Cambridge Handbook 2020 (International)

Regulations and guidance for administering Cambridge exams

Includes:

• Cambridge IGCSE™
• Cambridge O Level
• Cambridge International AS & A Level
• Cambridge International Project Qualification (CIPQ)
• Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

Valid for exams in 2020
# Introduction

- Centre and Cambridge Associate responsibilities

# Key Times and Full Centre Supervision

- What are Key Times?
- Why are Key Times important?
- What are my Key Times?
- Who is responsible for implementing Key Times?
- How do I use Key Times?
- What is Full Centre Supervision?

## 1 Preparation

- Support from Cambridge International
- Preparing your exams timetable
- Access arrangements

## 2 Entries

- Candidates
- Estimated entries
- Final entries
- Entry fees, late entries, entry changes and retake entries
- Group awards, staged assessment and carrying forward internally assessed marks
- Alternative venues

## 3 Coursework and moderation

- Outline Proposal Forms
- Internally assessed coursework
- Examined coursework
- Non-coursework tests
- Submitting marks for internally assessed coursework and non-coursework tests
- Submitting Cambridge Global Perspectives™ work

## 4 Before the exams

- Forecast grades
- Pre-exam and question paper despatches
- Receiving question paper despatches
- Storing confidential materials
- Preparing the exam room
- Invigilator requirements

## 5 Exam day

- At the beginning of the exam
- During the exam
- At the end of the exam
- Packing and sending scripts
- Special consideration
- Malpractice
- Special instructions for particular exams

## 6 Results and certificates

- Provisional results
- Priority results information
- Enquiries about results
- Certificates
- Certifying statements
- Verifying results
- Applying to university
- Cambridge Primary Checkpoint and Lower Secondary Checkpoint results
This handbook explains all the administrative tasks you need to carry out during each exam series. It also sets out the regulations for running our exams and assessments. It details the responsibilities of centres and Cambridge Associates, and forms part of the legal contract between Cambridge International and the centre/Cambridge Associate.

Our regulations exist to make sure Cambridge candidates all over the world have the same exam experience and are treated equally and fairly. It is essential that you follow them carefully. Exams officers should use the handbook to make sure they are running our exams and assessments according to our regulations. Principals and heads of Cambridge Associates should use it to make sure their organisation complies with our regulations. A breach of these regulations may lead us to terminate your Agreement.

This handbook covers the following qualification groups.

**Cambridge Advanced**
- Cambridge International AS Level
- Cambridge International A Level
- Cambridge Advanced International Certificate of Education Diploma (Cambridge AICE Diploma)
- Cambridge International Project Qualification (CIPQ)

**Cambridge Upper Secondary**
- Cambridge International General Certificate of Secondary Education (Cambridge IGCSE)
- Cambridge International General Certificate of Secondary Education (Cambridge IGCSE (9–1))
- Cambridge International General Certificate (Cambridge IGCSE (Core))
- Cambridge O Level
- Cambridge International Certificate of Education (Cambridge ICE)

**Cambridge Primary Checkpoint and Lower Secondary Checkpoint**
Regulations for conducting Cambridge Primary Checkpoint and Lower Secondary Checkpoint, and guidance on administering the tests, are in this handbook.

**Cambridge ICT Starters**

**Cambridge International Project Qualification (CIPQ)**
Regulations for conducting Cambridge International Project Qualification (CIPQ) are in this handbook. Guidance for administering CIPQ is in the Cambridge International Project Qualification (CIPQ) Administrative Guide available from www.cambridgeinternational.org/examsofficers

**Cambridge Professional Development Qualifications**
Regulations for conducting Cambridge Professional Development Qualifications (for teachers and trainers) are in this handbook. Guidance for administering the qualifications is in the Cambridge Professional Development Qualifications Administrative Guide available from www.cambridgeinternational.org/examsofficers

This handbook is divided into the following sections:
- an overview of the Cambridge Exams Cycle
- the responsibilities of centres and Cambridge Associates
- a section for each phase of the Cambridge Exams Cycle detailing the regulations and administrative tasks that apply
- A–Z of terms to clearly explain the meaning of the key words and phrases we use throughout the handbook
- an index so you can quickly find the page you need.

If you work in an Associate Centre you need to comply with any extra local arrangements required by your Cambridge Associate.

We reserve the right to amend or vary the arrangements detailed in this handbook at any time. We will notify you of any changes. Please make sure we have your up-to-date contact details. The changes will take immediate effect unless otherwise stated.
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. We run several exam series a year so many of our exams officers are managing different processes for different series at the same time. Our processes are grouped into six 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.
Key to icons

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

**Regulations**
Highlights regulations that you must follow.

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

**Important dates**
Highlights key dates and deadlines.

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

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

**Important information**
Highlights key pieces of information.

**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.

**Cambridge Checkpoint**
Appears next to regulations and procedures for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.
Introduction

1 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), a department of the University of Cambridge.

2 This Cambridge Handbook is written in the English language; the English language text is the definitive version regardless of whether the Cambridge Handbook is translated into any other language.

3 The regulations and procedures detailed in this Cambridge Handbook apply to the examinations, assessments and qualifications provided by Cambridge Assessment International Education.

4 Throughout this Cambridge Handbook ‘You’ and ‘Your’ refer to the centre and, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre. ‘Centre’ refers to the Cambridge International Centre or, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre. ‘We’ and ‘Our’ refer to Cambridge Assessment International Education. ‘Agreement’ refers to any contracts you have entered into with us for the provision of Cambridge qualifications and programmes and all subsidiary contracts incorporating the Cambridge Handbook.

5 Under the terms of your Agreement with us, you must keep to the terms and conditions set out in this Cambridge Handbook, along with the documents detailed in paragraphs 6 and 7 below.

6 By registering with us and submitting entries, you agree to be bound by the terms and conditions, processes and procedures set out in this Cambridge Handbook and all the centre registration documents and Agreements we issue.

7 We may issue:
(i) extra administrative or procedural documents, or
(ii) instructions for the conduct of specific assessments (for example, written papers, coursework, orals and practicals).
Such documents also form part of the Agreement.

8 We reserve the right to alter the Cambridge Handbook and any of our other documentation, with any changes taking immediate effect unless otherwise stated. We will let you know about any changes. You must make sure you are using the most recent version.

9 All services we provide are conditional on the payment of all fees due, in accordance with our payment terms and the Agreement.

10 This Cambridge Handbook is interpreted in accordance with the jurisdiction and governing law provisions as set out in our Agreement with you.

Important information

Any fees referred to in this Cambridge Handbook are in our fees list, which is published a year in advance in the ‘My Messages’ section of Direct, or listed as paid-for services available through any password-protected Cambridge websites. Fees may be updated from time to time. You should always refer to the updated fees list on Direct.

A Centre responsibilities

A1 You are responsible for the administration and conduct of our assessments.

A2 The Responsible Person must tell us the name of the Head of Centre and any restrictions to the Head of Centre’s powers to carry out their centre’s responsibilities.
A3 The Responsible Person, through the Head of Centre, is responsible for appointing an appropriately qualified exams officer to effectively and securely administer our exams.

A4 Every member of a centre’s staff who has contact with candidates must be a suitable person to be working with children and, if relevant, vulnerable adults. You must make any checks you can to make sure of this, which must include complying with local laws and employment regulations.

A5 You must provide a safe environment for candidates while they are on your premises.

A6 You must not offer courses leading to any Cambridge qualification without first obtaining our written approval.

A7 You must have:

A7.1 a workforce of the appropriate size and competence to undertake the delivery of courses leading up to any programme or qualification as described in the syllabus or otherwise required by us, or by the law where you are located, and

A7.2 sufficient managerial and other resources to enable you to effectively and efficiently undertake the delivery of the assessments including providing for the professional development of the exams officer.

A8 If you want to offer a type of qualification beyond those initially approved by us, for example you are approved to offer Cambridge IGCSEs and now want to offer Cambridge International A Levels, you must request our approval by completing and submitting Preparation – Form 5.

If you want to offer a science syllabus with a practical component in any of your approved qualification types you must complete and submit Preparation – Form 5.

A9 You must tell us immediately if the location of your premises or secure storage facilities change.

A10 You must tell us immediately about changes to contact details, including email addresses and telephone numbers, for your centre and any individual members of staff listed on the School details form. You can do this by completing the School details form on Direct. We will not accept notification of changes by telephone.

A11 You must make sure that:

A11.1 the correct version, including the year and series, of the syllabus is administered for each series, and

A11.2 all teachers and tutors involved in the delivery of qualifications understand the subject area concerned.

A12 If you do not keep to the processes and procedures set out in this Cambridge Handbook, we will be entitled to take appropriate action, which may include:

A12.1 requiring you to take remedial action
A12.2 requiring you to undergo further inspection and quality assurance visits
A12.3 removing your centre’s eligibility to enter for some or all of our qualifications, or
A12.4 removing your centre status and terminating any Agreement we have with you.

Important information

NEW If you do not meet our registration standards, regulations and guidelines, it may be appropriate for us to terminate our Agreement with you. If this happens, you must:

• inform parents, students and other awarding bodies
• remove all Cambridge branding from your literature and premises
• make no further entries for students
• cooperate with us to minimise disruption to candidates.

See section 13 of the Cambridge Standard Terms of School Registration. These apply to Cambridge International Schools only.

A13 You are responsible for paying any outstanding customs duties, brokers’ fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials upon receipt of those materials from Cambridge Assessment International Education. You can choose to allocate a broker to handle such imports or nominate UPS/DHL to act on your behalf, but you will be responsible for these costs.

A14 We are entitled to ask you to pay for inspections, other quality assurance checks and activities where these are deemed necessary as a result of your actions or inaction.

A15 If we need to secure an assessment because its integrity has been compromised by your actions or inaction whether negligent or otherwise, we are entitled to ask you to pay our costs and to reimburse us for any other losses or damage we suffer.
A16 You must establish, maintain, publish and at all times comply with a written complaints procedure. Your complaints procedure must include procedures and timescales for responding to complaints, and dealing with the subject matter of complaints.

A17 You must establish and maintain an internal process that allows candidates to challenge your decisions regarding enquiries about results or any appeals you submit to us.

A18 If any of your teaching staff are also examiners for Cambridge Assessment please do not:
   A18.1 communicate this externally/to any third parties or
   A18.2 make any reference to this fact in any digital or printed promotional materials.

A19 You must comply at all times with all our instructions and any country-specific requirements.

A20 You must not do anything which could bring the name, reputation or interests of our organisation, our employees, our products or our services into disrepute in any way.

A21 You are responsible for the accuracy, quality and integrity of any marks or data submitted to us and agree to pay our costs in correcting any errors you tell us need correcting. By submitting any marks or data you are confirming you have carried out all accuracy, quality or integrity checks necessary and you are solely responsible for any direct or indirect consequences of us using those marks or data. Revised marks will not be accepted after the release of results.

A22 You must make sure you are aware of the deadlines we publish and follow these deadlines on behalf of your candidates.

A23 If we remove your centre’s eligibility to enter any qualification, or remove your status, you must take reasonable steps to protect your candidates from the effects of these measures. This includes making sure your candidates can complete their course(s) by entering them with a registered centre offering the relevant Cambridge qualifications as soon as possible. We shall cooperate in good faith.

B Inspections and quality assurance

B1 You must cooperate with and facilitate any visit or inspection we make, either arranged or unannounced, including giving our inspectors access to the centre’s secure storage area, and examination area, even if exams are taking place when the visit or inspection takes place.

B2 You must cooperate with any quality assurance activities we may request. You must respond within the specified time frame and your answers must accurately describe the centre’s premises, systems and procedures. We reserve the right to photograph the premises and material relating to assessments, including candidate work, as part of the inspection process.

B3 We may carry out a re-inspection if a centre changes premises or facilities, or requests to be approved to offer an additional qualification type or science syllabus with a practical component. If we do carry out a re-inspection, you will have to pay another inspection charge.

B4 Usually our inspections are unannounced and take place during a series. However, we may inspect a centre outside the main exam period. We may inspect any part of a centre’s premises or systems and procedures connected with the delivery of our assessments. Additional information regarding our standard security inspection process can be found on our website: www.cambridgeinternational.org/security-inspections

B5 We may withdraw your centre status and terminate our Agreement with you if an inspection shows that you are not meeting our standards or regulations. (See section A12.)

B6 Inspectors must be accompanied by a member of centre staff at all times during their visit.

B7 In addition to inspections you must assist us in carrying out any reasonable monitoring activities necessary for the secure and effective delivery of the assessments.

C Candidates

C1 We do not communicate directly with candidates about the administration of exams. You must communicate with candidates on every aspect of our programmes, qualifications and assessments.

C2 You must provide your candidates with:
   C2.1 access to your Privacy Notice and make them aware of ours, if required
   C2.2 the dates and times of their assessments including periods of Full Centre Supervision
   C2.3 confirmation and details of their entry for each assessment
   C2.4 confirmation and details of their provisional results for each assessment, and
   C2.5 every result and every certificate we issue for them.
C3 You must not enter any candidate for any of our assessments before you receive full payment of their entry fee (if this applies to your centre). If you do not take payment before entering a candidate, you must still pay the entry fee to us and we will not stop the candidate sitting the exam or receiving their qualification, or otherwise communicate with either party about the non-payment.

C4 You must make sure your candidates have access to suitable room(s) and specified equipment and materials for their assessments, including for assessments that involve practical tests.

C5 Before the start of any of our assessments you must confirm the identity of all the candidates present, including private candidates. You must make sure no candidate is allowed to sit any of our assessments unless they have been correctly entered as per the processes in this Cambridge Handbook.

C6 You are responsible for submitting your candidates' work. As part of this responsibility you must make sure that:

- C6.1 the work in every candidate's assessment submission meets the criteria in the syllabus for the series

- C6.2 candidates' work is produced, and, where appropriate, marked internally, moderated and despatched according to our instructions, and

- C6.3 every piece of work you submit is the candidates' own work and is clearly identified as such.

C7 We take the protection of personal data seriously. In this section, ‘processing’, ‘personal data’ and ‘sensitive personal data’ have the meanings given to them in the Data Protection Act 2018, and are referred to as Candidate Data.

C7.1 You must make sure that all your candidates (if 16 or over) and their parents/guardians understand that we will use their personal data for the purposes of processing these applications, and you must obtain their consent for such use. You must make sure that you keep a record of the consent given, even if that consent is only given orally. That record must be made available to us when we ask for it.

C7.2 You must make sure that all your candidates (if 16 or over) and their parents/guardians understand that we will process their personal data for the following legitimate business purposes:

- C7.2.1 to carry out research, standards setting and other activities that are related to the business of delivering qualifications (including assessments), all of which are aimed at ensuring the delivery, as well as integrity, of our qualifications and the protection of candidates

- C7.2.2 to understand the needs of candidates and other users of our qualifications and carry out marketing (although we will not contact candidates/parents by email without first seeking their consent)

- C7.2.3 to provide training to those involved in the provision of educational services in relation to our qualifications, for example, teachers and examiners

- C7.2.4 for internal business purposes, including managing our risks, protecting the security of personal data in our possession and carrying out internal record-keeping and audits

- C7.2.5 to share the personal data with other parts of our organisation, including the University of Cambridge, and agents and representatives (for example, examiners, consultants and sub-contractors), which process the personal data on our behalf for the purposes described in this handbook

- C7.2.6 to share the personal data with the Universities and Colleges Admissions Service (UCAS) and other universities in order to facilitate the candidate's relevant application
C7.2.7 to comply with applicable law or a court order or governmental regulation or for the purpose of any criminal or other legal investigation or proceeding here or abroad.

C7.3 You must make sure that candidates or their parents/guardians, as appropriate, understand that Cambridge International may use anonymised data (that is, data that does not identify a candidate) and pseudonymised data (that is, data that is anonymous to the people who receive it) for research purposes, and may share that data with third parties, also for research purposes. The third-party recipients of Candidate Data are required to abide by strict data protection principles in their handling of the data and are also bound by a duty of confidentiality.

C7.4 You must make sure that all candidates or their parents/guardians, as appropriate, understand that Cambridge International may transfer Candidate Data outside of the European Economic Area (EEA), for example for the processing of entries and results, and to provide customer services support. Such transfers of data are conducted in accordance with the Model Contractual Clauses approved by the European Commission.

D Exam administration

D1 We do not have to make any entries, or comply with any requests made under this section D, where you have failed to meet a specific deadline. To make sure exams are administered effectively you must, by the deadlines set out in this >Cambridge Handbook, or otherwise communicated by us, send us:

D1.1 details of estimated and actual entries
D1.2 marks for internally assessed components and any required moderation samples, and
D1.3 any other information that we have asked for in our instructions, for example forecast grades.

D2 If you want to make any application for access arrangements or special consideration you must follow the regulations set out in sections 1.3 and 5.5 of this >Cambridge Handbook.

