Documents	Stage 1
4279	Exploring Images	Stage 1
4280	Exploring Spreadsheets	Stage 1
4281	Exploring Databases	Stage 1
4282	Exploring Programming	Stage 2
4283	Exploring the Internet	Stage 2
4284	Exploring Email	Stage 2
4285	Exploring Multimedia	Stage 2

Module grades

Modules will be graded Pass or Merit.

Certification

- Candidates who have achieved Pass or Merit in all Stage 1 modules (4278 to 4281) will be issued a Cambridge ICT Starters Stage 1 certificate at Next Steps level. Certificates will be issued 'with Merit' if a module grade of Merit is achieved in three or more modules.
- Candidates who have achieved Pass or Merit in all Stage 1 and Stage 2 modules (4278 to 4285) will be issued a Cambridge ICT Starters Full certificate at Next Steps level. Certificates will be issued 'with Merit' if a module grade of Merit is achieved in five or more modules.

Code 7680 printed on the statement of entry indicates that a candidate is eligible for a Stage 1 certificate if a Pass or better is achieved in all modules entered.

Code 8985 printed on the statement of entry indicates that a candidate is eligible for a Full certificate if a Pass or better is achieved in all modules.

Cambridge ICT Starters – On Track

Cambridge ICT Starters – English and Spanish language syllabus On Track level

Module code	Module title	Module type
4289	Documents for a Purpose	Stage 1
4290	Multimedia for a Purpose	Stage 1
4291	Spreadsheets for a Purpose	Stage 1
4292	Databases for a Purpose	Stage 1
4293	Programming for a Purpose	Stage 2
4294	Website Design for a Purpose	Stage 2
4295	Networks for a Purpose	Stage 2
4296	Video or Animation for a Purpose	Stage 2

Module grades

Modules will be graded Pass or Merit.

Certification

- Candidates who have achieved Pass or Merit in all Stage 1 modules (4289 to 4292) will be issued a Cambridge ICT Starters Stage 1 certificate at On Track level. Certificates will be issued 'with Merit' if a module grade of Merit is achieved in three or more modules.
- Candidates who have achieved Pass or Merit in all Stage 1 and Stage 2 modules (4289 to 4296) will be issued a Cambridge ICT Starters Full certificate at On Track level. Certificates will be issued 'with Merit' if a module grade of Merit is achieved in five or more modules.

Code 7681 printed on the statement of entry indicates that a candidate is eligible for a Stage 1 certificate if a Pass or better is achieved in all modules entered.

Code 8986 printed on the statement of entry indicates that a candidate is eligible for a Full certificate if a Pass or better is achieved in all modules.

2 Entries

Preparing and making entries

Overview

- Final entries tell us which candidates you want to enter and which modules they will take.
- You assign a Unique Candidate Identifier (UCI) to each of your candidates. The candidate must use this UCI for all Cambridge ICT Starters entries.
- We charge an entry fee per module per candidate.
- You must submit entries and samples of work at the same time.
- Check all information on the entry form is correct before submitting it. Submitting incorrect or incomplete entry information may result in candidates not receiving results by the published dates.

Important information



You must submit final entries at the same time as you submit the sample of work, by the dates listed in section 1.4 of this guide.

- a **check digit** – one character which is automatically generated by the entry form when you have entered all the other characters. If you have any problems with the check digit contact Customer Services. Do not try and add your own check digit.

2.1 How to make entries

To make final entries download the 'ICT Starters Entry Form' template from the 'Support Materials' section of [Direct](#) and follow the instructions. Send it to info@cambridgeinternational.org for the attention of the Exam Processing Administrator.

Example

Centre number	Year	Candidate number	Check digit
G B 9 9 9	2 3	2 5 6 9	X

The example candidate's UCI would be GB999232569X.

2.2 What is a Unique Candidate Identifier (UCI)?

The UCI is a unique number that helps us identify each candidate. We use it to track module entries and results over several series.

A UCI is unique to a candidate and once issued must be submitted with every module entry made for that candidate.

