



Cambridge Assessment
International Education

Administering Cambridge exams

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Purpose

- ▶ Know more about the exams officer role
- ▶ Be more aware of the support and resources for exams officers
- ▶ Receive an overview of the Cambridge Exams Cycle

The exams officer role

- ▶ We work really closely with all our Cambridge centres and build strong relationships with them. Exams officers play a vital part in that relationship.
- ▶ The exams officer is the person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for the effective and secure administration of our exams.
- ▶ Exams officers can also be doing other roles within the centre – for example, they may also be teachers.
- ▶ We are committed to supporting and guiding our exams officers through the exams cycle. Without them, it would be impossible to make sure that candidates all over the world have a fair, consistent and positive exam experience.
- ▶ It's really important that exams officers understand their role and responsibilities and school leaders understand the exams officer does more than the exam day.

The exams officers' responsibilities

- ▶ The exams officer responsibilities are outlined in the 'Centre and Cambridge Associate responsibilities' section of the *Cambridge Handbook*. This is part of the contract we have with our centres.
- ▶ Exams officers are the single point of contact between Cambridge International and our centres.
- ▶ The section includes:
 - ▶ Centre responsibilities
 - ▶ Inspections and quality assurance
 - ▶ Candidates
 - ▶ Exams administration
 - ▶ Communicating with Cambridge
 - ▶ Copyright in exams
 - ▶ Cambridge identity and our logo.

Support and resources



Resources we send you

- ▶ *Getting Started Guide:*
 - ▶ An introductory guide for new exams officers
 - ▶ Sent in your welcome pack
 - ▶ Updated yearly
- ▶ *Cambridge Handbook:*
 - ▶ Sets out the rules and regulations for running our exams
 - ▶ Details centres' responsibilities and forms part of your contract with us
 - ▶ Updated yearly – published in October
- ▶ *Cambridge Exams Officer eNewsletter:*
 - ▶ Sent in the first working week of each month and includes:
 - ▶ reminders about key dates and activities for that month
 - ▶ important alerts
 - ▶ guidance on key processes
 - ▶ updates on new services.
- ▶ *Cambridge Exams Officers training update:*
 - ▶ Sent out 2-3 times a year to promote upcoming live webinars.
 - ▶ Includes information about the self-study course '*Getting to know the Cambridge Exams Cycle*'.

Resources you can find

- ▶ **Monthly calendars:**
 - ▶ Outline what you need to do each month
 - ▶ Published on our website.
- ▶ **Cambridge Exams Officers' Guide:**
 - ▶ Dedicated area of our public website for exams officers
 - ▶ Wide range of support materials
- ▶ **Key Dates card:**
 - ▶ Helps exams officers to feel confident about the exam series ahead
 - ▶ Helps you remember important deadlines
 - ▶ Available from our website in pdf format
- ▶ **Online training programme:**
 - ▶ Free to access for all Cambridge exams officers
 - ▶ Essential for new exams officers to familiarise themselves with our processes
 - ▶ Useful refresher for exams officers who have been working with us for some time
 - ▶ Instructions on how to access the training are available in the 'Help' section of our website
- ▶ **Video tutorials:**
 - ▶ There are lots of short videos to help exams officers complete different processes and also find out what certain regulations mean

CIE Direct

- ▶ CIE Direct is one of our secure websites where exams officers can complete key administrative tasks. For example:
 - ▶ view our fees list (in the 'My Messages' section)
 - ▶ submit and amend entries
 - ▶ access time-zoned support materials, such as the *Cambridge Guide to Making Entries*
 - ▶ submit internally assessed marks and forecast grades
 - ▶ apply for special consideration
 - ▶ view results
 - ▶ submit enquiries about results
 - ▶ We provide exams officer with secure log in details at time of registration with us.
 - ▶ Can be accessed from: <https://direct.cie.org.uk>

Other support sites

- ▶ School Support Hub:
 - ▶ a secure support site
 - ▶ valuable resource for teaching colleagues where they can find:
 - ▶ syllabus booklets
 - ▶ specimen papers
 - ▶ past question papers
 - ▶ online discussion forums
 - ▶ Principal Examiner Reports
- ▶ Depending on the qualifications a centre offers, we may also give access to other secure websites:
 - ▶ Cambridge Primary support site
 - ▶ Cambridge Lower Secondary support site.
- ▶ We send centres the login details for our secure websites when they centre register with us.

