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 CIE Direct.

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

We reserve the right to amend or vary the information in this guide at any time. We will notify you of any changes immediately. The changes will have 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.

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**Important information**

You must follow the deadlines and processes in this guide but you also need to read and understand the [Cambridge Handbook](http://www.cambridgeinternational.org/examsofficersguide). 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](http://www.cambridgeinternational.org/examsofficersguide) by the following icon: ![](https://example.com/icon.png)

The [Cambridge Handbook](http://www.cambridgeinternational.org/examsofficersguide) is available from the ‘Exams officers’ section of our website at [www.cambridgeinternational.org/examsofficersguide](http://www.cambridgeinternational.org/examsofficersguide).
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.

- **Admin** Administrative forms
  Appears next to the administrative forms referenced on the page.

- **Extra guidance**
  Highlights extra support available, for example, online tutorials or ‘how to’ guides.

- **CIE Direct**
  You will see this icon whenever there is a reference in the text to CIE Direct.

- **Important dates**
  Highlights the key dates on each page.

- **Cambridge Handbook**
  You will see this icon whenever there is a reference in the text to the Cambridge Handbook.

- **Important information**
  Highlights the key pieces of information on each page.

- **A** Processes for Cambridge Associates and their Associate Centres
  Highlights differences to processes for Cambridge Associates and their Associate Centres.
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. Teacher assessment
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. 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/help
Telephone: +44 1223 553554
Fax: +44 1223 553558

Customer Services address:
Customer Services
Cambridge Assessment International Education
1 Hills Road, Cambridge, CB1 2EU
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 Cambridge International 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 CIE Direct (password required) and the Cambridge Handbook.

Go to www.cambridgeinternational.org

1.1.2 CIE Direct

CIE Direct is a secure online tool for Cambridge exams officers. It allows you to:
- download support materials
- view results
- view 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 the exams officer changes at your centre send us your new exams officer’s contact details as soon as possible by completing Preparation – Form 6. This form is available from CIE Direct.

Access CIE Direct at https://direct.cie.org.uk

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, CIE Direct and a wide range of support materials.

Visit the guide at www.cambridgeinternational.org/examofficersguide

Cambridge Associates/Associate Centres

Cambridge Associates can contact Customer Services to request access to CIE 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 CIE 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 an online bank of answers to frequently asked questions about Cambridge exams and services. Simply type your question into the search box or use the menu to guide you. The ‘FAQs and Important Announcements’ section alerts you to 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 for that month
• guidance on key processes
• updates on new services
• a look ahead to the next month.

We send the newsletter to all Cambridge schools and Cambridge Associates (excluding ministries). If you work in a Cambridge school or for a Cambridge Associate and you do not receive it please contact Customer Services (info@cambridgeinternational.org).

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

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 from receiving it 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 Cambridge International. 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 detailing how marks would be assigned to the specimen papers – we produce these for new or revised syllabuses and we only update them when there is a significant revision to the syllabus booklet
• past question papers
• 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 Reports – these are produced for particular qualifications and subjects at the end of each series. The reports are written by Principal Examiners and moderators, and give an overview of how all the candidates performed.

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 by accessing the administration pages of the website.

They are also responsible for authorising training bookings for teachers at their centre. If the coordinator forgets their password they should contact Customer Services (info@cambridgeinternational.org).

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

To make it easier for schools to access our marketing support resources, the Communications toolkit has replaced the Marketing Resources area of our website. It 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 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

1.7 Syllabus updates

Keep up to date with changes to the syllabuses taught in your centre by signing up for our syllabus updates at
www.cambridgeinternational.org/syllabusupdates

We will then email you details of any changes to syllabuses including:

- new syllabuses
- revisions to content and assessment of existing syllabuses
- syllabuses 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

<table>
<thead>
<tr>
<th>Level</th>
<th>Threshold descriptor</th>
<th>Qualification</th>
<th>Related UK benchmark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparatory 1</td>
<td>A level of understanding and competence which would reasonably be expected midway through the primary phase of education (students approximately 9 years of age).</td>
<td>ICT Starters (Initial Steps)</td>
<td>Key stage 1</td>
</tr>
<tr>
<td>Preparatory 2</td>
<td>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).</td>
<td>ICT Starters (Next Steps)</td>
<td>Key stage 2</td>
</tr>
<tr>
<td>Preparatory 3</td>
<td>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).</td>
<td>ICT Starters (On Track)</td>
<td>Key stage 3</td>
</tr>
</tbody>
</table>
1.3 Step-by-step guide to administering Cambridge ICT Starters

Centre selects question papers and resource files for each module. If you wish to amend question papers and resource files, the amendments must be approved by us. You must submit the proposed papers to us for approval at least eight weeks before the candidates are due to take the test.