The UCI is made up of the following characters:

- the **centre number** of the centre making the first module entry for a candidate (five characters).
- the **year** the UCI was allocated to the candidate, for example, 23 if the UCI was allocated in 2023 (two digits).
- the **candidate number**, which is a unique number allocated by the exams officer (four digits in the range 0001 to 9999).

Important information



- You must assign a 12-character Unique Candidate Identifier (UCI) to each candidate. Do not assign the same UCI to more than one candidate.
- The UCI that is issued to the candidate when their first entry is made is used for all of their future entries. Do not assign more than one UCI to the same candidate.
- If a candidate previously submitted an entry for Cambridge ICT Starters at another centre, you must use their original UCI allocated to them at that centre. Do not issue a new UCI to the candidate.
- Submit one entry file containing all your entries for all qualifications in the series. Any changes you make after submission will be treated as entry changes.
- The Head of Centre is responsible for making sure your final entries are accurate.

2.3 Language option codes

Cambridge ICT Starters is available in English and Spanish. Module entries must include a language code to indicate the language required. Available module option codes are:

- EN – English
- SP – Spanish.

You must indicate your chosen language option on the entry form.

For the award of a Stage 1 or Full certificate, all modules must be taken in the same language.

2.4 Confirming entries

We will confirm your entries by the dates shown in section 1.4 of this guide. We do this by sending you printed copies of the documents listed below.

Statements of entry

Statements of entry show the candidate's details and the modules they are entered for. Give the statements to your candidates and ask them to check them carefully. Contact us straight away if any of their details are incorrect. If you need to make any changes to your entries email us with your centre number, the name and number of the candidates

requiring changes and details of what you would like to change.

If the modules the candidate is entered for satisfy the award rules for the qualification, the statement of entry will show a code for the Stage 1 or Full award.

Candidate entry list

The candidate entry list is a summary of all your entries, listing each candidate, their modules and the language options they have been entered for.

Centre summary of entries

The centre summary of entries shows the total number of entries made for each module and language option.

2.5 Entry fees and entry withdrawals

Details of the fees for all our exams and methods of payment 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 reserve the right to make changes to the fees list as required. Please check you are using the latest version.

2.6 Withdrawing a candidate

To withdraw a candidate email info@cambridgeinternational.org with the candidate name, number and module code.

We will usually only refund entry fees if you tell us about the withdrawal of a candidate before the entries deadline.

We will consider refund requests for candidates withdrawn after the entries deadline on medical grounds. Email any requests to info@cambridgeinternational.org

Refer to regulations in section 2.4.1 of the *Cambridge Handbook* for more information.

3 Coursework and moderation

Centre-assessed modules

Overview

- At the end of each module, teachers assess candidates using an assessment activity that is available from the 'Support Materials' section of [Direct](#).
- Teachers must complete a Learning Objectives Record (LOR) sheet for each candidate. They must sign and date each objective before the candidate's work is submitted.
- Teachers determine the grade for each module.
- It is important that entry information for each candidate who has received a Pass or Merit is submitted at the same time as the sample of work.
- We moderate the results based on the samples of work we receive. If we agree with the grades awarded by the teacher, we issue certificates.

3.1 Submissions

Entries and samples of work should only be submitted to us for moderation if a candidate has achieved a Pass or Merit in all of the modules in a stage by the dates shown in section 1.4 of this guide.

3.2 The assessment model and submissions

Exam conditions

The exams must take place under supervised and controlled conditions. To meet with safe working practices when using display screen equipment, we recommend that candidates take short approved breaks from working at their screens (5 to 10 minutes every hour, if appropriate) without leaving the assessment room. Such breaks can naturally form part of the working pattern as students study the exam material. You are responsible for maintaining security during any break periods.

Portfolio

The teacher must collect and keep all required evidence for each candidate portfolio.

Module assessment

At the end of each module teachers must assess students using 'Cambridge ICT Starters assessments', which are available from the 'Support Materials' section of [Direct](#). You must only use exam materials and assessments that we have approved.

For each candidate, the teacher awards the grade of Pass, Merit or Fail in each module. A Pass should be

awarded to candidates who successfully demonstrate all the 'Pass' learning objectives for the module. A Merit should be awarded to candidates who successfully demonstrate all the 'Pass' learning objectives **and** all the 'Merit' objectives. Do not submit entries and samples of work for candidates who fail one or more modules. Candidates who fail should be given the opportunity to resit after a further period of study.