Help from Cambridge

Customer Services:

- ▶ Our team of experienced staff dedicated to providing quick and accurate responses to your queries:
 - ▶ info@cambridgeinternational.org
 - ▶ +44 1223 553554
- ▶ Available 24 hours a day, six days a week
- ▶ Working days are Sunday to Friday

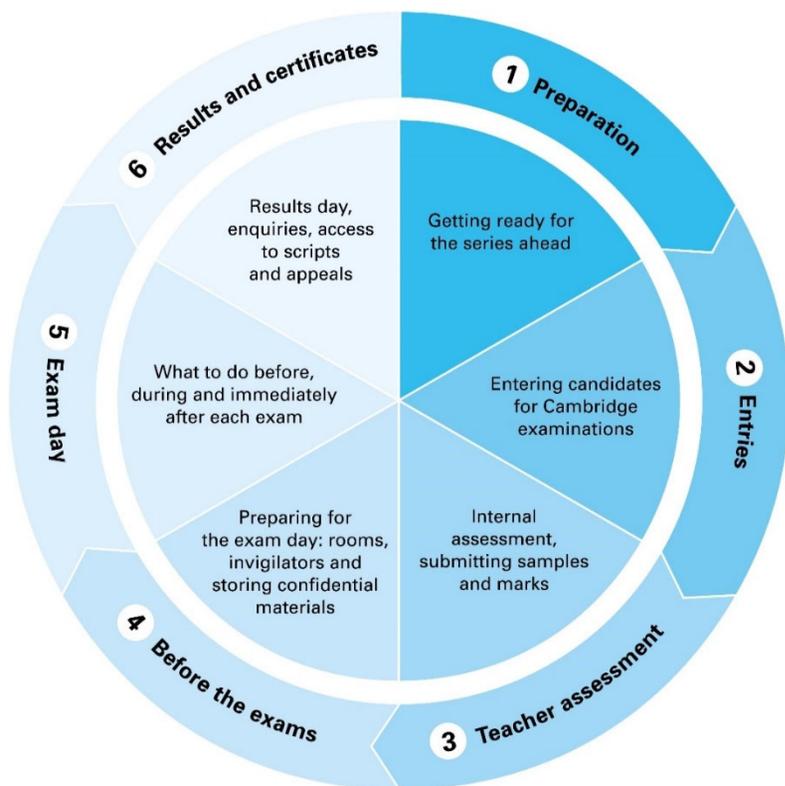
Help section of the website:

- ▶ Online bank of answers to frequently asked questions
- ▶ Saves you time
- ▶ Contains more than 1200 answers
- ▶ Is reviewed and updated daily
- ▶ Is available 24 hours a day
- ▶ www.cambridgeinternational.org/help