Cambridge ICT Starters Administrative Guide

After centre registration is complete, we give you access to CIE Direct and the School Support Hub.

Centre completes Learning Objectives Record sheet and keeps all required evidence in candidate portfolio.

Centre tutor marks test and awards grades.

Candidate sits test.

Once all modules, either for Stage 1 or Full certificate, are complete, centre submits sample of work and electronic entry/results form for candidates who have been awarded Pass or Merit only.

You must send:
- required number of samples
- required evidence for each candidate included in the sample for each module
- complete Learning Objectives Record sheets for each candidate in the sample.

Cambridge moderator moderates the sample.

Grades confirmed by Cambridge moderator.

Grades not confirmed by Cambridge moderator.

Centre re-assesses work and submits a new sample.

We despatch results list and certificates to centre.
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.

<table>
<thead>
<tr>
<th>Exam series</th>
<th>Final date for us to receive entries and samples of work</th>
<th>We despatch statements of entry</th>
<th>Results available on CIE Direct</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 2019</td>
<td>24 February 2019</td>
<td>15 March 2019</td>
<td>19 April 2019</td>
</tr>
<tr>
<td>April 2019</td>
<td>28 April 2019</td>
<td>17 May 2019</td>
<td>21 June 2019</td>
</tr>
<tr>
<td>May 2019</td>
<td>26 May 2019</td>
<td>14 June 2019</td>
<td>19 July 2019</td>
</tr>
<tr>
<td>June 2019</td>
<td>30 June 2019</td>
<td>19 July 2019</td>
<td>23 August 2019</td>
</tr>
<tr>
<td>July 2019</td>
<td>28 July 2019</td>
<td>16 August 2019</td>
<td>20 September 2019</td>
</tr>
<tr>
<td>August 2019</td>
<td>25 August 2019</td>
<td>13 September 2019</td>
<td>18 October 2019</td>
</tr>
<tr>
<td>September 2019</td>
<td>29 September 2019</td>
<td>18 October 2019</td>
<td>22 November 2019</td>
</tr>
<tr>
<td>October 2019</td>
<td>27 October 2019</td>
<td>15 November 2019</td>
<td>20 December 2019</td>
</tr>
<tr>
<td>December 2019</td>
<td>29 December 2019</td>
<td>17 January 2020</td>
<td>21 February 2020</td>
</tr>
</tbody>
</table>

There is no March series.

We send Stage 1 and Full Award certificates approximately 10 days after we release results on CIE 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 CIE Direct.
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 CIE 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 amendments 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

- Modules are internally assessed and graded by tutors at the centre and results are moderated by Cambridge International.
- To submit entries, download the 'ICT Starters Entry Form 2019' from the 'Support Materials' section of CIE Direct and follow the instructions on the form.
Cambridge ICT Starters – Initial Steps

Cambridge ICT Starters – English and Spanish language syllabus
Initial Steps Level

<table>
<thead>
<tr>
<th>Module code</th>
<th>Module title</th>
<th>Module type</th>
</tr>
</thead>
<tbody>
<tr>
<td>4269</td>
<td>Starting with Text</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4270</td>
<td>Starting Images</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4271</td>
<td>Starting Graphs</td>
<td>Stage 1</td>
</tr>
<tr>
<td><strong>NEW</strong> 4272</td>
<td>Starting Programming</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4273</td>
<td>Starting Searches</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4274</td>
<td>Starting Email</td>
<td>Stage 2</td>
</tr>
</tbody>
</table>

Module grades
Modules will be graded Pass or Merit.