D3 If you want to make changes to the venue or timetable you must follow the regulations set out in sections 1.2 and 2.6 of this >Cambridge Handbook.

D4 If your centre is in administrative zone 4 or 5, Cambridge International may specify that some exams must be taken during an evening session. The Key Time for that evening session will be specified at www.cambridgeinternational.org/keytime.

D5 You must comply with any request from Cambridge International to reschedule assessments from the times previously published to ensure the integrity and security of assessments. If you cannot comply with the request, you must apply for a timetable deviation ensuring that Full Centre Supervision is guaranteed. Any arrangement must be approved by Cambridge International in advance.

D6 You must keep the exam materials secure at all times after you have received them. You must check that you have received the correct versions of materials for your administrative zone. You must carry out the following in accordance with our regulations:

D6.1 secure storage of all exam materials
D6.2 distribution of exam papers to candidates
D6.3 collection of scripts, question papers and any other exam material at the end of each exam, and
D6.4 secure return of scripts.

D7 You must appoint suitable invigilators and must make sure exams are carried out in accordance with this >Cambridge Handbook. You are responsible for any costs associated with this.

D8 You must make sure all staff directly involved with the administration of exams understand Key Time and Full Centre Supervision regulations. Candidates must be constantly and effectively supervised during any exam, or period of Full Centre Supervision, to ensure compliance with Key Time regulations.

D9 You will work with us to prevent malpractice and, in particular, you must:

D9.1 make sure candidates are aware of restricted materials not allowed in the exam room
D9.2 immediately report any established, suspected or alleged cases of malpractice
D9.3 assist in any investigation into suspected malpractice
D9.4 promptly provide information and advice we may require to assist with any investigation (see section 5.6).

D10 You must submit and process any enquiries about results or appeals in accordance with the
D11 You must keep unclaimed certificates under secure conditions for a minimum of 12 months from date of issue and not destroy unclaimed certificates (see section 6.4).

E A Cambridge Associate responsibilities

E1 A Cambridge Associate has a very important quality assurance role when it comes to working with their Associate Centres and you must make sure you carry out that role diligently.

E2 Cambridge Associates must carry out all the obligations of both centres and of Cambridge Associates which are specified in this >Cambridge Handbook or in any supplementary documentation, including the Associate Agreement. The Cambridge Associate has full responsibility for the administration of all assessments in the centres associated with it.

E3 Throughout this >Cambridge Handbook ‘You’ and ‘Your’ refer, in the case of a Cambridge Associate, to the Cambridge Associate or the Associate Centre. ‘Centre’ refers to the Cambridge Associate or the Associate Centre. ‘We’ and ‘Our’ refer to Cambridge Assessment International Education.

E4 As a Cambridge Associate you may have agreed slightly different operating arrangements with us in your Associate Agreement to take account of local circumstances. Please remember these differences as you read through the >Cambridge Handbook. No changes to the operating arrangements apply unless they are agreed by you in writing in accordance with the Associate Agreement.

E5 Unless otherwise specified in your Associate Agreement, we will send all information, data and materials to you to distribute to your Associate Centres. The same is true for information, data and materials that come back to us from your Associate Centres – they must go through you unless otherwise specified in your Associate Agreement.

E6 Cambridge Associates must apply to register their Associate Centres with us and must not establish, designate or treat any organisation as an Associate Centre without written approval from Cambridge International. We can refuse such applications.

E7 As well as complying with all the duties of a centre (see sections A–D), Cambridge Associates will do the following and agree to do so on behalf of their Associate Centres unless otherwise agreed in the Associate Agreement:

   E7.1 inspect their Associate Centres in accordance with the regulations stated in this >Cambridge Handbook, and
   E7.2 fill in Preparation – Form 5 and return it to Customer Services if the Cambridge Associate or one of their Associate Centres want to change qualification or syllabus eligibilities.

E8 We will inspect Cambridge Associates and their Associate Centres to make sure they comply with the regulations in this >Cambridge Handbook.

E9 We must approve in advance, and in writing, any extra obligations a Cambridge Associate wants to impose on its Associate Centres.

E10 The Cambridge Associate is responsible for paying their fees and their Associate Centres’ fees as set out in the fees list and the Associate Agreement.

E11 The Cambridge Associate will give its Associate Centres reasonable notice of fees and of any changes to those fees.

E12 You cannot:

   E12.1 have a new Associate Centre approved by us; or
   E12.2 make any changes to an Associate Centre’s details between the final date for entries for an exam series for which the new Associate Centre intends to make entries, and the date of the final exam for the series.

E13 You must inform us in writing of any changes to the details of your Associate Centres which are held by us as soon as possible after the details have changed.

E14 We may reject an organisation’s application to be an Associate Centre or not approve of any change to an Associate Centre’s details where, at our sole discretion, we decide the organisation would not be suitable as an Associate Centre or that the proposed changes would make the Associate Centre unsuitable.

E15 If, in our sole opinion, an Associate Centre is underperforming or inadequately providing exams or assessments, or where we believe that changes to an Associate Centre’s details are likely to affect
its ability to provide exams or assessments, then we may at our sole discretion and without notice:

E15.1 suspend the Associate Centre’s status, with any reinstatement being subject to any conditions we may require; or

E15.2 terminate the Associate Centre’s status; see section A12.

E16 The Cambridge Associate must make sure we have the right to enter the Associate Centre’s premises to make any inspections we may require of a centre.

E17 The Cambridge Associate may not approach or invite any Cambridge International School to be an Associate Centre at any time.

E18 The Cambridge Associate is responsible for making sure their Associate Centres follow the guidelines for the use of the customer logo, available at www.cambridgeinternational.org/logos, and that they do not misuse or damage our intellectual property.

E19 The Cambridge Associate is responsible for all actions or inactions of their Associate Centres and for making sure they act in accordance with this >Cambridge Handbook. We are not responsible to Associate Centres and we will not contact Associate Centres directly about operational matters, even if an Associate Centre is in breach of their obligation. If Cambridge International revokes approval of an Associate Centre, the Cambridge Associate must make all arrangements with that Associate Centre.

F Inspections and quality assurance of Associate Centres

F1 The Associate Agreement may require a Cambridge Associate to carry out an initial registration approval inspection of each of its Associate Centres. If so, you must comply.

F2 The Associate Agreement must require a Cambridge Associate to carry out re-inspections of its Associate Centres if any of them change premises or request to be approved to offer an additional qualification type or a science syllabus with a practical component. If so, you must comply.

F3 A Cambridge Associate will regularly inspect its Associate Centres to make sure that each Associate Centre has the right facilities, equipment and teaching resources to deliver the curriculum and to prepare candidates for entry to Cambridge programmes and qualifications.

F4 Cambridge Associates must cover all the costs of inspecting their Associate Centres, whether by the Associate or by Cambridge International.

F5 A Cambridge Associate must make their inspection reports available to us on demand and provide us with an inspection schedule at the beginning of each year.

F6 Where there is a conflict between inspection requirements as set out in the Cambridge Associate’s contract with an Associate Centre and this >Cambridge Handbook, the >Cambridge Handbook must be followed. Cambridge Associates must tell us if they think there is a conflict and take all necessary steps to make the contract comply with this >Cambridge Handbook. No conflict shall allow either the Cambridge Associate or the Associate Centre to breach any regulation in this >Cambridge Handbook or reduce any of Cambridge International’s rights or remedies.

G Associate Centres

G1 Associate Centres must keep to the terms and conditions for centres in this >Cambridge Handbook where applicable. Where it says ‘centres’ or ‘You’ in this >Cambridge Handbook this should be read to include Associate Centres.

G2 Associate Centres must also keep to any specific terms agreed with their Cambridge Associate in relation to the subject matter of this >Cambridge Handbook. If there is a conflict they must keep to the terms of this >Cambridge Handbook.

G3 Associate Centres must communicate with us through their Cambridge Associate, unless otherwise agreed with us.

H Communicating with us

H1 For general administrative queries we prefer you to use email (info@cambridgeinternational.org). You can also contact us by filling in the online feedback form at www.cambridgeinternational.org/help.

H2 Where possible please supply and communicate with us using a specific email address that is connected to a particular role at your centre, for example, examsofficer@school.com rather than a generic one (info@school.com) or a web-based email (lsmith@gmail.com).

H3 Associate Centres must communicate with us via their Cambridge Associate rather than directly with us, unless otherwise agreed in the Associate Agreement or otherwise stated in writing by Cambridge International.

H4 All correspondence between you and us must be in English. This applies even when assessments are offered in a language other than English.
H5 The Head of Centre, or exams officer, may sign letters from the centre to Cambridge International. Legal notices must be signed by the Responsible Person.

H6 Unless instructed otherwise, you should send any written correspondence, but not exam materials, to:

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

If another address is specified on an administrative form or accompanying instructions, you should send the form to the address specified.

H7 When you receive a communication or an email from Cambridge International which requires a response, you must respond within the specified time frame.

H8 You must include the following in all your messages with us:

H8.1 centre name and number
H8.2 name, position and title of the member of staff sending the message, and
H8.3 for continuing email correspondence, the reference number included in our initial response.

H9 Do not attach files larger than 20 MB to emails.

H10 Do not make any payments using a credit card by email because the security of credit card details cannot be guaranteed if you send them by email.

H11 We send a monthly eNewsletter for exams officers to our centres and Cambridge Associates. This eNewsletter contains important new information, reminders about key dates and activities, guidance on changes to key processes and updates on new services. It is essential reading for all exams officers. If you do not receive this eNewsletter please contact our Customer Services team and we will add you to the distribution list.

I Telephone communication

I1 To telephone us, contact Customer Services on +44 1223 553554.

I2 If you telephone us about our regulations we will respond in writing. For complex issues, we may ask you to send us details in writing before responding. We do not accept responsibility for any misinterpretation of information, advice or guidance given by telephone.

J Software and online services

J1 By using any of our software or online services you agree to the terms of use.

J2 You must comply with the terms of use of Cambridge online services and software as well as any other Agreement with Cambridge International.

J3 You must make sure that the usernames and passwords we issue are only given to staff authorised to access the relevant online services or software. You must not give login information to candidates (with the exception of login details for the Candidate Results Service) or to any other unauthorised person. If you do not comply we may suspend all services with you or withdraw your centre status and terminate our Agreement with you; see section A12.

J4 You must not use third-party websites, such as file-sharing websites, to send information or data to us.

J5 Any purchases made through our online services will be charged in accordance with your contract with Cambridge International as an additional service. If an Associate Centre makes any purchases through our online services, we shall assume the Associate Centre is acting on behalf of the Cambridge Associate and we will charge the Cambridge Associate in accordance with this section.

K Ownership of question papers

K1 All Cambridge exam question papers remain our property. You can use the paper after the exam, in accordance with either:

K1.1 the 24-hour secure storage regulation (see section 5.3.2), or
K1.2 regulations specific to the conduct of a particular component.

K2 We retain all intellectual property rights to the papers. For our conditions governing reproduction see section L.

L Copyright in exam material

L1 We assert our ownership in the copyright and all other intellectual property rights in all of the material which we deliver to you under your Agreement, including syllabuses, question papers, and other material relating to the programmes and qualifications, except where we have attributed work to a third party.

L2 You may reproduce copies of past question papers and other materials for which we hold copyright, for your internal purposes, provided that copies are:
L2.1 limited to one copy per candidate entered for the syllabus
L2.2 used exclusively by candidates at the centre in connection with their class work or internal assessments
L2.3 not offered for sale or distribution under any circumstances
L2.4 reproduced with all Cambridge copyright symbols, trademarks, acknowledgements and notices intact
L2.5 not claimed to be approved by Cambridge International, and
L2.6 not passed to any other third party.
L3 You must not distribute past papers electronically, including on websites, even if they are only accessible over your intranet.
L4 If staff at your centre want to use material we own in any publications which they are developing, they must ask for our permission to do so.
L5 We cannot give permission to reproduce any material we do not own. This includes:
- text taken from books published for us or on our behalf, or with our approval
- third-party copyright material used in question papers; you can identify these items by the copyright acknowledgements which are provided on our website
- musical scores
- audio or video material
- digital media
- photographs, and
- maps.

M Copyright and candidates' work
M1 The copyright in a candidate's work remains with the candidate, subject to clause M2.
M2 By submitting work to us a candidate grants a perpetual, irrevocable and royalty-free licence to us to use any answer scripts, coursework or extracts (providing the candidate remains anonymous) for:
- educational presentations, materials or products that we may publish
- educational purposes, for example, standards setting, training or to demonstrate standards in the recognition of our qualifications by universities or other organisations, and
- maintaining the integrity of assessments or to identify plagiarism.
M3 You must tell candidates about the regulations on copyright and candidates' work before the exam and you will indemnify us for any damages if you do not comply with this regulation.

N Ownership of assessed material
N1 All material submitted for assessment will become our physical property.
N2 We do not return exam answer scripts to you, except for:
- N2.1 work for Cambridge IGCSE Art & Design (0400/01 and 02 and (9–1) 0989/01 and 02) and Cambridge International AS & A Level Art & Design (9479/01, 02 and 03) for which return fees are charged. Please refer to the fees list.
- N2.2 copies of answer scripts as part of enquiries about results services.
N3 You may request the return of work for Cambridge IGCSE Art & Design (0400/01 and 02 and (9–1) 0989/01 and 02) and Cambridge International AS & A Level Art & Design (9479/01, 02 and 03) by completing Coursework and Moderation – Form 5. To request copies of answer scripts as part of enquiries about results services, see section 6.3.
N4 Except for Cambridge Art & Design qualifications (see N3), if you would like us to return Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level work which you have submitted for moderation, you must complete Coursework and Moderation – Form 6 and return this to us when you submit your coursework. We may keep copies of some items for awarding and archive purposes.
N5 For other qualifications, we will not normally return to you assessments submitted for external marking or external moderation.

O Referring to Cambridge International
O1 You must refer to us as 'Cambridge International' or 'Cambridge Assessment International Education'. You must not refer to us as the 'University of Cambridge', 'Cambridge University', 'UCIE', 'CIE' or 'CAIE'.
- Cambridge Assessment International Education ✔
- Cambridge International ✔
- University of Cambridge International Examinations ❌
- University of Cambridge ❌
- Cambridge University ❌
- CIE ❌
- UCIE ❌
- CAIE ❌
Q2 When translating 'Cambridge Assessment International Education' into another language, the most appropriate wording is Cambridge Assessment International Education, a provider of international school examinations and curriculum that is part of the University of Cambridge (England).

P Cambridge International Identity

P1 The 'Cambridge International Identity' refers to the Cambridge Marks (see P4) and associated text. Centres, Cambridge Associates and Associate Centres are issued with official customer logos, text and sets of images when they register with Cambridge International.

P2 Cambridge International grants you a non-exclusive, non-transferable, worldwide, royalty-free licence, without the right to sublicense, to use a Cambridge International Identity during the period of your Agreement with us, on the terms set out in this >Cambridge Handbook. Your centre status dictates which Cambridge International Identity you should use. You can download your customer Cambridge Identity, and find additional guidelines about how to use it, at www.cambridgeinternational.org/logos. The Cambridge International Identity provided for use by centres is different from our standard organisation logo used on our exams officer materials. You must make sure you are using the correct Cambridge International Identity for your centre and not our standard organisation logo.

P3 You may:

P3.1 reproduce your customer Cambridge International Identity in full colour or in a single colour, subject to sections Q and R

P3.2 use your customer Cambridge International Identity in printed leaflets and brochures, advertisements and posters, subject to sections Q and R, and

P3.3 communicate your centre status in the text of information or publicity material.

P4 We have a number of trademarks, known in this >Cambridge Handbook as the Cambridge Marks. Cambridge Marks includes any trademark (registered or unregistered), registered mark or design, or any other identifier that is identified with Cambridge International, the University of Cambridge, University of Cambridge Local Examinations Syndicate or Cambridge Assessment.

P5 During the term of your Agreement with us, you agree not to register or attempt to register any trademark which includes the word 'Cambridge' or which is similar or identical to any trademark owned by the University of Cambridge. Cambridge International will make such determination at its sole discretion.

P6 During the term of your Agreement with us, you agree to promptly follow our requests and withdraw any pending trademark applications which contain the word 'Cambridge' or which contain any element similar or identical to Cambridge Marks.

Q Regulations governing the use of the Cambridge International Identity

Q1 If you do not follow the instructions in this >Cambridge Handbook or misuse the Cambridge International Identity or Cambridge Marks your centre status may be withdrawn and the Agreement terminated; see section A12.

Q2 You must only use the Cambridge International Identity appropriate to your status.

Q3 NEW You must email logoapproval@cambridgeinternational.org with proof copies of all your planned uses of your Cambridge International Identity and gain approval before use.