The Cambridge Exams Cycle

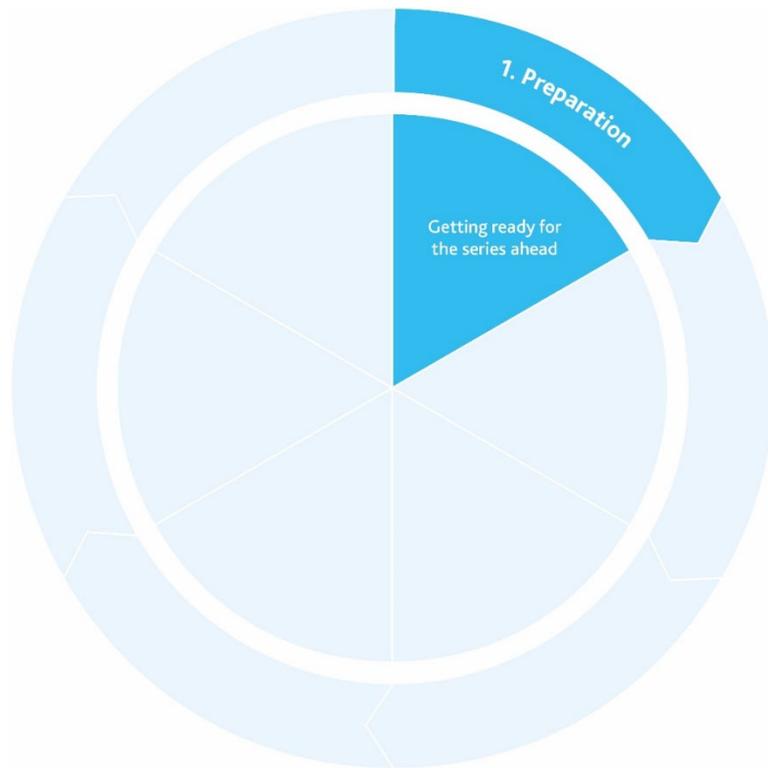


Cambridge Exams Cycle overview



- ▶ Many different activities need to take place to successfully deliver an exam.
- ▶ We run several exam series a year, meaning exams officers could be managing processes for different exam series at the same time.
- ▶ We group our processes into six phases of the ‘Cambridge Exams Cycle’. We use phases of the exams cycle, rather than months, to make it easier for exams officers to see what part of a particular exams series they are working on.