Learning Objectives Record sheet

The teacher completes a Learning Objectives Record (LOR) sheet for each candidate. Copies of the LOR sheet are provided in the syllabus and in the 'Support Materials' section of [Direct](#). The LOR sheet must be signed and dated as indicated on the form. The evidence for each candidate in the sample must include the evidence produced in the assessment activity and the completed LOR sheet. Teachers must sign and date each objective on the LOR sheets before they send the samples to us for moderation. We will return any samples sent with incomplete or incorrect LOR sheets. The grade awarded by the tutor must be on the LOR sheet for each candidate in the sample.

Submission

When a group of candidates achieve a Pass or Merit for all modules in either Stage 1 or Stage 2, submit the candidate entry information and a sample of work to us for moderation.

Submit your entries and centre-assessed module grades using the 'ICT Starters Entry Form 2023'. You can download it from the 'Support Materials' section of [Direct](#). Instructions are on the form.

Send a completed electronic copy of the form to info@cambridgeinternational.org for the attention of the Exam Processing Administrator.

Sample

Please submit a copy of all assessment materials, including all work produced by students during the exam, as well as the teacher's model answers with the sample. If more than one teacher was involved in assessing the work, the sample must include, in equal number, candidates assessed by all teachers. Label each portfolio with the candidate's name, centre name, centre number and module details.

The sample must contain all the work of all the candidates in the sample. This means all modules for each candidate at either Stage 1 or Stage 2. The sample must cover all the modules the candidates were entered for and include a range of Pass and Merit work. If you submit samples for more than one level, please treat each level as a separate sample. Use the table below to work out how many candidates you need to include in the sample.

Number of candidates entered	Number of candidates whose work is required
1 to 10	All candidates
11 to 50	10
51 to 100	15
101 to 200	20
More than 200	10 per cent

We cannot issue certificates if you do not send the LOR sheets and sufficient samples for moderation. Candidates must repeat any assessments that are lost.

Send your samples using a method that provides a tracking facility (i.e. a reputable courier) to:

Cambridge Assessment International Education
Cambridge Assessment DC10
Hill Farm Road
Whittlesford
Cambridge
CB22 4FZ
United Kingdom

Complete and submit *Coursework and Moderation – Form 7* as soon as you send your samples to us for moderation. This form will allow us to track your samples. Please follow the instructions on the form.

Moderation

If the Cambridge moderator agrees with the module grades awarded by the teacher, we will issue results and certificates on the dates listed in section 1.4 of this guide.

If the moderator disagrees with the module grades awarded by the teacher, the moderator may ask for the work to be re-assessed and a new sample submitted for moderation. This may delay the issue of results and certificates.

Important information



Only submit entries and samples for candidates who achieved a Pass or Merit in all of the modules in a stage.

Administrative forms



Form available from the 'Support Materials' section of [Direct](#) and from the Cambridge website at www.cambridgeinternational.org/forms

- Cambridge ICT Starters Samples Form: Coursework and Moderation – Form 7.

4 Before the exams

Pre-exam despatches

Overview

- Registered centres receive a copy of the *Cambridge Handbook* which contains the regulations for conducting our exams.
- The Cambridge fees list is published in October each year in the 'My Messages' section of [Direct](#). We will give you access to [Direct](#) and the relevant syllabus booklets when you register with us.
- This guide is provided electronically. You can download copies from the 'Support Materials' section of [Direct](#).

Name	Description	Despatch dates
Annual administrative despatch	<i>Cambridge Handbook</i>	By the end of October.
Entries confirmation pack	Statements of entry, candidate entry list and centre summary of entries.	By the dates shown in section 1.4 of this guide.

4.1 Documents for administering Cambridge ICT Starters

You also need the following documents, available from the 'Support Materials' section of [Direct](#), to administer Cambridge ICT Starters:

- the candidate entry form (ICT Starters Entry Form 2023/2024)
- key dates and activities
- Learning Objectives Record sheets
- question papers
- tutor notes
- resource files.