A If you are an Associate Centre you should email copies of your planned uses of your Cambridge International Identity to your Cambridge Associate.

Q4 If you use the Cambridge International Identity you must always:

Q4.1 reproduce the Cambridge International Identity in the format we have provided

Q4.2 use the Cambridge International Identity along with your own logo and name

Q4.3 place the Cambridge International Identity at the bottom of any document, and

Q4.4 follow the guidelines for use of the customer logo available at www.cambridgeinternational.org/logos

Q5 You must:

Q5.1 make sure that where the Cambridge International Identity is used on a document, it is smaller and less prominent (lower) than the logo and the name of your centre, and lower than any other associated logo

Q5.2 not let other people use the Cambridge International Identity or Cambridge Marks

Q5.3 not use parts of the Cambridge International Identity separately
Q5.4 not use the Cambridge International Identity or Cambridge Marks in certification or financial documentation that you issue, for example, attendance certificates, receipts or invoices, and

Q5.5 not use the Cambridge International Identity or Cambridge Marks as part of your email or web address.

Q6 The Cambridge International Identity must be no more than 75 per cent of the size of the logo of the centre and it must also be less prominent.

Q7 This >Cambridge Handbook does not transfer any copyright in the Cambridge International Identity and does not assign any rights in the Cambridge Marks from us to you or any Associate Centre.

Q8 The name 'Cambridge International' is synonymous with high standards of quality and integrity in education. To make sure we are able to maintain the integrity of the Cambridge International name, we pay particular attention to those centres who already have it within the title of their school. Any school that uses the Cambridge International name must make sure they use it appropriately in order that we may continue to agree to its use by that school.

Q9 We reserve the right to take action against any use of the Cambridge International name which we do not consider suitable, or use of the Cambridge International Identity by an organisation that may bring it into disrepute.

Q10 We will not accept any new registrations from any school or Associate using 'Cambridge' or 'Cambridge International' in its name and/or brand unless it is in a location called Cambridge.

Q11 A registered school or Associate may not change its name to include the word 'Cambridge'. You must not use any part-form or derivative of 'Cambridge' in your centre name or centre description.

Q12 Permission to use the Cambridge International Identity is dependent upon your continued status as a Cambridge International Centre. If your centre status is withdrawn, use of the Cambridge International Identity must stop immediately; see section A12.

Q13 For detailed instructions about how to use our logo, refer to the guidelines in the logos section of the Communications toolkit (www.cambridgeinternational.org/toolkit).

R Approval for the use of the Cambridge International Identity

R1 We are the sole interpreter of the conditions for use of the Cambridge International Identity and Cambridge Marks. We will make all decisions about interpretation of the conditions of use.

R2 We investigate all reports of improper use of the Cambridge International Identity, and will require that any use that does not comply with these guidelines ceases immediately.

S Access to assessments – equal opportunities

S1 We are committed to equality of opportunity for candidates, in accordance with current UK legislation in relation to all protected characteristics, including but not limited to gender, ethnic origin, religion, gender reassignment, age and disability.

S2 We have a policy of open access for all our qualifications in relation to all protected characteristics, promoted in all areas of assessment activity. We aim to overcome inequality in relation to all protected characteristics in:

S2.1 the assessment process

S2.2 the arrangements made for candidates with special requirements to facilitate access to our qualifications

S2.3 the interpretation of data relating to the implementation of policies and procedures of the scheme, and

S2.4 the monitoring of all publications produced for our qualifications.

T Access and private candidates

T1 Specific regulations govern the access of private candidates to our assessments. See section 2.1.2 for details.

U Fees, invoices and payment

U1 We publish our fees list for the following year in the 'My Messages' section of Direct. Fees for paid-for services are available through the relevant password-protected Cambridge website.

U2 We send all invoices and statements by email or post to the finance contact details you supply. Please let us know immediately if these contact details change.

U3 Please make your payments in the same currency as stated on the invoice.
U4 Payment terms are shown on your invoice as 'Payment Due Date'. You must adhere to them at all times.

U5 The Cambridge Associate is responsible for paying their fees and those of their Associate Centres.
Key Times and Full Centre Supervision

This section is about Key Times and Full Centre Supervision and why it is essential they are followed to maintain the integrity of our assessments.

What are Key Times?

Key Times are a defined point in a timetabled session when candidates must be in the exam or under Full Centre Supervision. Candidates must take their exams in the correct timetabled session. You can start the exam any time within the session, but you must follow our Key Time and Full Centre Supervision regulations.

Why are Key Times important?

Key Times are important because they prevent confidential exam information being shared with your candidates before their exam. Key Times also prevent your candidates from sharing confidential exam information with other candidates.

What are my Key Times?

Your Key Times are based on your centre’s location. You must visit our website before each exam series (www.cambridgeinternational.org/keytimes) so that you know your Key Times.

Who is responsible for implementing Key Times?

The Head of Centre must make sure that all staff involved in the administration of our exams understand and can correctly implement Key Times and Full Centre Supervision. You must keep records of your exam timetable, including any periods of Full Centre Supervision. We may ask to see these at any time until we have issued certificates.

How do I use Key Times?

You can choose when your exams start within the timetabled session; however, you must make sure your candidates are in the exam or under Full Centre Supervision at the Key Time.

- We timetable all our exams in morning and afternoon sessions (and an evening session for administrative zones 4 and 5).
- You have a Key Time for each session.

Examples

These are examples only, and are not necessarily the same as the Key Times for your centre. We have used the same Key Time in each example to show the different ways you can structure your exams around your Key Times.

Example 1: The Key Time is in the middle of the exam. The exam starts at 13:00 and finishes at 15:00.

Candidates are in the exam at the Key Time, therefore they do not need to be under Full Centre Supervision before or after the exam. When the exam finishes, candidates can leave the exam room.

Example 2: The Key Time is at the end of the exam. The exam starts at 13:00 and finishes at 14:00.

Candidates must not leave the exam before the Key Time. If an exam ends at the Key Time, candidates can leave the exam room shortly after, as soon as the Key Time has passed. They do not need to be under Full Centre Supervision before or after the exam.

Example 3: The Key Time is at the start of the exam. The exam starts at 14:00 and finishes at 15:30.

Candidates are in the exam at the Key Time and do not need to be under Full Centre Supervision either before or after the exam. When the exam finishes, candidates can leave the exam room.
In any session, you can also choose to start your exam after the Key Time, or finish your exam before the Key Time. If you do this, you must make sure candidates are under Full Centre Supervision until the Key Time has passed.

**What is Full Centre Supervision?**

Full Centre Supervision is a defined type of supervision for candidates that is conducted by trained members of staff at your centre. If candidates are not in their exam at the Key Time, they must be in a room under Full Centre Supervision until the Key Time has passed, or until the exam starts.

You must supervise candidates in Full Centre Supervision. A supervisor can also be an exam invigilator, although Full Centre Supervision is different from exam invigilation. Supervisors must be suitably trained, and there must be at least one supervisor for every 30 candidates.

During Full Centre Supervision, candidates must not:
- be in the same room as any other people except candidates taking the same exam, and their supervisor(s)
- have access to telephones, mobile phones, laptops/computers, smart watches, or any electronic device with or without internet access
- have access to any other means of communication outside of the supervised group
- be allowed to communicate in any way with anyone who is not under Key Time conditions at the centre or outside the centre.

During Full Centre Supervision candidates can:
- have access to their books and notes
- talk to each other
- leave the room accompanied by a supervisor. Where there is only one supervisor, you must make sure the supervisor can get help without leaving the room unattended or disturbing candidates. You must also make sure you have supervisors available to accompany any candidate, if required.

Other Full Centre Supervision regulations:
- Candidates who do not attend a period of Full Centre Supervision after an exam must be reported to us immediately as suspected malpractice. See section 5.6.
- You must keep signed records of all Full Centre Supervision arrangements for candidates. These records must show candidates who were supervised, the start and end times of supervision, and who conducted the supervision. We may ask to see these records at any time until certificates are issued.

You must arrange necessary periods of Full Centre Supervision. If you do not, we will consider this a breach of our regulations, and will treat it as possible centre staff malpractice. See section 5.6.

**Examples**

These are examples only, and are not necessarily the same as the Key Times for your centre.

**Example 4:** The Key Time is before the start of the exam. The exam starts at 14:30 and finishes at 15:45.

<table>
<thead>
<tr>
<th>Key Time</th>
<th>EXAM 14:30 to 15:45</th>
</tr>
</thead>
<tbody>
<tr>
<td>13:00</td>
<td></td>
</tr>
<tr>
<td>14:00</td>
<td></td>
</tr>
<tr>
<td>15:00</td>
<td></td>
</tr>
<tr>
<td>16:00</td>
<td></td>
</tr>
<tr>
<td>17:00</td>
<td></td>
</tr>
</tbody>
</table>

Candidates are not in the exam at the Key Time. They need to be under Full Centre Supervision from the Key Time until the exam begins. When the exam finishes, candidates can leave the exam room.

**Example 5:** The Key Time is after the end of the exam. The exam starts at 10:45 and finishes at 11:45.

<table>
<thead>
<tr>
<th>Key Time</th>
<th>EXAM 10:45 to 11:45</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00</td>
<td></td>
</tr>
<tr>
<td>11:00</td>
<td></td>
</tr>
<tr>
<td>12:00</td>
<td></td>
</tr>
<tr>
<td>13:00</td>
<td></td>
</tr>
<tr>
<td>14:00</td>
<td></td>
</tr>
</tbody>
</table>

Candidates must be under Full Centre Supervision from the end of the exam until the Key Time. Once the Key Time has passed candidates can leave the exam room.
Example 6: The Key Time is at the end of one exam, but before the start of another exam timetabled for the same day. The first exam starts at 12:00 and finishes at 14:00 and the second exam starts at 14:30 and finishes at 15:30.

Candidates are in the exam at the Key Time. However, candidates taking the second exam must be under Full Centre Supervision from the Key Time until the start of their second exam.

Example 7: The Key Time is at the start of an exam. There are two exams timetabled for the afternoon session, with no spare time in between.

Candidates are in the exam at the Key Time. There is no gap between the exams, therefore any candidates who are taking both exams do not need to be under Full Centre Supervision. Any candidates who are only taking the second exam must be under Full Centre Supervision from the Key Time until the start of the exam. When the second exam finishes, candidates can leave the exam room.
1 Preparation

In this section
1.1 Support from Cambridge International 22
1.2 Preparing your exams timetable 25
1.3 Access arrangements 28

1.1 Support from Cambridge International

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

Our website: www.cambridgeinternational.org
Email: info@cambridgeinternational.org
Telephone: +44 1223 553554
Fax: +44 1223 553558
NEW webchat: www.cambridgeinternational.org/help

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. A Associate Centres should contact their Cambridge Associate.

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.

Go to www.cambridgeinternational.org

1.1.2 Cambridge Exams Officers’ Guide

This is our step-by-step guide to delivering Cambridge exams. Here you can access administrative documents and forms, Direct, a wide range of support materials and monthly calendars showing all your key dates and activities.

Visit the guide at
www.cambridgeinternational.org/examsofficersguide

1.1.3 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 newsletter or if you unsubscribe you will miss important information about administering our exams.

1.1.4 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.

Visit www.cambridgeinternational.org/help
1.1.5 Cambridge International Direct

Direct is a secure online tool for our exams officers. It allows you to:
- make and submit final entries
- submit internally assessed marks and forecast grades
- download files, such as provisional and final timetables and results files
- submit enquiries about results
- see our fees list in the 'My Messages' section.

The site is password protected. After we have registered your centre we email you login details. 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 Direct.

After 20 minutes of inactivity you will be automatically logged out of Direct.

Cambridge Associates/Associate Centres

Cambridge Associates can contact Customer Services to ask for access to Direct for their Associate Centres. Once the account has been set up, we will email login details to the Cambridge Associate, who must pass them securely to their Associate Centre(s).

1.1.6 Digital File Despatch

The Digital File Despatch area of our website is where we upload confidential materials as digital files instead of sending printed copies. It is for specific centres and exams only. We also upload non-confidential and pre-release materials for some syllabuses. If you need access we will send you instructions. See sections 2.2.3, 4.2.3, 4.3.1 and 4.4.4.

1.1.7 Secure Exchange

If we need you to send us internally assessed samples in digital format you can do this using Secure Exchange. We will give you instructions before the exam series.

1.1.8 Online Learning Area

Our Online Learning Area lets you send us work and internally assessed marks for Cambridge Primary and Lower Secondary Checkpoint Global Perspectives syllabuses. We will publish instructions in the 'Exam administration' area of our website.

1.1.9 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 the syllabus booklet changes a lot
- 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 and Moderator Reports – Principal Examiners and Principal Moderators write these for some subjects at the end of each series. They give an overview of how candidates performed
- early question papers and pre-release material for some qualifications.

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

1.1.10 Cambridge Primary Checkpoint and Lower Secondary Checkpoint

We will give you access to the relevant secure websites depending on what qualifications you offer. These websites contain a range of materials to help teachers plan and deliver the programmes, including:
- curriculum frameworks
- teacher guides
- schemes of work
- planning templates
- past question papers and mark schemes
- recommended published resources
- end of series reports.
For more information visit:
https://primary.cambridgeinternational.org
https://lowersecondary.cambridgeinternational.org
Contact Customer Services if you do not have login
details for these sites.

1.1.11 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

1.1.12 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 Preparing your exams timetable

To keep our exams secure we have six administrative zones. Each zone has a specific timetable and you must use the correct version for your centre. You can check which administrative zone your centre is in at www.cambridgeinternational.org/preparation

The timetable shows the date, session and length of each exam, including the range of dates for practical and oral exams. You must also follow our Key Time regulations when timetabling your exams.

For timetabled exams, all candidates must be in the exam or under Full Centre Supervision at the Key Time. See the ‘Key Times and Full Centre Supervision’ section and section 1.2.3 for more information.

As soon as the final timetable is available work out how many exam rooms you need and book them. Decide how you are going to make sure your candidates know where and when their exams will take place. You should also create a timetable for your centre and display it where all your candidates can see it.

We recommend you use our ‘Create your centre’s exam timetable’ template to prepare for the exam series: www.cambridgeinternational.org/timetablingexams

1.2.1 Provisional and final timetables

When we create our timetables we avoid setting exams that will cause major logistical problems and timetable clashes for centres and candidates. However, we cannot always produce timetables that suit all the countries we work with.

In May we publish a provisional version of the timetable for the following June series. In October we publish a provisional version of the timetable for the following November series. Provisional timetables are available from the ‘Support Materials’ section of Direct.

When they are published, you have four weeks to let us know if you have any major concerns. Email any comments to info@cambridgeinternational.org with ‘June/November series provisional timetable’ and your centre number in the subject line.

As the timetables take into account a wide range of interests and constraints, we only make changes if absolutely necessary.

Once we have considered any comments we publish the final version of the timetable to the ‘Support Materials’ section of Direct and our public website (www.cambridgeinternational.org/timetables). After the final timetable has been published exam dates would only change in exceptional circumstances.

Some subjects e.g. Art & Design do not have a timetabled date. Instead, candidates have a window of time for their exam.

Regulations

(a) You must use the final version of the timetable when you plan your exams and tell candidates the dates and times of their exams.

(b) To keep our question papers secure, sometimes we may need centres to take an exam component at a different time to the one on the final timetable. If this happens we will write to you to let you know the new timetable arrangements.

Important dates

Final timetable published:
- June series: end of October 2019
- November series: end of March 2020

1.2.2 Timetabling exams

(a) The timetable will show test date windows and which session timetabled exams must be taken in:
- Morning (AM)
- Afternoon (PM)
- Evening (EV) for a limited number of exams in administrative zones 4 and 5. See section D4 of the ‘Responsibilities’ section of this Cambridge Handbook.

(b) Candidates must take timetabled exams in the exam window or session shown on the final timetable.

(c) Exams must follow our Key Time and Full Centre Supervision regulations. See the ‘Key Times and Full Centre Supervision’ section. Find your Key Times at www.cambridgeinternational.org/keytimes

Cambridge Handbook 2020 (International) 1 Preparation 25
1.2.3 Timetable deviations

(a) If you have a timetable clash you may apply for a timetable deviation using Preparation – Form 2. You may only carry out a timetable deviation if we have approved it in writing.

(b) We will reject your application if a timetable deviation could put the security of the assessment at risk. This means you must not move an exam:
   (i) to an earlier date
   (ii) so it finishes in an earlier session on the timetabled date
   (iii) more than 24 hours after the Key Time of the timetabled session.

(c) The following are examples where you may consider applying for a timetable deviation:
   - A clash of exams in the same session where they would last a total of more than three hours and 45 minutes in a session, or more than six hours in a day. Candidates can sit exams for up to six hours in one day. The Head of Centre can allow candidates to sit exams that total more than this but you should consider the candidate's well-being.
   - A single period of Full Centre Supervision that is more than four hours long.