Certification

- Candidates who have achieved Pass or Merit in all Stage 1 modules (4269–4271) 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 (4629–4274) 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

<table>
<thead>
<tr>
<th>Module code</th>
<th>Module title</th>
<th>Module type</th>
</tr>
</thead>
<tbody>
<tr>
<td>4278</td>
<td>Exploring Documents</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4279</td>
<td>Exploring Images</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4280</td>
<td>Exploring Spreadsheets</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4281</td>
<td>Exploring Databases</td>
<td>Stage 1</td>
</tr>
<tr>
<td><strong>NEW</strong> 4282</td>
<td>Exploring Programming</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4283</td>
<td>Exploring the Internet</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4284</td>
<td>Exploring Email</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4285</td>
<td>Exploring Multimedia</td>
<td>Stage 2</td>
</tr>
</tbody>
</table>

**Module grades**

Modules will be graded Pass or Merit.

**Certification**

- Candidates who have achieved Pass or Merit in all Stage 1 modules (4278–4281) 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 (4278–4285) 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

<table>
<thead>
<tr>
<th>Module code</th>
<th>Module title</th>
<th>Module type</th>
</tr>
</thead>
<tbody>
<tr>
<td>4289</td>
<td>Documents for a Purpose</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4290</td>
<td>Multimedia for a Purpose</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4291</td>
<td>Spreadsheets for a Purpose</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4292</td>
<td>Databases for a Purpose</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4293</td>
<td>Programming for a Purpose</td>
<td>Stage 1</td>
</tr>
<tr>
<td>4294</td>
<td>Website Design for a Purpose</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4295</td>
<td>Networks for a Purpose</td>
<td>Stage 2</td>
</tr>
<tr>
<td>4296</td>
<td>Video or Animation for a Purpose</td>
<td>Stage 2</td>
</tr>
</tbody>
</table>

Module grades

Modules will be graded Pass or Merit.

Certification

• Candidates who have achieved Pass or Merit in all Stage 1 modules (4289–4292) 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 (4289–4296) 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.

### 2.1 How to make entries

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

### 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, 19 if the UCI was allocated in 2019 (two digits)
- the **candidate number**, which is a unique number allocated by the exams officer (four digits in the range 0001 to 9999)
- 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.

**Example**

<table>
<thead>
<tr>
<th>Centre number</th>
<th>Year</th>
<th>Candidate number</th>
<th>Check digit</th>
</tr>
</thead>
<tbody>
<tr>
<td>G B 9 9 9</td>
<td>19</td>
<td>2 5 6 9</td>
<td>X</td>
</tr>
</tbody>
</table>

The example candidate’s UCI would be GB99912569X.

**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 amendments.
- 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 attempted 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 hard 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 immediately if any of their details are incorrect. If you need to make any amendments to your entries email us with your centre number, the name and number of the candidates requiring amendments 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 CIE Direct.

We reserve the right to make amendments 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 CIE 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 (5–10 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 CIE Direct. You must only use exam materials and assessments that we have approved.

For each candidate, the teacher awards the grade of Merit, Pass or Fail in each module. 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 CIE 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 2019'. You can download it from the 'Support Materials' section of CIE 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.

<table>
<thead>
<tr>
<th>Number of candidates entered</th>
<th>Number of candidates whose work is required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–10</td>
<td>All candidates</td>
</tr>
<tr>
<td>11–50</td>
<td>10</td>
</tr>
<tr>
<td>51–100</td>
<td>15</td>
</tr>
<tr>
<td>101–200</td>
<td>20</td>
</tr>
<tr>
<td>More than 200</td>
<td>10%</td>
</tr>
</tbody>
</table>

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 Teacher Assessment – Form 7 as soon as you despatch 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 the section 1.4 of this guide.

If the moderator disagrees with the module grades awarded by the teacher, the moderator may request that the work is 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 CIE Direct and from the Cambridge website at www.cambridgeinternational.org/forms

- Cambridge ICT Starters samples form: Teacher Assessment – 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 CIE Direct. We will give you access to CIE Direct and the relevant syllabus booklets when you register with Cambridge International.
- This guide is provided electronically. You can download copies from the 'Support Materials' section of CIE Direct.