5 Exam day

Malpractice

Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certification. 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 you become aware of or that is reported to you.

See section 5.6 of the *Cambridge Handbook* for our full Malpractice regulations.

6 Results and certificates

6.1 Understanding and preparing for results

Overview

- Read this section to prepare for the release of results. It sets out everything you need to know so you can make sure that your candidates get their results and that you can answer their queries.
- We release electronic results online through [Direct](#) and follow them up with a printed results and certificates despatch. You can issue the results to candidates as soon as you receive them.

Important dates



For Cambridge ICT Starters we aim to issue results on [Direct](#) by the dates in section 1.4 of this guide. These dates may be later if the moderator asks for extra samples of work or if we have to return the samples for re-assessment. We send you the results documents listed in section 6.1.1 approximately 10 days after results are released online.

Important information



- To view your results online, go to the 'Results' area of [Direct](#), which you can access through the 'Administer exams' dashboard.
- We do not issue individual statements of results for Cambridge ICT Starters.

6.1.1 Results documents

Results by syllabus: For centre staff

This is a list of all your candidates' results by syllabus.

We do not give you a profile of the marks each candidate achieved in each module or the module grade boundaries.

Reports on the exam

See section 6.1.5 for details.

Certificates: For candidates

See section 6.2 for details.

6.1.2 Checking and issuing results

We send your results by courier unless you tell us otherwise.

When you receive them, please check you have all the right documents. If you are missing any please contact Customer Services straight away.

6.1.3 How module grades are reported

For Cambridge ICT Starters the module results are Pass and Merit.

For each qualification, 'NO RESULT' appears under the certificate code if the moderator decides that the candidate has failed the module.

For each qualification, 'PENDING' shows that we cannot issue the result because of an ongoing malpractice case.

6.1.4 How to report errors on results documents

Please let us know straight away if the centre name or a candidate name is incorrect on your results documents, including certificates.

Please see section 6.2.3 of this guide for more information.

6.1.5 Reports on the exam

We produce reports on the exam once the marking and moderation for an exam series is complete. We publish a report for each module. The reports are written by principal examiners and moderators, and give an overview of how all the candidates performed. They normally give:

- guidance on what the examiners were looking for
- comments on areas of the syllabus that were done well or badly
- comments on any evidence of problems with exam technique
- examples to illustrate points made.

We send the reports in your results despatch.

6.2 Certificates

Overview

Candidates who have achieved a Pass or better in all of the modules detailed in the award rules receive a Stage 1 or Full certificate.

Important dates



- We send certificates with your results documents approximately 10 days after electronic results are released on [Direct](#).

6.2.1 How Stage 1 and Full awards are calculated and reported

Candidates who have achieved a Pass or better in all of the modules detailed in the award rules receive a Stage 1 or Full certificate. You can find the grades we award in section 1.5 of this guide.

6.2.2 Regulations for issuing certificates

A certificate is and remains the property of University of Cambridge Local Examinations Syndicate (UCLES), of which Cambridge Assessment International Education is a part. We issue certificates to confirm results subject to the following conditions:

- If the certificate is altered or defaced it is invalid.
- You must return a certificate if we ask you to.
- The certificate should be kept in a safe place.
- We will not issue copies of certificates.

You must check your certificates carefully when they arrive and contact us straight away if any are damaged or missing.

If you have not received your certificates within two weeks of the dates listed in section 1.4 of this guide, email info@cambridgeinternational.org with 'ICT Starters Certificates' in the subject line.

If any information on certificates needs to be changed, for example, the candidate's name is incorrect, follow the instructions in section 6.2.3.

You must store certificates in a secure place until they are distributed to candidates.

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.

A Cambridge Associates are responsible for sending certificates to their Associate Centres and for contacting us if any certificates are missing or incorrect.

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 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
Results and Despatches
Cambridge Assessment International Education
The Triangle Building, Shaftesbury Road
Cambridge CB2 8EA
United Kingdom

You must not reproduce Cambridge certificates in any form.

6.2.3 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 electronic results. You must tell us straight away about any errors before we issue certificates.