(d) The following are unacceptable reasons for a timetable deviation:
   - national or public holidays
   - taking part in national, local or centre events
   - centre closure
   - school holidays
   - weddings
   - work experience
   - field trips.

1.2.3.1 Supervising timetable deviations

(a) Candidates must be under Full Centre Supervision from the Key Time of the original timetable session until the new start time. See the ‘Key Times and Full Centre Supervision’ section.

(b) You must report any known or suspected breaches of any agreed supervision arrangements using Exam Day – Form 9c.

(c) A responsible adult must supervise the candidate:
   (i) The candidate must not access any information about the exam.
   (ii) The responsible adult must fill in and sign Preparation – Form 7 beforehand. Keep this form until the end of the enquiries about results period. We may ask you to provide a copy.

1.2.3.2 Applying for a timetable deviation

(a) To apply for a timetable deviation, send us Preparation – Form 2 by the deadline. We may not be able to accept late applications. A Associate Centres should send their forms to their Cambridge Associate.

(b) You must fill in a separate form for each exam.

Important dates

Timetable deviation application deadlines:
   - June series: 17 April 2020
   - November series: 30 September 2020
1.2.3.3 Our decision

We will write to you with our decision about the timetable deviation. If you are an Associate Centre we will write to your Cambridge Associate.

1.2.4 Extra sittings for large numbers of candidates (see section 5.7)

(a) You can only run extra sittings if we have approved them in writing.

(b) There must be no contact between groups until all groups have finished the exam.

(c) You must follow Key Time and Full Centre Supervision regulations for timetabled exams. See the ‘Key Times and Full Centre Supervision’ section.

(d) You must prepare detailed plans of the extra sittings including:
- timings of extra sittings
- seating plans for each sitting
- how you will apply Full Centre Supervision to prevent groups of candidates from communicating with each other
- staff involved in invigilating the exams and periods of Full Centre Supervision.

Keep these records until the end of the enquiries about results period. For practical exams you must supply copies of the seating plan and attendance registers with the supervisor's report.

(e) To apply for extra sittings send Preparation – Form 8 to info@cambridgeinternational.org with 'Extra Sittings – Compliance' in the subject line.

(f) Apply for extra sittings at least four weeks before the exam.

(g) You must report any known or suspected breaches of agreed supervision arrangements using Exam Day – Form 9c.

1.2.5 Cambridge Primary Checkpoint and Lower Secondary Checkpoint

(a) You must run Cambridge Primary Checkpoint and Lower Secondary Checkpoint tests within the window given in our key dates.

(b) Work out when your candidates will take the test and how many rooms you need.

(c) If you do not have enough space for all your candidates to take a test at the same time, you may arrange one or more extra sittings on the same day. If you want to do this send us Preparation – Form 8 as soon as possible and at least four weeks before the day of the affected test. Make sure you note the times of the extra sittings on the form and how your centre will supervise groups of candidates. You do not need to list all candidates affected when you send the form. However, you must make accurate attendance registers for each sitting and keep them until after we release the results.

(d) Several groups may take the tests in different sessions. Staff must supervise the candidates to keep the test secure. There must be no contact between groups taking exams in different sessions until all groups have finished the test. All conduct must follow our regulations for Full Centre Supervision.

(e) Create a timetable for your centre and display it so candidates can see it.

(f) You must return your scripts to us by the deadline given in our key dates. See section 5.4.2.

(g) We will publish results information on the date given in our key dates. See section 6.8.

Important dates

Cambridge Primary Checkpoint and Lower Secondary Checkpoint test periods:
- May series: 6–24 April 2020
- October series: 5–16 October 2020
1.3 Access arrangements

Candidates may face barriers to exams if they have:
- a permanent or long-term disability, illness or learning difficulty
- a temporary disability or illness.

Access arrangements are pre-exam arrangements that allow candidates to access the assessment and remove unnecessary barriers, without changing the demands of the assessment. There are two groups of access arrangements:
- access arrangements (you must tell us if you plan to use these)
- modified question papers (you must apply for these).

1.3.1 How to apply for access arrangements

(a) You must decide whether access arrangements are suitable, and if so, which type each candidate needs. See section 1.3.7 for types of access arrangement. Other arrangements that are not listed may be available. If you think a candidate would benefit from an arrangement that has not been listed, contact us.

(b) For candidates with a permanent or long-term disability, illness, or learning difficulty you must consider their normal way of working and any problems they have had when taking exams.

(c) Access arrangements must be based on evidence of the candidate’s barrier to assessment and evidence of the candidate’s need. See section 1.3.4.

(d) You must tell us about any access arrangements using the relevant form and send it to us by the deadlines in the table. A Cambridge Associate should agree earlier deadline dates with their Associate Centres so there is enough time to process the applications and send them to us. See sections 1.3.2–1.3.3.

(e) The Head of Centre, exams officer or appropriate member of staff needs to check and sign the form. Associate Centres must send their forms to their Cambridge Associate.

(f) You must send us a form for each exam series. We cannot carry over approval from an earlier exam series.

(g) For emergency access arrangements for candidates with temporary disabilities see section 1.3.10.

1.3.2 Access arrangements

(a) You must tell us about any access arrangements you plan to use by sending us Preparation – Form 1 by the deadlines in section 1.3.1. We encourage you to submit your form(s) as early as possible. We will write to you about each notification.

(b) You do not need to send us any evidence of the candidate’s need with your notification. However, you must keep the evidence until we issue certificates. We may ask you for this at any time, so you must have the correct evidence on file when we ask for it. We conduct quality assurance sampling. If you are unable to support your use of access arrangements with appropriate evidence, it may be considered malpractice, or we may refuse the requested access arrangement.

(c) The Head of Centre must make sure you follow the relevant regulations. If you do not do this, it may be considered malpractice.

1.3.3 Modified question papers

(a) You must ask for modified question papers by sending us Preparation – Form 3 by the deadlines in section 1.3.1. We will write to you about each application.

(b) You do not need to send us any evidence of the candidate’s need with your application. However, you must keep the evidence until we issue
certificates. We conduct quality assurance sampling. If you are unable to support your use of modified papers with appropriate evidence, it may be considered malpractice.

Administrative forms

Forms available from www.cambridgeinternational.org/forms
- Access Arrangements: Preparation – Form 1
- Modified Papers: Preparation – Form 3

1.3.4 Evidence of candidate’s need

Access arrangements must be based on evidence of the candidate’s barrier to assessment and evidence of the candidate’s need. The evidence of need will vary depending on the disability and the access arrangements you are applying for. Evidence must meet the following criteria:

- Evidence of need should clearly outline how the disability, illness or learning difficulty presents a barrier to the assessment.
- Evidence must be dated within four years of the exam and verified by a suitable professional, for example, a medical professional or a qualified specialist teacher.
- The professional must sign and date the evidence and include details of their relevant qualifications. We may accept a report written by a teacher with no formal special needs qualifications, as long as they have evidence of at least five years’ work experience in special educational needs.
- Supporting evidence must be in English. Any translated evidence must be signed by the original author, a legal representative, or by the Head of Centre and one other member of staff.
- Where relevant, the supporting evidence must contain literacy assessments for the candidate. These tests should provide standardised scores for candidates showing them to be ‘below average’. ‘Below average’ means one deviation below the mean on a nationally standardised test taken within three years of the exam series. It does not mean ‘below average standard’ in a centre. When you use the Detailed Assessment of Speed of Handwriting to assess a candidate’s writing speed you must only use the writing speed subtest. Do not use the score from all the subtests. Contact us if you have any questions.

1.3.5 Principles of access arrangements

(a) Access arrangements are pre-exam arrangements that allow candidates to access assessments by removing unnecessary barriers.

(b) Access arrangements must not give the candidate an unfair advantage over others.

(c) We will not allow access arrangements if they affect the assessment objectives. Before applying for your access arrangements, refer to the assessment objectives in the relevant syllabus.

(d) We assess all candidates according to the same marking criteria, so their grades and certificates have the same validity and are a true reflection of each candidate’s attainment.

(e) If English is not the candidate’s first language this is not a valid reason for an access arrangement.

(f) You are responsible for any costs for access arrangements except for modified question papers that we provide.

(g) The Head of Centre must make sure you follow the relevant regulations. If you do not do this, it may be considered malpractice.

(h) A candidate may need an access arrangement in one type of assessment but not in another. You must decide whether the candidate needs to use the arrangements in all the assessments. They may not need the same access arrangements in every assessment.

(i) If the candidate’s needs change after we have approved an access arrangement, you are responsible for making sure this does not affect the integrity of the exam. The candidate must not use an unnecessary arrangement.

(j) Any member of staff who helps candidates with access arrangements, for example, scribes or readers, must follow our Key Time and Full Centre Supervision regulations.

(k) The below roles may be performed by the same person, if required. The syllabus must allow the use of all the relevant access arrangements. The person performing these roles should not usually be the candidate’s own subject teacher and must not be a relative, friend or peer, and should not have an ‘interest’ in the candidate (see section 2.1.5).
- Human reader
- Scribe
- Practical assistant
- Prompter
- Colour naming assistant (see section 1.3.7). Contact us if you need advice about implementing any access arrangement.

(l) Contact us if you need advice about implementing any access arrangement.
### 1.3.6 Types of access arrangement

<table>
<thead>
<tr>
<th>Access arrangements</th>
<th>Section</th>
<th>Modified question papers</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colour naming</td>
<td>1.3.71</td>
<td>Braille paper</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Coloured overlays</td>
<td>1.3.72</td>
<td>Coloured paper</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Computer reader</td>
<td>1.3.73</td>
<td>A4 18 point bold</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Exemptions</td>
<td>1.3.74</td>
<td>18 point bold enlarged to A3</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Extra time up to 25 percent</td>
<td>1.3.75</td>
<td>A3 unmodified</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Extra time over 25 percent</td>
<td>1.3.76</td>
<td>Simplified carrier language</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Human reader</td>
<td>1.3.77</td>
<td>Tactile diagrams</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Practical assistant</td>
<td>1.3.78</td>
<td>Live speaker (Transcript of listening CDs)</td>
<td>1.3.8</td>
</tr>
<tr>
<td>Prompter</td>
<td>1.3.79</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading aloud (candidate)</td>
<td>1.3.710</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading pens</td>
<td>1.3.711</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scribe</td>
<td>1.3.712</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supervised rest breaks</td>
<td>1.3.713</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transcript of candidate’s work</td>
<td>1.3.714</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual aids</td>
<td>1.3.715</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice-activated software</td>
<td>1.3.716</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Word processor</td>
<td>1.3.717</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 1.3.7 Access arrangements

#### 1.3.7.1 Colour naming

We allow candidates who are colour-blind to ask for colours to be named. Either an invigilator, or a designated colour naming assistant may do this. A colour naming assistant may sit with the candidate throughout the exam. The colour naming assistant or invigilator cannot give any other information. A colour naming assistant may also act as a prompter, scribe or reader, if you have received approval for these access arrangements. If the candidate usually uses a colour chart, we will allow this in both written and practical exams.

The software must not decode or interpret the paper in any way.

You must make sure the PDF question paper we provide is compatible with the software you will be using. Download a non-interactive PDF past question paper from [www.cambridgeinternational.org](http://www.cambridgeinternational.org) to test it with your software. There must be enough time and training to make sure the candidate knows how the software works.

When you ask for a computer reader you must tell us which syllabus and components the candidate is taking so we can upload the correct PDF. See Preparation – Form 1.

#### 1.3.7.2 Coloured overlays

We allow candidates to use tinted glasses or coloured overlays where appropriate to their needs.

#### 1.3.7.3 Computer reader

We will allow a computer reader if the candidate is allowed to have a human reader. A computer reader is allowed for papers testing reading.

A computer reader can be used in language exams as it allows the candidate to independently meet the requirements of the reading standards.

We will only consider exemption in the very rare circumstance that no other access arrangement is suitable.

The candidate must still cover the content of the whole syllabus, even if they are exempt from a component.

We will not allow exemptions if they affect the integrity of the qualification.
(d) We will not allow exemptions from components which are the key objectives of the syllabus.

(e) If we approve an exemption you must mark the candidate as absent on the attendance register for the exam. We will only award a mark if the candidate completes at least 50 per cent of the total assessment for each qualification, by component weighting, in the exam series for the award. Carry-forward marks do not count towards this.

1.3.7.5 Extra time up to 25 per cent

(a) An extra time allowance of up to 25 per cent should meet the needs of most candidates.

(b) The amount of extra time being requested must be suitable for the candidates’ needs. Extra time is not appropriate for candidates who require a break during the exam. You should instead apply for supervised rest breaks.

(c) Candidates who need extra time because of below-average reading and writing speed will typically have results measured in tests of speed in a report conducted by an educational psychologist, a clinical psychologist, occupational psychologist or suitably qualified teacher, and are shown to be below average. ‘Below average’ means one deviation below the mean on a nationally standardised test taken within four years of the exam series. It does not mean ‘below average standard’ in a centre.

(d) It is important to remember that if the exam is too long, it could affect the candidate’s condition. You may need to ask for medical advice to make sure the access arrangement is suitable.

(e) For listening exams, apply extra time to the pauses already built into the recording. You will need to manually pause the recording. Contact us to ask for our guidance document.

(f) For speaking tests, you should give a candidate with speaking difficulties enough time to answer. You do not need to tell us about this arrangement. You should keep a record of how much extra time the candidate was given and the evidence of need.

1.3.7.7 Human reader

A human reader reads the questions to the candidate. This may involve reading the whole question paper or only the words that the candidate asks them to read.

(a) We usually allow human readers:

- for permanently or temporarily visually impaired candidates who cannot read a Braille/enlarged paper independently or quickly enough even with extra time
- where the candidate’s reading skills (accuracy, speed, comprehension) have been measured in a test by an educational psychologist, a clinical psychologist, an occupational psychologist or a specialist teacher and are in the below average range. ‘Below average’ is a technical definition which means one deviation below the mean on a nationally standardised test taken within three years of the exam series. It does not mean ‘below average standard’ in a centre. Contact us if you have questions about assessing a candidate’s reading skills.

(b) Human readers are not allowed for language papers or syllabuses that test reading. Instead, you may apply for extra time up to 25 per cent, or to use a computer reader, or reading pen. See sections 1.3.7.5, 1.3.7.3 and 1.3.7.11.

(c) The human reader may read numbers printed in figures as words. For example, they should read 252
as ‘two hundred and fifty-two’ but at the point of reading the number they should also point to it on the paper. An exception would be when the question is asking for a number to be written in words (for example, ‘write the number 3675 in words’).

(d) If the candidate asks them to, the human reader may repeat a question or read back what the candidate has written in the answer. They must not point out any errors.

(e) If the candidate asks them to, the human reader may spell a word on the question paper. Apart from this they must not give spellings.

(f) The human reader may help a visually impaired candidate to identify diagrams, graphs and tables. They must not give factual information or offer any suggestions, other than to give information that would be available to candidates who can see.

(g) The human reader must only read the instructions and questions on the question paper(s) and must not explain or clarify the meaning of the words. In some cases, understanding the written word may be the skill that is examined.

(h) The human reader must not tell the candidate which questions to answer, when to move on to the next question, or the order to answer them in.

(i) The human reader must not decode symbols and unit abbreviations. For example, they should not read $2^2$ as ‘two squared’ but simply point to the function. Part of the assessment is recognising what the superscript ‘2’ means. Similarly, if the symbol $>$ is printed, they should not read it as ‘greater than’ but simply point to it.

(j) The Head of Centre appoints and manages the human reader. They must be a responsible adult who fully understands and follows our regulations.

(k) The candidate must know and accept the human reader and the human reader must be able to read the material. The human reader must not be the candidate’s own subject teacher, or a relative, friend, or peer.

(l) You must make sure other candidates cannot overhear or be disturbed by the human reader. If you put the candidate and reader in a separate exam room, they will need a separate invigilator. See section 1.3.9.

(m) A human reader may only work for one candidate per exam.

(n) If a candidate is not allowed a human reader, they can take their exam in a separate room so they can read aloud, particularly where this is their normal way of working. In these cases, you must provide a separate invigilator. See section 1.3.9.

(o) For candidates who are allowed to have a human reader, we will allow a computer reader or reading pen in papers testing reading. See sections 1.3.7.3 and 1.3.7.11

(p) Human readers for the visually impaired:
- must also tell the candidate how much time has passed and how much time is left if they ask
- are allowed to also help a candidate using tactile maps, diagrams, graphs and tables to get the information that the print/amended print copy would give to a candidate who can see
- must immediately tell the invigilator about any communication problems.