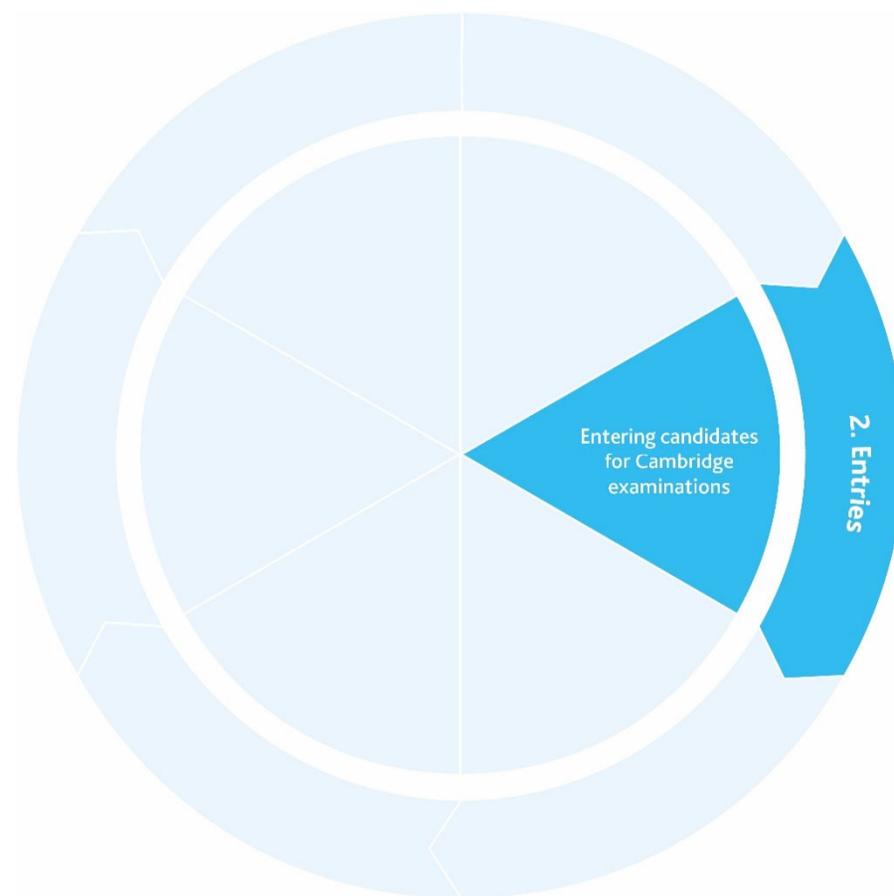
Phase 1: Preparation



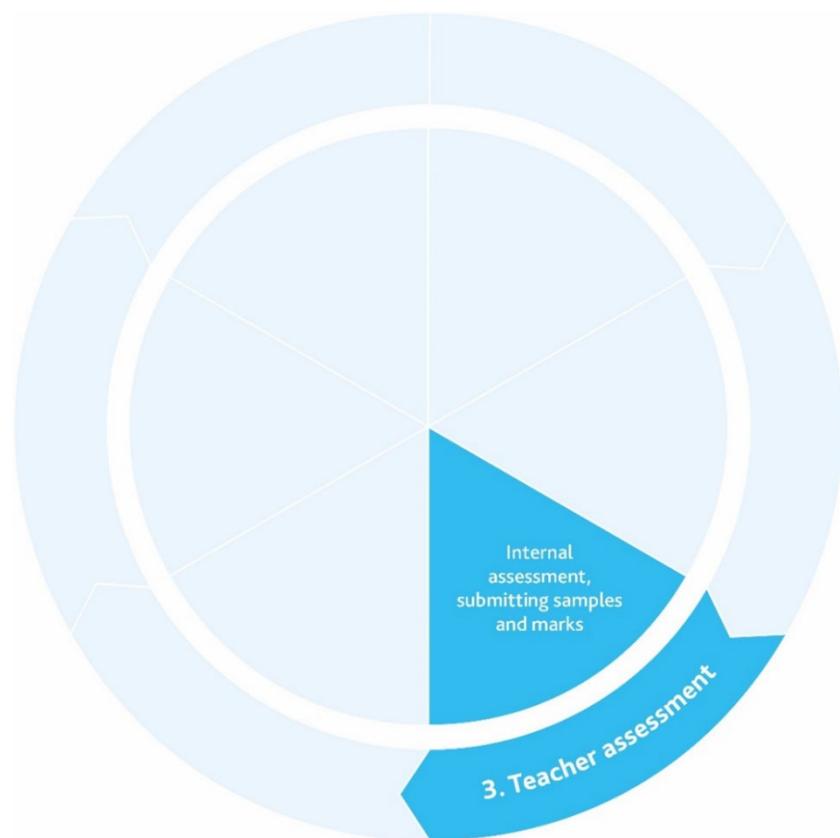
- ▶ For exams officers to prepare for the series ahead
- ▶ In this phase exams officers will:
 - ▶ understand the key dates and activities for the series
 - ▶ draft the exams timetable using our Key Times and Full Centre Supervision rules
 - ▶ work with teachers to identify candidates who may need extra support during their exams, known as access arrangements
 - ▶ Work out how many rooms, invigilators and other resources will be needed for the exam series.

Phase 2: Entries

- ▶ Entries is all about letting us know which exams each candidate will be taking – this process is known as ‘making entries’.
- ▶ In this phase exams officers will:
 - ▶ submit ‘estimated entries’
 - ▶ work out final entries – including group awards
 - ▶ submit final entries using CIE Direct
 - ▶ confirm entries and make amendments
 - ▶ give candidates their statement of entries.