When you receive your certificates, check centre and candidate details, including the spelling of names and dates of birth. To ask for changes, send us *Results and Certificates – Form 12* with the incorrect certificate and the documents listed on the form. We can only make small changes to certificates, for example to candidate names, dates of birth or centre details.

A Associate Centres should tell their Cambridge Associate about any errors on certificates.

We charge a fee and courier costs for replacement certificates. Our fees are in the fees list, available from the 'My Messages' section of [Direct](#).

We will only replace certificates within 18 months of the date we originally issued them.

Administrative forms



Form available from
www.cambridgeinternational.org/forms

- Replacement Statement of Results/Certificate Application: Results and Certificates – Form 12

6.2.4 Can a candidate or centre ask for other information on a certificate to be changed?

A certificate is a permanent record of the candidate's achievement. We cannot change a candidate's name to reflect any changes that take place after they take their exam, for example changing their name because they have adopted a parent's name.

We issue a separate certificate for each exam series. We cannot combine grades achieved in different series or at different centres (in the same series) onto one certificate.

We cannot delete any grades or syllabuses from a certificate.

6.2.5 Damaged or lost certificates

We will not replace certificates that have been lost. If a candidate loses their certificate they can apply for a certifying statement. See section 6.3 of this guide for details. We can agree to replace candidates' damaged certificates as long as we have satisfactory proof of their identity. This service is available within 18 months of the date we issued the original certificate. You must return the damaged certificate with *Results and Certificates – Form 12* before we can replace it. We charge a fee per certificate and costs to send the certificate by courier.

6.3 Certifying statements and verification of results

A certifying statement is an official document that shows a candidate's grades in a particular series. 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. For information on how to apply for certifying statements see section 6.5 of the *Cambridge Handbook*.

We can only send certifying statements once we have issued the certificate for that series.

We also offer a results verification service if a third party, such as an employer or university, wants to verify a candidate's results. For information on how to apply see section 6.6 of the *Cambridge Handbook*.

A to Z of terms

Assessment	The method used to evaluate a candidate's performance, for example, a written exam or coursework.
A 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.
Cambridge Assessment International Education	Cambridge Assessment International Education is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES), which is a department of the University of Cambridge.
A 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 International.
Cambridge International Direct	Cambridge International Direct is the new name for Direct, the online tool for exams officers to carry out administrative tasks.
Cambridge University Press & Assessment	Cambridge Assessment International Education is part of Cambridge University Press & Assessment, which is a department of the University of Cambridge.
Candidate	A person who has been entered for an assessment.
Centre	A school, institution or organisation approved by and registered with Cambridge International for the entry of candidates to our programmes and qualifications and to carry out related assessments.
Centre name	The name of a centre.
Centre number	The five-character code given to a centre.
Entries	The candidates a centre has entered for a Cambridge syllabus in a particular series.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for administering Cambridge exams.
Malpractice	Malpractice is an action that breaks our regulations and potentially threatens the integrity of our exams and certification.
Moderation	The process to bring the marking of an internally assessed component to an agreed standard in all participating Cambridge centres.
Option codes, or language codes	For Cambridge ICT Starters, each module entry must include an option code to indicate the language required: EN – English SP – Spanish

A to Z of terms (continued)

Qualification	A certificated award made by Cambridge International to learners to demonstrate their achievement.
School Support coordinator	The designated person at a centre who is responsible for creating and maintaining users of the School Support Hub. They are also responsible for authorising training bookings for teachers at their centre.
Script	A candidate's response to a whole question paper or component.
Series	A group of exams in the same range, for example, Cambridge IGCSE and Cambridge International A Level, with the same closing date for entries. A series is identified by a month and year.
Statement of entry	A document showing a candidate's details and the entry options the candidate has been entered for.
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.

We are committed to making our documents accessible in accordance with the WCAG 2.1 Standard. We're always looking to improve the accessibility of our documents. If you find any problems or you think we're not meeting accessibility requirements, contact us at info@cambridgeinternational.org with the subject heading: Digital accessibility. If you need this document in a different format, contact us and supply your name, email address and requirements and we will respond within 15 working days.

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