(q) If a candidate with a temporary injury needs a human reader you must follow the instructions for emergency access arrangements in section 1.3.10.

(r) A sign language interpreter can help the candidate to understand the rubric only. When signing the rubric, the interpreter must sign exactly what is written without changing the meaning, adding any information, or explaining what the rubric is asking the candidate to do. Where a sign is a symbol that gives the meaning of a technical or subject-specific word that is being tested, the interpreter should point to it on the question paper, or spell it using their fingers. The interpreter must know the sign language the candidate uses, and the candidate must have used the signs throughout their studies. The Head of Centre is responsible for choosing a suitable sign language interpreter.

(s) You may consider applying for simplified language papers and a reader for any candidate who meets the criteria for a reader, and who is usually supported through sign language.

(t) We do not allow oral language modifiers for any exams.

1.3.7.8 Practical assistant

(a) A practical assistant is a responsible adult who, in coursework and/or in an exam, carries out practical tasks the candidate asks them to do. They:
- allow the candidate to show their knowledge, understanding and skills
- make sure candidates are safe
- carry out accurately some or all of the manual practical tasks the candidate asks them to, unless it is dangerous
- say what they can see if the candidate asks them
- must immediately tell the invigilator or exams officer about any communication problems
- may ask the candidate to repeat instructions if they are not clear
must not comment on any of the candidate's answers, help with the answers to questions or help to analyse data

must not tell the candidate when a task is finished

must not advise the candidate about which practical questions to answer, when to move on to the next question, or the order they should answer questions in. If the practical assistant is also acting as a prompter, they must refer to section 1.3.7.9

must not advantage or disadvantage the candidate

must follow these regulations as if they do not the candidate could be disqualified.

(b) Candidates may be allowed to use a practical assistant if they suffer from disabilities or conditions that prevent them from carrying out parts of the assessment themselves.

(c) At the beginning of the course, you must ask us if we will allow a practical assistant.

(d) A practical assistant should reflect the candidate's usual way of working, unless there is a temporary disability caused by injury.

(e) We will not allow a practical assistant in subjects testing design or artistic skills (for example, music, art or design & technology), where the practical skill is the focus of the assessment. If the candidate only needs minimal help, contact us about their needs.

(f) The Head of Centre or exams officer appoints and manages the practical assistant. The candidate must know and accept the assistant.

(g) Make sure that other candidates are not disturbed. If you put the candidate and practical assistant in a separate exam room, they will need a separate invigilator. See section 1.3.9.

(h) The person performing this role should not usually be the candidate's own subject teacher and must not be a relative, friend or peer, and should not have an 'interest' in the candidate (see section 2.1.5).

1.3.7.9 Prompter

(a) A prompter may sit beside the candidate to keep them focused on the task, and on the need to answer a question and then move on to the next. You may allow a prompter for candidates who have:

• severe attention difficulties
• a neurological or cognitive disability affecting attention
• little or no sense of time

• an obsessive-compulsive disorder which causes them to keep revising a question rather than moving on to other questions.

(b) The Head of Centre appoints and manages the prompter and the candidate must know and accept them.

(c) The prompter needs to be familiar enough with the candidate to recognise when their attention is no longer on the task in hand.

(d) You should consider using a prompter if this reflects the candidate's usual way of working. For a number of candidates in this category, it may be enough for the invigilator to act as the prompter, as long as the number of candidates in the exam room is small enough.

(e) A prompter is not a reader, a scribe or a practical assistant, but the same person may act as all of these as long as you have permission for each arrangement.

(f) A prompter must not speak to the candidate, give factual help or offer suggestions. They may be able to say the candidate's name or use instructions on prompt cards. Instructions must not help candidates with exam questions. Send any prompt cards you are planning to use to info@cambridgeinternational.org before the exam so we can make sure they are acceptable.

(g) A prompter must not advise the candidate about which questions to answer, when to move on to the next question (unless they have finished the previous answer and their attention has wandered), or the order to answer questions in.

(h) A prompter can attract the candidate's attention by tapping on the desk or on the candidate's arm, depending on what they usually do, to remind the candidate that they must pay attention to the question.

(i) A prompter may not be busy during the whole exam, but they must be vigilant and tell the invigilator about any problems.

(j) The prompter must follow the regulations. If they do not the candidate may be disqualified.

(k) The person performing this role should not usually be the candidate's own subject teacher and must not be a relative, friend or peer, and should not have an 'interest' in the candidate (see section 2.1.5).
1.3.7.10 Reading aloud (candidate)
If a candidate is not allowed a reader, they can take their exam in a separate room so they can read aloud, if this is their usual way of working. You are responsible for making sure that the candidate takes the exam in a suitable room where they cannot be overheard by other candidates. There must be an invigilator in the room.

1.3.7.11 Reading pens
We will allow a reading pen in papers testing reading. They must not have an in-built dictionary or thesaurus, or data-storage facility. All pens must be checked before the exam.

1.3.7.12 Scribe
A scribe writes down or word processes a candidate’s dictated answers.

(a) A scribe can be used in coursework and/or in exams, but not in speaking tests. If an exam involves word processing, we will not allow a scribe.

(b) We will allow a scribe in certain subjects for candidates who cannot write in any other way, for example, word processing or Braille input. For exam purposes, this means:
   - candidates whose writing speed or spelling accuracy have been measured in a test by an educational psychologist, clinical or occupational psychologist, or specialist teacher and are in the below average range. ‘Below average’ is a technical definition which means one deviation below the mean on a nationally standardised test taken within three years of the exam series. It does not mean ‘below average standard’ in a centre
   - candidates whose free writing cannot be read or understood by others, or is produced so slowly that answers cannot be fully recorded even with the extra time allowed
   - candidates whose handwriting speed (words per minute) is in the ‘below average’ range for their age
   - candidates with a permanent physical disability or recent injury who cannot write.

(c) The Head of Centre must provide scribes who are responsible adults, and fully understand the regulations of being a scribe. The Head of Centre/exams officer appoints and manages the scribe. The candidate must know and accept the scribe and the scribe must be able to read the material. A scribe must not be the candidate’s own subject teacher, relative, friend, or peer.

(d) Candidates must respond in English unless the syllabus says otherwise.

(e) Using a scribe should reflect the candidate’s usual way of working, except where there is a temporary injury.

(f) We recommend that a candidate using a scribe takes the exam in a separate room. However, if the candidate and scribe are in the same room as other candidates, you must make sure other candidates cannot overhear and are not disturbed. If the candidate and scribe are in a separate exam room, they will need a separate invigilator. See section 1.3.9.

(g) A scribe:
   - must write down or word process accurately what the candidate says
   - may read back what has been written if the candidate asks them to. They must not comment on any part of the answer
   - must draw or add to maps, diagrams and graphs exactly as the candidate asks them to. If the candidate is taking a design paper, we will only allow a scribe to help with written parts of the paper
   - must write or word process a correction on a typescript or Braille sheet only if the candidate asks them to
   - must immediately tell the invigilator about any communication problems
   - must not give factual help to the candidate or show when the answer is finished
   - must not advise the candidate about which questions to answer, when to move on to the next question, or about the order to answer questions in. If the scribe is also acting as a prompter, they should refer to section 1.3.7.9
   - must follow these regulations as if they do not the candidate could be disqualified.

(h) In exams testing spelling, punctuation and grammar or in language writing tests where candidates are marked for the quality of the language we will only allow a scribe providing the candidate dictates the words letter by letter, as well as all punctuation. We may approve extra time of up to 100 per cent for this. It may help candidates if you record their dictated response first. You may then play the recording back so the candidate can give the exact spellings of the words.

(i) If a candidate dictates answers onto a recording device, you must produce a transcript. If the candidate cannot dictate spelling, punctuation and grammar in these components we will not allow a scribe. You may look at other access arrangements.
(j) If a candidate is not able to dictate spelling, punctuation and grammar in language syllabuses, they cannot use a scribe.

(k) Candidates must not answer written questions using sign language in any syllabus, including using sign language to 'dictate' answers to a scribe.

(l) You must attach an Access Arrangements Cover Sheet to each script. Use this to explain whether the candidate or scribe produced graphs and diagrams and give any other relevant information. The scribe must sign the sheet and the Head of Centre or exams officer must countersign it. Attach a copy of our permission letter to the cover sheet.

1.3.7.13 Supervised rest breaks

(a) You may allow supervised rest breaks in most timed exams.

(b) Candidates who are allowed supervised rest breaks may have permanent or temporary illnesses and disabilities or learning difficulties.

(c) You must always consider supervised rest breaks before you apply for extra time.

(d) You may give supervised rest breaks either in or outside the exam room. You must not include the length of the break in the time allowed for the exam component, including any extra time allowance. You should stop the clock when the candidate starts their rest break and start it again when the rest break is over. In some cases, the candidate may need extra time as well as supervised rest breaks. If the supervised rest break is in the exam room, you must make sure the candidate does not have access to the question paper and answer booklet.

(e) Other candidates must not be distracted by the candidate’s supervised rest breaks.

(f) Contact us if you need advice about scheduling rest breaks.

1.3.7.14 Transcript of candidate’s work

(a) You may send us a transcript of a candidate’s script if their handwriting is illegible and it would help an examiner to have a transcript to refer to.

(b) The same regulations apply to transcripts produced in Braille.

(c) A member of your centre’s staff who is familiar with the candidate’s handwriting or is fully competent in Braille code for the subject must produce the transcript. This must not be the candidate’s own teacher. Contact us if this is not possible.

(d) You must produce the transcript immediately after the exam under secure conditions. The candidate must not be involved in producing the transcript.

(e) The transcript may be handwritten, typed or word processed.

(f) A transcript may be a full copy written in a spare answer booklet, for example, if a candidate answers in Braille. Or it may be a partial copy if only certain words need to be clarified. In this case, you must photocopy the original script and write the words clearly above the candidate’s writing in blue or black (but not in red, green or purple ink, or pencil).

(g) You must attach an Access Arrangements Cover Sheet to the candidate’s script. The teacher preparing the transcript must sign the cover sheet and the Head of Centre, or person acting on their behalf, must countersign it. You must also attach a copy of an Access Arrangements Cover Sheet to any coursework/portfolio transcript.

(h) The transcript must be an exact word-for-word copy of the candidate’s script.

• The transcriber must not add or remove any words and must not change their order. The transcriber must not correct spellings, punctuation, grammar and technical terms.

• If you think that some interpretation might be needed, contact us as soon as possible before the exam. You should be prepared to send us samples of the candidate’s usual written work.

• Producing the transcript must not delay you sending us scripts. You must not send any extra information with the scripts.

• If a candidate’s difficulties are so major that you cannot produce a transcript, see the regulations for using a scribe (section 1.3.7.12) or word processor (section 1.3.7.17).

1.3.7.15 Visual aids

If a candidate has visual problems you may allow them to use visual aids, for example, a magnifying glass.

1.3.7.16 Voice-activated software

Where we have approved a scribe and where it reflects the candidate’s normal way of working, the candidate may use:

• speech recognition technology with predictive text when the candidate dictates into a word processor. Software (such as read and write software) may be used to read back and correct the candidate’s dictated answers. This arrangement is not allowed in language syllabuses, including English

• computer software that produces speech and is used to dictate to a scribe. This software is not allowed in components that test spelling, punctuation and grammar.
Where voice-activated software is being used, attach an Access Arrangements Cover Sheet to each candidate’s script.

1.3.7.17 Word processor

A word processor is a typewriter, electronic typewriter or word-processing software on a computer or tablet.

(a) Candidates who may benefit from a word processor are those with:
- a learning difficulty that affects their ability to write
- a physical disability
- a health condition
- visual impairment
- a cognitive disability
- illegible handwriting.

(b) A word processor cannot be used by a candidate just because:
- they want to type rather than write in exams
- they work faster on a keyboard
- they use a word processor at home.

(c) There are two different types of word processor:
- word processor with spellcheck (this is not allowed in syllabuses testing spelling, punctuation and grammar)
- word processor without spellcheck.

(d) Candidates can usually produce coursework using a word processor if the syllabus allows this. When you mark internally assessed coursework, you must give credit in line with the assessment criteria in the syllabus. You cannot give the candidate credit if they cannot show certain skills because they have used a word processor. We may ask you to send us coursework produced on a computer so that a moderator can inspect it.

(e) We award marks based on the achievement the candidate has shown. To make sure mark schemes are applied fairly, we may ask you to supply extra information about how the candidate wrote their answers.

(f) Before you choose a syllabus for a candidate who uses a word processor, you must consider whether the candidate can fully meet the assessment objectives. Some syllabuses test skills (for example, drawing by hand) that the candidate cannot show if they use a word processor. Contact us as early as possible if you are not sure.

(g) A word processor must be used as a typewriter, not as a database, although standard formatting software is acceptable. Word processors must not have grammar check, predictive typing, phonetic conversion from English, or thesaurus features enabled in any assessment unless we have approved this. They must not give the candidate access to other applications such as calculators or spreadsheets.

(h) They must not include graphics packages or computer-aided design software unless we have allowed this.

(i) A candidate may use a combination of both word processing and handwriting during the exam.

(j) In language syllabuses, keyboard shortcut software is allowed. A keyboard containing specific language keys is acceptable.

(k) A candidate who is allowed to have a scribe (see section 1.3.7.12) may use the spell check in syllabuses which do not test spelling, punctuation and grammar or quality of written work. They cannot use any other functions, such as the thesaurus, grammar check or predictive text.

(l) If you want to use a specific piece of software for a candidate, you must ask for our permission first. We will decide whether we will be able to assess the candidate fairly in each subject. We may ask for independent advice about computers and software to decide which are suitable.

(m) The word processor must not be connected to the centre’s network, the internet, or any other means of communication.

(n) You must be sure that any word processor used in an exam is clear of any stored data.

(o) The word processor must be in good working order and must be connected to mains electricity, not run on a battery. It must also be connected to a printer so a script can be printed. Printing may be done after the exam, but the candidate must make sure the work printed is their own. The candidate should save their work regularly, using autosave if this is available. If the work has been saved onto a USB stick for printing, check that you can retrieve the work before you delete it.

(p) If a candidate uses a word processor you must make sure the other candidates are not disturbed and cannot read the screen. If the candidate using the word processor is in a separate room, they will need a separate invigilator. See section 1.3.9.

(q) Scripts must be double spaced and in font size 10–14. The candidate must include the following on each page of their work:
- centre number
- candidate number
- candidate name
• date of exam
• syllabus and component
• number of pages in the script, for example, '1 of 7', '2 of 7' etc.

(r) Word-processed scripts must be attached to the relevant answer booklet or question paper (if other candidates are answering directly on the question paper) using treasury tags or string.

(s) Word processors must not include voice-activated software unless the candidate has our permission to use a scribe and/or relevant software.

(t) A third party must not use a word processor for the candidate unless they have our permission to use a scribe, and where the syllabus allows this.

(u) You must attach an Access Arrangements Cover Sheet to each script where a word processor has been used.

(v) We may need to contact you about your candidate’s word-processed script(s). Save them securely at the end of each exam and store them securely until the end of the enquiry about results period.

1.3.8 Modified question papers

The types of paper available are:

• Braille paper: text in the paper will be presented as Unified English Braille (UEB). Visual information will be simplified or removed and presented as verbal information. Diagrams may be presented in a tactile form. Remember to tell us whether you need contracted or uncontracted Braille on the application form.

• If candidates answer in Braille, you must provide a transcript for the examiner. Follow the regulations for producing transcripts in section 1.3.9.14. Attach an Access Arrangements Cover Sheet to the transcript.

• Coloured paper: unmodified content is printed on coloured paper.

• A4 18 point bold: the font is modified so that visual information is simplified and printed in 18 point bold onto A4 sheets.

• 18 point bold enlarged to A3: the font is modified so that visual information is simplified, printed in 18 point bold and enlarged to A3 sheets.

• A3 unmodified: the standard paper is enlarged to A3 size. This is not suitable where scaled diagrams have been used.

• Simplified carrier language: complex sentences are broken down into simpler ones. The questions and answers stay the same as for any other candidate and technical vocabulary is not changed. Modified carrier language papers are only available for certain syllabuses and are not available in language or literature exams.

• Tactile diagrams.

• Transcript of listening CDs for use with a live speaker.

(a) Modified question papers do not have different or easier questions. We still expect candidates to answer the same questions at the same level as other candidates.

(b) You must apply for modified question papers using Preparation – Form 3. The Head of Centre, exams officer or Cambridge Associate, in the case of Associate Centres, needs to sign the form before you send it to us. A Associate Centres must send their forms to their Cambridge Associate.

(c) We will only send modified question papers if you make a final entry for the relevant candidate, syllabus and component.

(d) You must make final entries and apply for modified question papers by the deadline so you do not disadvantage your candidates. If we receive the final entry and application after the deadline, we cannot guarantee that we will be able to supply the modified question papers you need. A Cambridge Associates should agree earlier deadline dates with their Associate Centres. This will give them time to process the applications and send them on to us.