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

4.1 Documentation for administering Cambridge ICT Starters

You also need the following documents, available from the 'Support Materials' section of CIE Direct, to administer Cambridge ICT Starters:

- the candidate entry form (ICT Starters Entry Form 2019)
- 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 through carelessness, forgetfulness or ignorance of our regulations
- beyond the control of the involved parties and be a result of circumstance.

A variety of individuals could be involved in malpractice, for example:
- candidates
- centre staff, for example, exams officers, teachers, invigilators, management, consultants and individuals that assist in the provision of access arrangements
- other third party individuals, for example, relatives or friends of the candidate.

The Head of Centre must:
- inform candidates and centre staff of their individual responsibilities as set out in our regulations
- immediately report all cases of suspected malpractice to us that you become aware of or that are 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 CIE Direct and follow them up with a hard-copy 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 CIE Direct by the dates in section 1.4 of this guide. These dates may be later if the moderator requests 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 CIE 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 documentation

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 examination
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 we are instructed otherwise.

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

6.1.3  How module grades are reported

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

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 or maladministration case.

6.1.4  How to report errors on results documentation

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

Please see section 6.2.3 of this guide for more information.

6.1.5  Reports on the examination

We produce reports on the examination 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 examination 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
- Certificates are sent with your results documentation approximately 10 days after electronic results are released on CIE 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.
- If we ask you to return a certificate, you must return it.
- 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 immediately if any certificates 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.

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 they are issued. 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. Do not destroy unclaimed certificates under any circumstances.

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 immediately 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 submit an amendment request, complete Results and Certificates – Form 12 and return it to us along 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.
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 CIE Direct.

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

**Administrative forms**

Form available at 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 achievement by the candidate. 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 need to apply for a certifying statement of results online. See section 6.3 of this guide for details. At our discretion, we can 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 provide a replacement. 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 issued by Cambridge International that shows the grades a candidate achieved 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 for a particular series once the certificate for that series has been issued.

We also offer a results verification service if a third party, such as an employer or university, wants to verify results issued by Cambridge International. For information on how to apply for verification of results see section 6.6 of the *Cambridge Handbook*. 
<table>
<thead>
<tr>
<th><strong>Assessment</strong></th>
<th>The method used to evaluate a candidate’s performance, for example, a written exam or coursework.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Associate Centre</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Cambridge Associate</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Cambridge Assessment International Education</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Candidate</strong></td>
<td>A person who has been entered for an assessment.</td>
</tr>
<tr>
<td><strong>Centre</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Centre name</strong></td>
<td>The name of a centre.</td>
</tr>
<tr>
<td><strong>Centre number</strong></td>
<td>The five-character code given to a centre.</td>
</tr>
<tr>
<td><strong>Certifying statement</strong></td>
<td>An official document issued by Cambridge International to show the grades achieved by a candidate in a particular series. Cambridge International can send certifying statements at any time to any address, including educational institutions, as long as the original certificate has been issued.</td>
</tr>
<tr>
<td><strong>CIE Direct</strong></td>
<td>CIE Direct is the online tool for exams officers to carry out administrative tasks.</td>
</tr>
<tr>
<td><strong>Entries</strong></td>
<td>The candidates a centre has entered for a Cambridge syllabus in a particular series.</td>
</tr>
<tr>
<td><strong>Exams officer</strong></td>
<td>The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for administering Cambridge exams.</td>
</tr>
</tbody>
</table>
### Malpractice

Malpractice is an 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.

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- candidates
- centre staff, for example, exams officers, teachers, invigilators, management, consultants and individuals that assist in the provision of access arrangements
- other third party individuals, for example, relatives or friends of the candidate.

### 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

### 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 examinations 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 subject.

### UCLES

University of Cambridge Local Examinations Syndicate, a department of the University of Cambridge. Cambridge Assessment is the brand name of UCLES.
### Unique Candidate Identifier (UCI)

A UCI is a unique number that helps us identify each candidate. We use it to track module entries and results over several series. It is unique to a candidate and must be submitted with every module entry made for that candidate.

### Verification of results

A service offered by Cambridge International 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.*