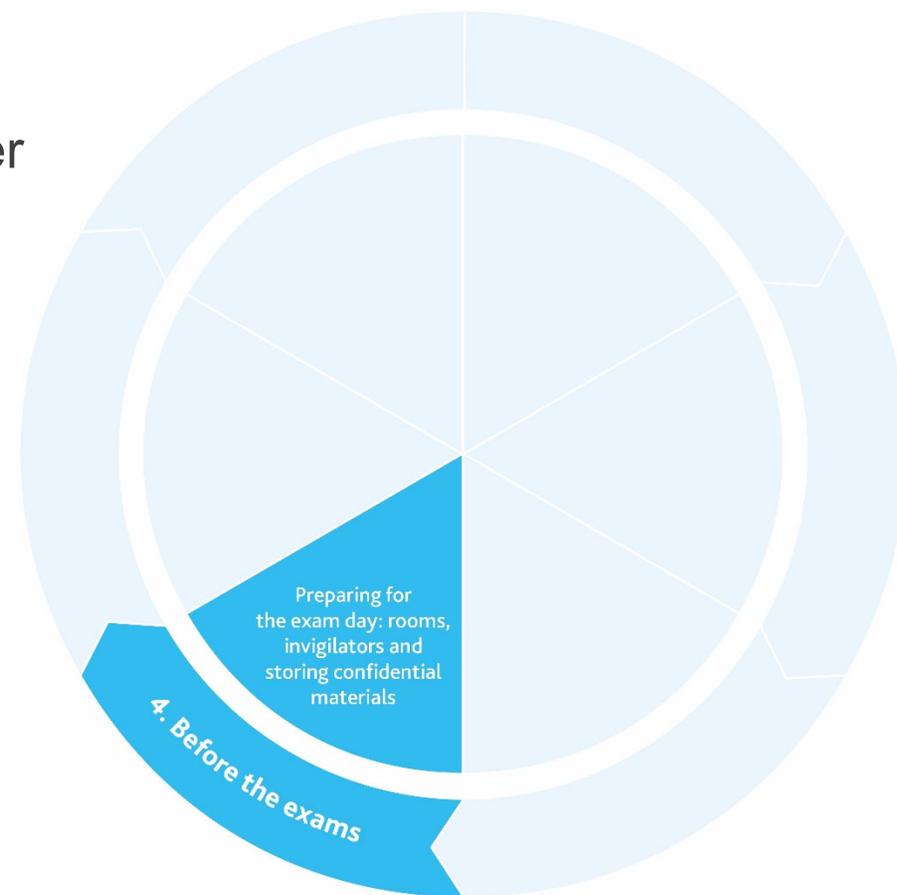
Phase 3: Teacher assessment



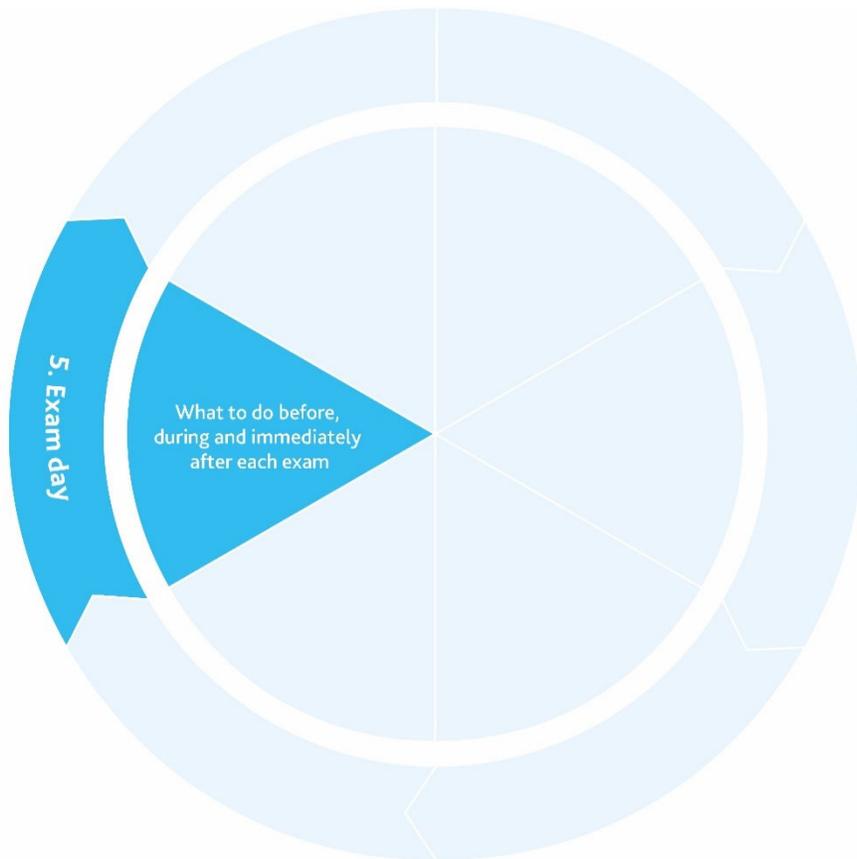
- ▶ For components assessed in the school and moderated by us
- ▶ In this phase exams officers will:
 - ▶ Use the samples database to work out internally assessed deadlines
 - ▶ submit marks and samples using CIE Direct
 - ▶ select and send samples to us
 - ▶ run windowed exams.
- ▶ For 2020 series this phase will be renamed to 'Phase 3: Coursework and moderation'

Phase 4: Before the exams

- ▶ Before the timetabled exams start, there are a lot of materials and other elements to get ready
- ▶ In this phase exams officers will:
 - ▶ receive and store confidential materials
 - ▶ submit forecast grades
 - ▶ prepare the candidates and resources for the exams
 - ▶ recruit and train invigilators.