(e) If retake candidates need modified question papers, contact us as soon as possible to make sure we can provide what you need.

(f) Live speakers

• The live speaker must read aloud the contents of the listening exam in the language being assessed.

• If a hearing-impaired candidate needs a live speaker for pre-recorded listening exam components, it should reflect their usual way of working.

• The Head of Centre appoints and manages the live speakers presenting the listening component. The live speakers must be fluent in the relevant language.

• Live speakers should ideally be teachers of the language being assessed and the candidate should know them. The live speakers must be fully aware of these regulations.

• To use a live speaker for pre-recorded exam components, you must also ask for a transcript of the listening CD by sending us Preparation – Form 3 by the modified question paper application deadline.

• Ideally live speakers should work with only one or two candidates. If this is not possible there
should never be more than six candidates to one live speaker. Candidates must sit down so they can all clearly see the live speaker.

- Invigilation must take place in the usual way and the live speakers must not act as invigilators.
- You should give the live speaker access to the CDs on the day of the exam, at the Key Time. They can then prepare their role from the transcript and hear the speed of delivery. They must not interpret the text in any way. During this time, you must keep the candidates under Full Centre Supervision. Our Key Time regulations apply before and after the exam.
- If the recording involves two or more characters, you can use a separate live speaker for each role, or the live speaker must make it clear which character is speaking.
- Candidates using a live speaker must be invigilated separately. Other candidates in the exam room must not be disturbed.

1.3.9 Separate invigilation

(a) You may want a candidate with access arrangements to take the exam separately with an individual invigilator. For example, if the candidate has a medical condition and may distract other candidates, or if a candidate is using a scribe and their answers may be overheard by other candidates.

(b) If you allow separate invigilation, you are responsible for making sure the candidate takes the exam in a suitable venue. You must provide a trained invigilator. If the candidate also has other access arrangements such as a reader or a scribe, the reader or scribe must not act as the invigilator and there must be a separate invigilator.

(c) You do not need to tell us if you use separate invigilation.

(d) You must follow our regulations at all times.

1.3.10 Emergency access arrangements

If a candidate requires emergency access arrangements, you must endeavour to inform us before you use them. For example, if a candidate breaks their arm before an exam, email or phone us straight away.

If you cannot contact us before the exam, the Head of Centre should decide on the day whether to use access arrangements. Send us Preparation – Form 1 as soon as possible.

1.3.11 Appeals

To appeal against the outcome of an access arrangement application, see section 7.4 of this >Cambridge Handbook.
2 Entries

In this section
2.1 Candidates 39
2.2 Estimated entries 41
2.3 Final entries 42
2.4 Entry fees, late entries, entry changes and retake entries 45
2.5 Group awards, staged assessment and carrying forward internally assessed marks 47
2.6 Alternative venues 49

2.1 Candidates

2.1.1 Eligibility

(a) Centres must enter each candidate for their exams.
(b) Candidates may not enter for the same syllabus code at two different centres in the same exam series.
(c) Candidates must meet all assessment requirements.
(d) There are no age restrictions.
(e) You must authenticate and, where relevant, mark and moderate all work you send us.

2.1.2 Private candidates

Our assessments are mainly designed for candidates studying at schools and colleges registered with us as centres. However, some candidates who do not attend our centres or who are studying at a Cambridge International School (online) may want to enter for assessments. These are known as ‘private candidates’.

Important information

You cannot enter private candidates for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

(a) You must check syllabuses or the Cambridge Guide to Making Entries to make sure they are available for private candidates before you make any entries. You can download syllabuses from www.cambridgeinternational.org. The Cambridge Guide to Making Entries is in the ‘Support Materials’ section of Direct.

(b) Private candidates must be able to meet all assessment requirements. Some options, including those with coursework, are not available to private candidates.

(c) Private candidates must arrange for a centre to enter them for exams. Cambridge International Schools (online) cannot make entries but must make sure the necessary arrangements are in place for their students to be entered as private candidates at an approved Cambridge examination venue.

(d) You must pay our fees for private candidates.

2.1.3 Transferred candidates

(a) Candidates who need to move to another centre can only continue with the exams if they move to a centre registered with us.

(b) You can change the entry details for these candidates.

(c) You cannot ask to transfer a candidate to another Cambridge centre less than 10 working days before the candidate’s first exam in the series.

(d) Candidates cannot transfer to another centre for specific syllabuses or components. They can only transfer for all their assessments in an exam series.

(e) To transfer a candidate:

- The original centre must send us Entries – Form 3.
- The receiving centre must send us Entries – Form 4.

A Associate Centres should send forms to their Cambridge Associate.

(f) Once we receive both forms, we will move the entry from the original centre to the receiving centre. Do not enter or withdraw a candidate who is being transferred, or change their entry until we have confirmed that the transfer is complete.

(g) A candidate who transfers to another Cambridge centre after final entries are made becomes the responsibility of the receiving centre. This centre should allocate its own candidate number to the candidate.

(h) If necessary, the original and receiving centres must make sure internal assessments are completed.
Once the transfer is complete, the exams officer at the receiving centre must submit any internally assessed marks and samples.

(i) We will refund any entry fees to the original centre and charge entry fees to the receiving centre for the transferred candidate. We will not charge late entry fees to centres for receiving a transferred candidate.

**Administrative forms**
Forms available from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)
- Candidate Transfer Request: Entries – Form 3
- Candidate Transfer Confirmation: Entries – Form 4

2.1.4 Communicating about candidates

Only the Head of Centre, exams officer/centre coordinator or their nominated deputy responsible for the candidate’s entry should contact us about their assessment. We will decide if we need to contact candidates or their parents/guardians/carers.

2.1.5 Declaration of interest

(a) A declaration of interest must be made for each exam series where centre staff, or a person associated with the centre:
- is taking a Cambridge assessment themselves
- is involved in administering an exam that is being taken by a person in whom they have an interest
- has an interest in a person taking a Cambridge assessment at their own centre or at another centre.

Examples of who should make a declaration include, but are not limited to:
- Head of Centre
- exams officer
- invigilators/supervisors
- those involved in the administration and running of exams
- secure storage key holders.

(b) By ‘Interest’, we refer to any relationship which could be perceived to compromise the integrity of:
- your centre
- your centre staff, or person associated with the centre
- our assessments.

It is your responsibility to manage any ‘interests’ that have been declared. You should do this by putting the appropriate controls in place to make sure that the integrity of Cambridge assessments is maintained and to protect all those involved.

Examples of relationships include, but are not limited to:
- a close relative (including a spouse or partner)
- a relative who you have regular contact with
- a close friend
- a colleague.

(c) To notify us, complete and send *Entries – Form 1* as soon as you know that the person concerned will be, or has been, entered for a Cambridge exam. Associate Centres must submit forms through their Cambridge Associate.

(d) If you have a concern that the integrity of Cambridge assessments has been compromised, see section 5.6 and report your concern to us immediately.

**Administrative forms**
Form available from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)
- Declaration of Interest: Entries – Form 1
2.2 Estimated entries

Estimated entries are your calculation of how many candidates you will enter for exams. We use estimated entries to work out which materials and question papers you need for exams that take place before the main exam period. By making estimated entries you will receive early materials before the test date window starts. Some early exam materials are despatched on estimated entries so it is important that you make the estimated entries by the deadline.

You do not give any candidate details with your estimated entries, so you still need to make final entries (see section 2.3). The fees we charge are based on your final entries only.

2.2.1 Working out your estimated entries

Work out your estimated entries based on the number of candidates studying the subject or the number you are expecting to have. If you are unsure whether you are going to enter any candidates for an exam, make at least one estimated entry. This will make sure you receive one set of early exam materials.

2.2.2 Estimated Entry Form

The Estimated Entry Form lists the syllabuses and components for exams timetabled before the main series.

You must give estimated entry information for these syllabuses. The form will be available from the 'Support Materials' section of Direct:

- in September 2019 for the June 2020 series
- in April 2020 for the November 2020 series
- in September 2020 for the June 2021 series.

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

- in September 2019 for the May 2020 test series
- in April 2020 for the October 2020 test series
- in September 2020 for the May 2021 test series.

We will let you know when the forms are available in the Cambridge Exams Officer eNewsletter.

Send the Estimated Entry Form to info@cambridgeinternational.org by the deadlines.

2.2.3 Digital File Despatch

We do not upload any confidential materials to the Digital File Despatch area based on your estimated entries. Confidential materials will only be available once you have made final entries. See sections 1.1.6, 4.2.3, 4.3.1 and 4.4.4.

Important dates

Deadlines for estimated entries:

- June 2020 series: 10 October 2019
- November 2020 series: 10 May 2020
- June 2021 series: 10 October 2020

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

- May 2020 series: 10 October 2019
- October 2020 series: 10 May 2020
- May 2021 series: 10 October 2020
2.3 Final entries

You need to make a syllabus entry for every candidate. We use your entries to work out the number of question papers and exam materials we need to send you. Check your entries carefully before you submit them. Do not send entry files by email. If you have not made estimated entries, you will still receive early exam materials if you make your final entries, but you may not receive materials before the start of the test date window.

We charge late entry fees for any new entries or entry changes after the deadline (see section 2.4).

The Cambridge Guide to Making Entries contains syllabus and option codes, as well as detailed instructions for making entries. Make sure you use the correct version of the guide for your series and administrative zone. You can find out which administrative zone you are in at www.cambridgeinternational.org/preparation

See section 2.3.2.3 for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

2.3.1 Making final entries

Make your final entries using Direct. Instructions are in the Cambridge Guide to Making Entries, which is in the ‘Support Materials’ section of Direct. We also send you a printed copy.

- **Candidate details:** You must enter candidate names in full as shown on their identity documents. If you are entering candidates for multiple series, make sure their details are the same for all entries, and each series.

- **Previous entry details:** A candidate’s previous entry details are their centre number and their candidate number from the previous series. You need to give them if:
  - you enter them for retake exams in the November series (see section 2.4)
  - you enter them for a group award over more than one exam series (see section 2.5.1)
  - they have taken the AS part of a Cambridge International A Level in a previous series and you enter them for the full A Level (see section 2.5.2)
  - you make an entry that carries forward their marks from a previous exam series (see section 2.5.3).

- **Submitting entries:** Submit your entries once you have checked all your entry information. Log into Direct, go to the ‘Submit Entries’ section and click ‘Submit Entries’. If you do not submit your entries, we will not be able to process them and you will not receive the materials and question papers you need for the exams. Submit your entries at least two weeks before the entries deadline. This gives you time to check them and correct any mistakes before the deadline, avoiding any late entry fees.

For syllabuses with early exam and pre-release materials, you should make your entries earlier than this to make sure your materials are despatched in time.

- Once you have made an entry for either Cambridge IGCSEs graded A*-G or 9–1, you will not be able to move to the other grading scale after the entries deadline. If you accidentally make an entry for an A*-G syllabus you must withdraw the entry, and re-enter the candidate for the corresponding 9–1 syllabus. You must do this before the entries deadline. The same applies for any 9–1 syllabuses. If you identify any errors in your entries after the late entries deadline, contact us immediately. Any changes that we are able to make after the entries deadline will incur our standard late entry fees.

After 20 minutes of inactivity you will be automatically logged out of Direct.

**Extra guidance**

Watch our online tutorials on making entries using Direct at www.cambridgeinternational.org/entries

**Cambridge Associates/Associate Centres**

We recommend Cambridge Associates make entries for their Associate Centres at least two weeks before the closing date. This allows time to check the entries and resolve any problems before our deadline, avoiding late entry fees. Remember, Cambridge Associates should set earlier deadlines for their Associate Centres.

2.3.2 Confirming entries

Direct allows you to generate statements of entry, candidate entry lists and reports at any point, to confirm the entry status for each of your candidates and to check your entry information is correct. Click the ‘Check Entries’ tab to access the reports. You can also view possible timetable clashes for any of your candidates in the ‘Timetables’ tab in Direct.
2.3.2.1 Entries confirmation despatch

We will send your final entries confirmation despatch within two weeks of receiving your final entries. This includes:

- statements of entry for each candidate
- a candidate entry list showing all your entries by candidate
- a centre summary of entries showing the total number of entries you made for each syllabus and option
- a candidate entry warning list showing any potential timetable clashes for individual candidates.

If you do not receive your entries confirmation despatch, email info@cambridgeinternational.org. If you find errors in your entries documents or on Direct, follow the instructions in section 2.4.

2.3.2.2 Statements of entry

Statements of entry confirm the entry status for each of your candidates. They are your record of entries, both before and during the assessment. They show the candidate’s details, their syllabuses and entry options, and the dates and sessions of each of their timetabled exams.

Give statements of entry to your candidates, including private candidates, so they can check their details. The name shown is the name that will be printed on statements of results and certificates, so it is important to tell us if there are any errors by following the instructions in section 2.4. The candidate should write their name on scripts as it appears on the statement of entry.

Cambridge Associates/Associate Centres

We send statements of entry to Cambridge Associates, who send them to their Associate Centres to check. Associate Centres should let their Cambridge Associate know if they need to make any changes as soon as possible.

Regulations

(a) You must make final entries through Direct.

(b) The Head of Centre or Cambridge Associate is responsible for making sure entry data is accurate, complete and submitted on time.

(c) You must check that your entry data is correct and complete on Direct.

(d) Between the entries deadline and the late entries deadline you can make late entries or changes, but we will charge late entry fees.

(e) You can only apply for modified question papers if you have already made a final entry for the relevant candidate, syllabus and component. See section 1.3.8.

(f) You must assign one four-digit candidate number to every candidate. You cannot change this number after you have made your entries. Do not assign the same number to more than one candidate in the same series. Do not assign duplicate or multiple numbers to the same candidate in the same series.
Important dates

Please make your entries at least two weeks before the final entries deadline. This will give you time to check your entries and make any changes before the deadline.

June series
- Entries can be made from: mid November 2019
- Final entries deadline and application deadline for candidates who need modified papers: 21 January 2020
- Final entries deadline for other candidates: 21 February 2020
- Late entries deadline: 17 April 2020

November series
- Entries can be made from: mid May 2020
- Final entries deadline and application deadline for candidates who need modified papers: 1 July 2020
- Final entries deadline for first-time entries: 16 August 2020
- Entries deadline for retake entries from the June 2020 series only: 21 September 2020
- Late entries deadline: 21 September 2020

2.3.2.3 Entering teaching group information

You need to enter a teaching group code for each syllabus entry when Direct asks you to do this. We use this information in the diagnostic feedback we give at the end of the series. Assign the same teaching group code to all candidates who are in the same class (teaching group). For example, if your candidates for English are taught in two separate classes, you should enter 'E1' as the teaching group code for all candidates in the first class and 'E2' for all candidates in the second class. The teaching group codes for each subject are listed in the table below.

There is only one teaching group code for Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives. We do not give diagnostic feedback for Global Perspectives syllabuses.

### Teaching group codes

<table>
<thead>
<tr>
<th>Subject</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>English as a Second Language</td>
<td>E1 E2 E3 E4 E5 E6 E7 E8 E9</td>
</tr>
<tr>
<td>English</td>
<td>E1 E2 E3 E4 E5 E6 E7 E8 E9</td>
</tr>
<tr>
<td>Mathematics</td>
<td>M1 M2 M3 M4 M5 M6 M7 M8 M9</td>
</tr>
<tr>
<td>Science</td>
<td>S1 S2 S3 S4 S5 S6 S7 S8 S9</td>
</tr>
<tr>
<td>Global Perspectives (for first tests in October 2020)</td>
<td>G1</td>
</tr>
</tbody>
</table>

Teaching group codes for both English and English as a Second Language start with the letter E and need to be entered like this on Direct. For diagnostic feedback, teaching group codes for English as a Second Language will appear as L1, L2, L3 etc. The teaching group codes for English will appear as E1, E2, E3 etc. If you want a teaching group name (class name) to appear on your diagnostic feedback alongside the teaching group code, send us *Entries – Form 2*. A teaching group name can be anything that will help you to identify the class more easily – for example, you could use the name of the teacher, or your own class name.

### Administrative forms

Form available from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)
- Cambridge Primary Checkpoint and Lower Secondary Checkpoint Teaching Groups Information: Entries – Form 2

### Important information

You cannot enter private candidates for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.
Important dates

- Make your entries at least two weeks before the deadline. This will give you time to check your entries and make any changes before the deadline.

Deadlines for submitting teaching group information with Entries – Form 2:
- May series: 11 March 2020
- October series: 16 September 2020

May series
- Cambridge Guide to Making Entries sent: end of October 2019
- Entries can be made from: mid November 2019
- Final entries deadline and application deadline for candidates who need modified papers: 21 January 2020
- Final entries deadline for other candidates: 21 February 2020
- Late entries deadline: 11 March 2020

October series
- Entries can be made from: mid May 2020
- Final entries deadline and application deadline for candidates who need modified papers: 1 July 2020
- Final entries deadline for other candidates: 16 August 2020
- Late entries deadline: 16 September 2020

2.4 Entry fees, late entries, entry changes and retake entries

Details of the fees for all our exams and how to pay 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 have the right to change the fees list. Please check you are using the latest version.

If you want to change or add entries, do this as quickly as possible. Use Direct online entries to make the changes and send them to us.

NEW Find out more about retake entries at www.cambridgeinternational.org/retakes

Regulations

(a) We charge an entry fee per syllabus per candidate.

(b) There is a fee per candidate for Cambridge ICE and the Cambridge AICE Diploma. You must use the Cambridge Guide to Making Entries to check that your candidates qualify before you enter them. We do not refund entry fees for candidates who do not qualify.

(c) We charge late entry fees for any syllabus and group award entries you make after the final entries deadline.

(d) We charge late entry fees for any changes you make to entry options after the final entries deadline. We charge a late fee for each change. If you change an entry option twice we will charge two sets of late fees.

(e) If a candidate changes their syllabus entry to another syllabus code after the final entries deadline, we charge a new syllabus entry fee and a late entry fee. We do not refund the original entry or transfer the fees to the new syllabus entry.

(f) You can change candidate information on Direct without incurring late entry fees until the late entries deadline. This means you can change any of the following:
- names
- dates of birth
- gender
- status
- unique candidate identifier
- national identity number
- first language English indicators
- teaching groups (Cambridge Primary Checkpoint and Lower Secondary Checkpoint only).

(g) You cannot make late entries for candidates who need modified papers. If retake candidates need modified papers please contact us as soon as possible. The earlier you contact us, the more likely we will be able to provide what they need. See section 1.3.8.
**Regulations (continued)**

(h) **NEW** If you make an entry for either Cambridge IGCSEs graded A*–G or 9–1, you will not be able to move to the other grading scale after the final entries deadline. If you accidentally make an entry for an A*–G syllabus you must withdraw the entry, and re-enter the candidate for the corresponding 9–1 syllabus. You must do this before the final entries deadline. The same applies for accidental entries for any 9–1 syllabuses.

(i) We cannot change an entry once the candidate has taken the first component of an exam.

(j) We do not accept entries for exams outside the timetabled exam series where the test date window has closed.

(k) We accept November 2020 retake entries until 21 September 2020 without charging late entry fees, as long as:
   - the candidate sat the same syllabus, with any option code, in the June 2020 series
   - you give the correct previous entry details
   - you tick the 'retake' box next to the entry. This cannot be added at a later date.

   You must only tick the 'retake' box for retake entries from the June 2020 series.

(l) There is not a syllabus entry fee for Cambridge IGCSE staged assessment entry options. However, we still charge late entry fees for any entries we receive after the final entries deadline.

(m) After the late entries deadline the Direct online entries page will close and you will not be able to make any changes.

(n) In some cases you can ask to make or change entries after the late entries deadline by following these instructions:
   - If a candidate arrives for an exam they have not been entered for, this is known as an unauthorised entry. They can take the exam as long as they can take all the components for the syllabus option. This means you must have enough spare question papers so the candidate can sit all the components at the right time, not just the specific exam.

**Regulations (continued)**

- **You must not photocopy question papers.** If you allow a candidate to sit an exam they have not been entered for, you must send us Exam Day – Form 12 once they have completed all the components needed for the entry. See section 5.1.5.
- **If you do not have enough spare question papers for each of the relevant components,** email info@cambridgeinternational.org immediately and we may be able to send you extra question papers. If we cannot send them in time you must tell the candidate that they cannot sit the exam.

(o) We charge a very late entry fee for any entry or change you make after the late entries deadline, even if we do not need to send you extra materials. This also applies to unauthorised entries and changes we accept after the late entry deadline. We may not be able to release results for late entries at the same time as other results.

(p) Fee rates and payment information are in the fees list in the 'My Messages' section of Direct.

(q) We invoice you for any late fees or other priced services you have used.

**Administrative forms**

Form available from www.cambridgeinternational.org/forms

- Reporting an Unauthorised Entry: Exam Day – Form 12

2.4.1 Withdrawing a candidate

To withdraw a candidate on Direct find their details in the 'Administer Exams' dashboard and click the 'Remove Candidate' button.
2.5 Group awards, staged assessment and carrying forward internally assessed marks

2.5.1 Entries for group awards

For group awards candidates study subjects from specific parts of the curriculum. Group award entries should be made in the series you expect candidates to complete all the award requirements in. Enter candidates for group awards at the same time as you make your other entries. Use the relevant group award entry.

We offer the following group awards:

- **Cambridge International Certificate of Education (Cambridge ICE)** – for Cambridge IGCSE candidates who satisfy the Cambridge ICE group award rules, using Cambridge IGCSEs graded A*-G. Candidates can also use some Cambridge O Levels towards Cambridge ICE. Cambridge IGCSE (9–1) syllabuses do not count towards Cambridge ICE. To enter a candidate for the award, you must include the entry code ‘ICE’ as well as the syllabus and option codes. You can enter candidates in one series or over two series within a 13-month period.

- **Cambridge Advanced International Certificate of Education Diploma (Cambridge AICE Diploma)** – for Cambridge International AS & A Level candidates who satisfy the Cambridge AICE Diploma group award rules. To enter a candidate for the award, you must include the entry code ‘ADIP’ as well as the syllabus and option codes. You can enter candidates in one series or over a maximum of five series within a 25-month period.

We do not automatically check award entries. You are responsible for checking your candidates qualify for the group award before you enter them for it. We will charge the entry fee for the group award even if your candidate does not qualify for it. We will only refund the entry fee if you withdraw entries before the deadline.

**Important information**

NEW The entry code for a group award should only be entered in the exam series where the candidate is completing the award, i.e. when they are taking the last of their qualifying subjects.

You must enter candidates for each syllabus. We cannot accept entries for the group award only.

Candidates’ syllabus entries made during the 13-month period before the exam series that they enter Cambridge ICE count towards the group award.

For candidates entering Cambridge ICE in June 2020, syllabus entries made in the following series can count:

- June 2019
- November 2019
- June 2020

Candidates’ syllabus entries made during the 25-month period before the exam series that they enter the Cambridge AICE Diploma count towards the group award.

For candidates entering Cambridge AICE in June 2020, syllabus entries made in the following series can count:

- June 2018
- November 2018
- June 2019
- November 2019
- June 2020
Candidates’ syllabus entries made during the 13-month period for ICE or 25-month period for AICE, before the exam series in which they enter the group award will only count towards the group award if you have linked the entries correctly throughout the series between these periods. The system does not automatically link the entries and therefore you should check this carefully.

More information about group awards is in the Cambridge Guide to Making Entries.

2.5.2 Entries for staged assessment (Cambridge International AS & A Level)

Cambridge International A Level is typically a two-year course, and Cambridge International AS Level is typically one year. Candidates can start some subjects as a Cambridge International AS Level and extend them to a Cambridge International A Level. There are three possible assessment approaches for Cambridge International AS & A Level:

- Candidates take the Cambridge International AS Level only. The syllabus content for Cambridge International AS Level is half of a Cambridge International A Level programme.
- Candidates take the Cambridge International AS Level in Year 1 and complete the Cambridge International A Level in Year 2.
- Candidates take all papers of the Cambridge International A Level course in the same series, usually at the end of the second year of study.

Regulations

(a) If the Cambridge International A Level syllabus allows it, candidates can use their Cambridge International AS Level results towards a Cambridge International A Level in the same subject in a later exam series. AS Level results can be carried forward twice within 13 months of the series when the candidate took the AS Level.

Examples:
Candidates can use their Cambridge International AS Level results achieved in the June 2020 series towards a Cambridge International A Level in the November 2020 and/or June 2021 series.
Candidates can use their Cambridge International AS Level results achieved in the November 2020 series towards a Cambridge International A Level in the June 2021 series and/or November 2021 series.

(b) You must use the relevant option code and give the previous entry details when you enter candidates who want to carry forward a Cambridge International AS Level result. Option codes are in the Cambridge Guide to Making Entries. We do not automatically check carry-forward entries.
2.5.3 Carrying forward internally assessed marks

Candidates who want to retake a syllabus in a future exam series can retake the written components and carry forward the marks from their internally assessed components. Check if the syllabus allows this in the Cambridge Guide to Making Entries.

**Regulations**

(a) If the syllabus allows it you can carry forward Cambridge IGCSE and Cambridge O Level marks once in a 13-month period.

*Examples:*

A coursework mark for the June 2020 series may be carried forward to the November 2020 series or the June 2021 series only.

A coursework mark for the November 2020 series may be carried forward to the June 2021 series or the November 2021 series only.

(b) You must give the correct carry-forward option code when you enter a candidate who wants to carry forward internally assessed marks from a previous series. Option codes are in the Cambridge Guide to Making Entries. Please also give the candidate's previous centre number and candidate number so we can find their marks. We do not automatically check carry-forward entries.

**Administrative forms**

Form available from www.cambridgeinternational.org/forms

- Using an Alternative Venue: Entries – Form 5

**Important dates**

You can ask to use an alternative venue until:

- June series: 17 April 2020
- November series: 21 September 2020

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

You can ask to use an alternative venue until:

- May series: 11 March 2020
- October series: 16 September 2020

2.6 Alternative venues

When you make entries you may realise that some or all of your candidates need to take their timetabled exams at a venue that is not your registered centre. This may be because you do not have facilities for all candidates to sit practical exams, or a room large enough for all candidates.

To ask to use an alternative venue send us Entries – Form 5. Associate Centres should send the form to their Cambridge Associate.

We may reject your application if we think the security of the exam will be at risk.

If we approve your application we will tell you how to conduct the exam. You must give this information to the exams officer at the venue. If you do not do this it may be malpractice.
3 Coursework and moderation

In this section
3.1 Outline Proposal Forms 50
3.2 Internally assessed coursework 52
3.3 Examined coursework 55
3.4 Non-coursework tests 56
3.5 Submitting marks for internally assessed coursework and non-coursework tests 60
3.6 Submitting internally assessed coursework and non-coursework tests 62
3.7 Submitting Cambridge Global Perspectives™ work 65

3.1 Outline Proposal Forms

Use Outline Proposal Forms to send us titles of work or areas of study that we need to approve. Fill in a form for candidates entered for the following components:

- **Cambridge IGCSE:**
  - American History (US) (0409/03)
  - English Literature (US) (0427/03)
  - Geography (0460/03)
  - Geography 9–1 (0976/03)
  - History (0470/03)
  - History 9–1 (0977/03)

- **Cambridge International AS & A Level:**
  - Art & Design (9479/03)
  - Design & Technology (9705/02)
  - Design & Textiles (9631/02 and 04)
  - Digital Media & Design (9481/03)
  - English Literature (9695/08)
  - Environmental Management (8291/03)
  - Global Perspectives & Research (9239/04)
  - Music (9483/05)
  - Travel & Tourism (9395/02)

- **NEW** Cambridge International Project Qualification (9980/01)

3.1.1 Filling in Outline Proposal Forms

You can download the forms from the 'Support Materials' section of Direct, from the relevant subject page of the School Support Hub (www.cambridgeinternational.org/support) or from the samples database (www.cambridgeinternational.org/samples).

Each form must include:

- the title of the proposal
- the scope of the investigation
- the content areas of the syllabus the investigation is likely to relate to
- the research methods the candidate plans to use.
Important dates

Deadlines for submitting Outline Proposal Forms:
- June 2020 series: 31 October 2019
- November 2020 series: 30 April 2020
- June 2021 series: 31 October 2020
- November 2021 series: 30 April 2021

We aim to give feedback within four weeks, but sometimes we may take longer. Please send us your forms as early as possible. We will not accept forms after these dates.

Regulations

(a) Please see the Outline Proposal Form for instructions.

(b) We can refuse any proposal or completed work that we believe:
   - is sexually explicit or violent
   - is not in good taste or decent
   - negatively affects our reputation
   - is potentially illegal or open to legal action either in the UK or in the student’s own country
   - is otherwise controversial.

(c) Keep all returned Outline Proposal Forms. If you submit an Outline Proposal Form, include a copy of it with your sample.

(d) We do not accept Outline Proposal Forms after the deadline.

3.1.2 Resubmitting a proposal

In some cases the Cambridge advisor who is reviewing your Outline Proposal Form may need more information before the form can be approved. They will ask you to resubmit it, including a copy of the original version. You must do this within seven days. You only need to do this if the advisor has asked for extra information. Candidates who are adjusting their proposal in line with the advisor’s comments do not need to resubmit their form.

3.1.3 Using the samples database

The samples database is free to use and available on our website (www.cambridgeinternational.org/samples). The database tells you the following:
- component, qualification and syllabus information
- how we assess the component
- how to send us materials
- how to choose samples
- who chooses samples
- deadline for marks
- deadline for samples
- forms to include with your coursework samples.

A Associate Centres should send the forms to their Cambridge Associate.
3.2 Internally assessed coursework

Internally assessed coursework is a syllabus coursework component that you assess and that we moderate. Examples include projects, essays, field work, design studies, practical work, assignments, and experiments carried out and assessed during the course.

The syllabus booklet gives the assessment method for each component and says whether you assess it. It also gives details of the marking criteria.

Coursework options are not available to private candidates. Please see the relevant syllabus and the Cambridge Guide to Making Entries, which is in the ‘Support Materials’ section of Direct.

You must submit marks for all candidates entered for coursework components that you assess and the work of a sample of candidates. Make sure we receive your marks and samples by the deadline in the samples database. Your candidates’ results may be delayed if we do not receive your marks and samples by the deadline. See sections 3.5 and 3.6.

The samples database is on our website (www.cambridgeinternational.org/samples).

3.2.1 Authenticating coursework

We need to be confident the work we assess is the candidate’s own before we can award a grade. You are responsible for supervising candidates when they are completing coursework. You must also authenticate their work before you submit the marks.

If you discover plagiarism in a candidate’s work during the course, you may resolve this internally.

If you discover plagiarism when you submit work to us, highlight the plagiarism and send us the work so we can moderate it in addition to the rest of the sample. Send us Exam Day – Form 9c with details of the plagiarism. Submit a mark that reflects the performance in the work without the plagiarised content. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/teachingandassessment.

3.2.2 Supervising coursework

(a) Teachers may:
   (i) help to choose subjects for investigations, models and topics
   (ii) give sources of information, for example, materials, places to visit and references, organisations, or people who might be able to help
   (iii) advise whether the candidates’ ideas will work
   (iv) advise on length, approach and treatment
   (v) treat coursework as an integral part of the course and give candidates regular class work and/or homework relating to it, as appropriate.

(b) Teachers must also:
   (i) continuously supervise work to monitor progress
   (ii) make sure candidates avoid plagiarism by stating their sources and advise them how to reference published materials
   (iii) make sure work is completed in line with the syllabus and can be assessed against the criteria.

For more guidance on the use of sources in written work, see www.cambridgeinternational.org/teachingandassessment.

(c) Coursework must be a candidate’s own, unaided work. Unless there is subject-specific guidance in syllabus documents and coursework training handbooks that says otherwise, teachers can review candidates’ work before it is handed in for final assessment. They can do this orally or in writing. Their advice should be kept at a general level so the candidate leads the discussion and suggests any changes. Teachers must not give detailed advice to individuals or groups on how they can improve their work to meet the assessment criteria. Teachers must not change candidates’ work.

(d) NEW Candidates must not use online tools which act as writing assistants in the production of their coursework. Online writing assistant tools identify specific sections of the candidate’s work where a correction or improvement to style or tone should be made and may propose specific words that should be used instead.

(e) NEW Teachers must record full details of any other help they give to individual candidates,
or any evidence that the candidate has received specific or detailed advice and correction to their work. They should record this information on their Individual Candidate Record Card, which is in the samples database (www.cambridgeinternational.org/samples). Teachers must consider this help when they give marks for the work.

3.2.3 Presenting coursework
(a) Each candidate must present written coursework on A4 paper, unless the syllabus says otherwise.
(b) Candidates may produce their coursework on a word processor, unless the syllabus says they cannot do this.

3.2.4 Marking coursework
(a) The teacher must give marks for coursework in line with the criteria in the syllabus. They must give evidence of how they have awarded marks, using the documents we have provided for that syllabus.
(b) Teachers must apply the marking criteria to all pieces of work. It does not matter which stage of the course the candidate produced the work in.
(c) We recommend you do not give candidates their marks until we have moderated them. This is because we may change them. You do not need to tell learners they can appeal the marks before you submit them.