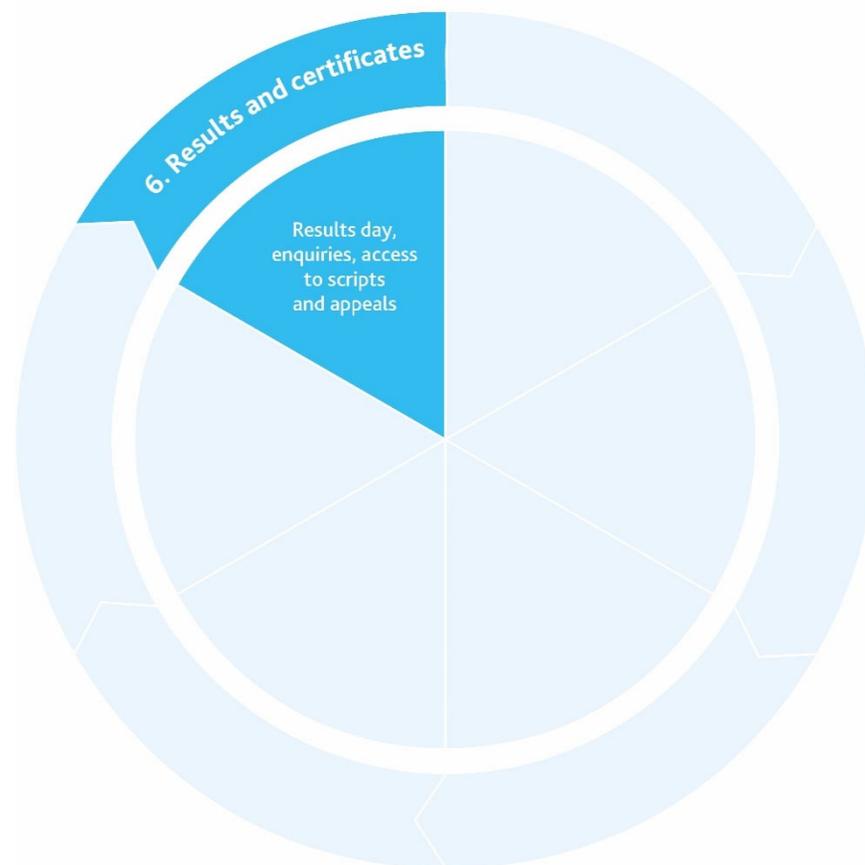
Phase 5: Exam day



- ▶ This is when candidates sit their exams.
- ▶ In this phase exams officer will:
 - ▶ run exams
 - ▶ deal with the unexpected, potential malpractice and security inspections
 - ▶ have regular meetings with invigilators
 - ▶ pack and despatch scripts to us.

Phase 6: Results and certificates

- ▶ This is the final phase of the Cambridge Exams Cycle and when candidates get their results.
- ▶ In this phase exams officers will:
 - ▶ prepare for results release
 - ▶ give candidates access to their results through our candidate results service via CIE Direct
 - ▶ submit enquiries about results
 - ▶ receive and send out certificates to candidates.



Useful links

- ▶ www.cambridgeinternational.org/examsOfficers
- ▶ www.cambridgeinternational.org/eoguide
- ▶ www.cambridgeinternational.org/help
- ▶ www.cambridgeinternational.org/examsOfficersSupportandTraining
- ▶ <https://direct.cie.org.uk>
- ▶ www.cambridgeinternational.org/handbook
- ▶ www.cambridgeinternational.org/keytimes
- ▶ www.cambridgeinternational.org/samples
- ▶ www.cambridgeinternational.org/scriptreturn



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Learn more!

Getting in touch with Cambridge is easy

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