3.2.5 Internally moderating your marks
(a) NEW If more than one teacher is involved in the marking of coursework for a component, you must internally moderate the marking across teachers and teaching groups. This makes sure all candidates have been assessed against the same standards for a particular syllabus.
(b) NEW To complete internal moderation, each centre must select one teacher per component to act as an internal moderator. The internal moderator is usually a head of department (but can be a subject teacher). Their responsibility is to check that all teachers for each coursework component are marking consistently to the same standard. The internal moderator may move marks for some teaching groups up or down to make sure they are consistent for the whole centre.
(c) NEW For each moderated coursework component, the internal moderator must make sure that a valid set of marks is produced for candidates from your centre. You must produce a list of all candidates in descending order of marks – we call this a rank order. Submit these marks and record them on the Working Mark Sheet or Coursework Assessment Summary Form in the ‘internally moderated mark’ column.
(d) NEW If only one teacher is involved in the marking of a coursework component, you do not need to internally moderate your candidates’ marks before you submit them to us.
(e) For more information go to www.cambridgeinternational.org/teachingandassessment

Important information
If you have candidates who are taking an A*-G syllabus, and candidates who are taking the 9–1 equivalent, you must complete a separate Coursework Assessment Summary Form for each group. Do not combine them onto one form.

3.2.6 Absent candidates and not completing coursework
If a candidate is entered for a coursework component but does not submit any coursework, we cannot give them a grade in that syllabus. They will receive a ‘NO RESULT’ outcome. The teacher must mark them as absent (with an ‘A’, not ‘0’) when they submit marks on the Internal Assessment Mark Sheet (MS1) or through Direct. When they fill in the Coursework Assessment Summary Form, the teacher must list the candidate’s number and name and tick the ‘absent’ box against that candidate’s row on the form.

3.2.7 Incomplete or extra coursework
(a) Some coursework components need candidates to produce several pieces of work (for example, three essays). If a candidate does not complete all parts of the coursework, only give them marks for the work they have submitted.
(b) If a candidate supplies more pieces of coursework than they need to, use the best pieces(s) for the candidate’s mark, as long as they meet the syllabus requirements.

3.2.8 Not meeting our requirements
If individual teachers or centres do not meet our requirements for coursework we will tell you what to do. If we believe there is a major problem we may ask you to find another person to assess coursework components in future exam series.
3.2.9 Submitting coursework for more than one syllabus

(a) You can submit the same coursework for more than one syllabus, unless the syllabus says you cannot do this. However, coursework must be relevant, and must be assessed separately for each syllabus according to its criteria.

(b) More than one moderator may check the coursework. You are responsible for making sure a separate copy is available for them and is submitted for each syllabus the coursework is being used for.

3.2.10 Resubmitting coursework in a later series

A candidate cannot re-use moderated coursework from a previous exam series. They must submit a new piece of work with a new Outline Proposal Form if needed. The work cannot be a reworked version of the work they submitted in a previous exam series.

3.2.11 Submitting coursework for external competitions

You may submit your coursework for external competitions, but if you do this you must not state that the work is also being submitted as coursework for a Cambridge syllabus. It will be judged against different criteria, and the outcomes may not be the same.
3.3 Examined coursework

Examined coursework is marked by a Cambridge examiner. These components are not available to private candidates.

For examined coursework, instead of submitting samples you submit the coursework of all your candidates. See section 3.6. As we assess the coursework you should not mark it.

Make sure we receive your examined coursework by the deadline in the samples database. If it is late we will not accept it.

3.3.1 Authenticating examined coursework

By submitting coursework you are confirming that it is the candidates’ own original work. It must not include any teacher corrections.

3.3.2 Supervising examined coursework

(a) Teachers may:
   (i) help to choose subjects for investigations, models and topics
   (ii) give sources of information, for example, materials, places to visit and references, organisations, or people who might be able to help
   (iii) advise whether the candidates’ ideas will work
   (iv) advise on length, approach and treatment
   (v) treat coursework as an integral part of the course and give candidates regular class work and/or homework relating to it, as appropriate.

(b) Teachers must also:
   (i) continuously supervise work to monitor progress
   (ii) make sure candidates avoid plagiarism by stating their sources and advise them how to reference published materials
   (iii) make sure work is completed in line with the syllabus and can be assessed against the criteria.

(c) Coursework must be a candidate’s own, unaided work. Unless there is subject-specific guidance in syllabus documents and coursework training handbooks that says otherwise, teachers can review candidates’ work before it is handed in for final assessment. They can give feedback verbally or in writing. Their advice should be kept at a general level so the candidate leads the discussion and suggests any changes. Teachers must not give detailed advice to individuals or groups on how they can improve their work to meet the assessment criteria. Teachers must not change candidates’ work.

(d) Candidates must not use online tools which act as writing assistants in the production of their coursework. Online writing assistant tools identify specific sections of the candidate’s work where a correction or improvement to style or tone should be made and may propose specific words that should be used instead.

(e) Teachers must record full details of any other help they give to individual candidates, or any evidence that the candidate has received specific or detailed advice and correction to their work.

Extra guidance

For more guidance on the use of sources in written work, see www.cambridgeinternational.org/teachingandassessment

3.3.3 Submitting examined coursework for more than one syllabus

You can submit the same coursework for more than one syllabus, unless the syllabus says you cannot do this. However, coursework must be relevant, and will be assessed separately for each syllabus according to its criteria. More than one examiner may mark the coursework. You are responsible for making sure it is available for them.

3.3.4 Re-using examined coursework

A candidate cannot re-use examined coursework from a previous exam series. They must submit a new piece of work with a new Outline Proposal Form if needed. The work they submit cannot be a reworked version of the work they submitted in the previous exam series.
3.4 Non-coursework tests

Your teachers run and assess non-coursework tests, then we moderate them. They take the form of an exam within a time period that we set.

The following are non-coursework tests that you assess:

- Cambridge IGCSE foreign language speaking tests
- Cambridge IGCSE first language speaking tests
- Cambridge IGCSE second language speaking tests
- Cambridge IGCSE Bahasa Indonesia (0538)
- Cambridge IGCSE Food & Nutrition (0648)
- Cambridge O Level Food & Nutrition (6065)
- Cambridge International AS & A Level language speaking tests.

You must submit marks for all candidates entered for non-coursework tests. You must also send us any evidence we ask to see for a sample of candidates, such as recordings or photographs. See sections 3.5 and 3.6. To download the syllabuses visit www.cambridgeinternational.org and to access the samples database go to www.cambridgeinternational.org/samples

3.4.1 Timetabling

(a) The non-coursework tests take place before the main exam period. You must conduct them within the period in the timetable (www.cambridgeinternational.org/timetables).

(b) Once you start the non-coursework tests all candidates must take them as soon as possible to help keep them secure.*

(c) Candidates must only take their non-coursework test once. Tests cannot be repeated during the same exam series.

* These regulations do not apply to Cambridge IGCSE First Language English Speaking & Listening (0500/04 or (9–1) 0990/04) or Cambridge IGCSE First Language Spanish Speaking & Listening (0502/05) as we do not send confidential materials for these speaking tests. All the materials you need for these tests are in the 2020 syllabus booklets.

3.4.2 Estimated entries

We use your estimated entries to work out how many sets of materials you will need for non-coursework tests and other exams that take place before the main exam series. If you do not make estimated entries you may not have the materials you need to carry out the tests at the right time.*

See section 2.2.

3.4.3 Appointing teacher-examiners

(a) You must choose a teacher-examiner to assess non-coursework tests. This would normally be a teacher from the relevant department at your centre, but could be another suitably qualified person. You can choose a teacher who has taught those particular candidates.

(b) Cambridge Associates are responsible for choosing teacher-examiners for Associate Centres.

3.4.4 Support for teacher-examiners

The School Support Hub (www.cambridgeinternational.org/support) has a range of Cambridge IGCSE speaking test handbooks. These help you prepare for and deliver the non-coursework tests. They also have marked recordings of candidate work with examiner comments.

Practise marking with Online Coursework Training Programmes at www.cambridgeinternational.org/coursework-training

There is a presentation on running speaking tests in the ‘Administering speaking tests’ area of our website at www.cambridgeinternational.org/courseworkandmoderation

Important information

We send instructions on conducting Cambridge IGCSE and Cambridge International AS & A Level non-coursework tests at least a month before the test window. Look out for them in the Cambridge Exams Officer eNewsletter. A Cambridge Associates should give these instructions to their Associate Centres.
3.4.5 Special instructions for non-coursework tests where we send confidential materials*

(a) For Cambridge IGCSE English as a Second Language (0510, 0511 and (9–1) 0993, 0991), you can only open test cards and Teachers’ Notes booklets one working day before the test. For Cambridge IGCSE and Cambridge O Level Food & Nutrition (0648 and 6065) you can open confidential instructions at any point before the test. However you can only open question paper packets one working day before the tests take place.

For all other Cambridge IGCSE syllabuses, you can open speaking test cards and Teachers’ Notes booklets four working days before the test.

(b) **NEW** Two members of staff must independently check they have the correct question paper packet before opening it. This includes checking the dates of the exam to make sure they are within the published window.

(c) Once the materials have been opened, the Head of Centre should give the confidential Teachers’ Notes booklet to the head of department or teacher-examiner. Teacher-examiners must give themselves enough time to read the materials and procedures.

(d) Materials must not be removed from the centre and the information must stay confidential.

(e) You must store the materials securely in line with our regulations until after the speaking test period on the Cambridge timetable, even if you have completed your tests before that date.

* These regulations do not apply to Cambridge IGCSE First Language English Speaking & Listening (0500/04 or (9–1) 0990/04) or Cambridge IGCSE First Language Spanish Speaking & Listening (0502/05) as we do not send confidential materials for these speaking tests. All the materials you need for these tests are in the 2020 syllabus booklets.

3.4.6 Marking

(a) The teacher-examiner must award marks in line with the criteria in the mark scheme for the component. This is in the Teachers’ Notes booklet or the syllabus.

(b) The teacher-examiner must assess candidates during the face-to-face test, and not afterwards from a recording. During the test the teacher-examiner should fill in the marks under the separate headings on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form.

(c) You must transfer the total marks, or internally moderated marks if more than one teacher-examiner, to Direct or the Internal Assessment Mark Sheet (MS1) depending on how you submit marks. See section 3.5.

3.4.7 Internally moderating your marks

(a) **NEW** We recommend you appoint only one teacher-examiner for each syllabus. However, if you are entering more than 30 candidates, you may want to use extra teacher-examiners. You must make sure that all teacher-examiners administer the test according to the syllabus. You must also conduct internal moderation of your centre’s marks before you send them to us. More information on internal moderation can be found below and at [www.cambridgeinternational.org/courseworkandmoderation](http://www.cambridgeinternational.org/courseworkandmoderation)

(b) **NEW** Internal moderation makes sure all candidates have been assessed against the same standards for a particular syllabus. Each centre must select one teacher per component to act as an internal moderator. The internal moderator is usually a head of department (but can be a subject teacher who has been involved in the assessment of the tests). It is their responsibility to check that all teachers for each non-coursework test component are marking consistently to the same standard. The internal moderator may move marks for some teaching groups up or down to make sure they are consistent for the whole centre.

(c) **NEW** For each non-coursework test component, the internal moderator must make sure that a valid set of marks is produced for candidates from your centre. You must produce a list of all candidates in descending order of marks – we call this a rank order. Submit these marks and record them on the Working Mark Sheet or Speaking Test Summary Form in the ‘internally moderated mark’ column.

(d) **NEW** If only one teacher is involved in the marking of a non-coursework test component, you do not need to internally moderate your candidates’ marks before you submit them to us.

---

**Important information**

If you have candidates who are taking an A*-G syllabus, and candidates who are taking the 9–1 equivalent, you must complete a separate Coursework Assessment Summary Form or Working Mark Sheet for each group. Do not combine them onto one form.
**3.4.8 Collecting the evidence of candidate performance**

(a) You need to collect evidence of candidate performance so we can moderate it. The syllabus document will tell you what we need. The samples database ([www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)) will tell you how to send it to us.

(b) You need to provide your own:
- equipment to record your tests
- USBs, CDs and/or DVDs for your samples.

Please see the samples database ([www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)) for recording formats we accept.

(c) You must make sure that tests take place in a quiet room. There must also be a separate quiet area for candidates who are waiting or preparing for the test. There must be someone in the preparation room to supervise the candidate(s). If there is more than one candidate in the waiting/preparation room at any time, the supervisor must make sure the room is silent and candidates do not communicate with each other. Other candidates are not allowed in the area, including those who have taken the test.

Remove or cover up any display material which may help candidates in the exam room and in the waiting/preparation room.

You must display the Notice to Candidates and Candidate Warning poster both inside and outside the exam room for all tests. We recommend you print this as A2 size. You will receive copies of each poster in the pre-exam despatch and you can download them from our website at [www.cambridgeinternational.org/examday](http://www.cambridgeinternational.org/examday).

**Important information**

- For Cambridge IGCSE English as a Second Language Speaking (0510/05, 0511/05 and (9–1) 0993/05, 0991/05), candidates spend 2–3 minutes preparing for the assessed part of the test in the exam room with the teacher-examiner.
- You do not need to provide a separate quiet area for Cambridge IGCSE First Language English Speaking & Listening (0500/04 or (9–1) 0990/04) or Cambridge IGCSE First Language Spanish Speaking & Listening (0502/05). We do not provide confidential materials so candidates do not need any preparation time.

(d) Check that you have good-quality recording equipment, for example, a digital voice recorder with a separate microphone. Before the test, you must check equipment for the quality of the recording in the room where the tests are being held.

(e) The teacher-examiner is responsible for making sure the recording equipment works correctly.

(f) Once a candidate’s test has started you must not pause the recording.

(g) Only one teacher-examiner is allowed in the room during the test.

(h) Before sending us recordings, teacher-examiners must check that all candidates have been recorded and that all recordings are audible and complete. Email us full details straight away if there are any problems ([info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)).

(i) You must introduce each speaking test recording as follows:
- your centre name
- your centre number
- the syllabus and component: e.g. Cambridge IGCSE French, syllabus 0520, paper 3, speaking
- the date of the test
- your (the examiner’s) name
- the candidate’s number
- the candidate’s name.

At the end of the recording, always say ‘end of recording’.

**3.4.9 Absent candidates and not completing speaking tests**

(a) Candidates who do not take the non-coursework test and who do not qualify for special consideration will not be awarded a grade in that syllabus and will receive a ‘NO RESULT’ outcome. See section 5.5 for more information about special consideration.

(b) Where the non-coursework test does not count towards the overall grade for the syllabus, candidates who do not attend still qualify for an overall grade but will not receive a separate score or endorsement.

(c) If a candidate does not take the non-coursework test the teacher-examiner must mark them as absent (with an ‘A’, not ‘0’) on the pre-printed Internal Assessment Mark Sheet (MS1) or Direct, depending on how you submit marks. Do not do this if they have been given special consideration to take the test at a later date.

(d) On the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination
Summary Form or Speaking Examination Summary Form the teacher-examiner must tick the ‘absent’ column.

(e) You must have a recording of each candidate’s test to prove they took it. We may ask for this.

(f) If a candidate is absent for a non-coursework test but still wants to take it, you must ask us if they can take it at another time within the non-coursework test period. This must not delay you sending us the sample and forms. This does not apply to Cambridge IGCSE First Language English Speaking & Listening (0500/04, (9–1) 0990/04). If an absent candidate will be taking the test at a later date:

1. State this on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form, Principal Examiner’s report, Practical Examiner’s report, or Speaking Examination Summary Form.
2. Record the test on a separate USB stick, CD or DVD.
3. Include the mark on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form.
4. After the test, send the recording and a copy of the Working Mark Sheet, Oral Examination, Speaking Examination or Coursework Assessment Summary Form to:
   Cambridge Assessment International Education
   Cambridge Assessment DC10
   Hill Farm Road, Whittlesford
   Cambridge CB22 4FZ, United Kingdom
   You must label the packet and the candidate’s test material clearly with your centre name and number, candidate name and number and the syllabus and component code.
5. Record the total mark on Coursework and Moderation – Form 4 and send it to us.

3.4.10 Not meeting our requirements

(a) We will tell you what to do if individual teacher-examiners or centres do not meet our requirements for non-coursework tests.

(b) If we believe there is a major problem, we may ask you to find another person to conduct and assess the non-coursework tests in future exam series.
3.5 Submitting marks for internally assessed coursework and non-coursework tests

You need to submit a mark for every candidate entered for a moderated coursework component or a non-coursework test. If you do not submit a mark for a candidate, they will usually be awarded ‘NO RESULT’ for the syllabus.

For each component that you assess, submit the final mark for each candidate. If more than one teacher was involved in the assessment, you must internally moderate the marks before submitting them to us. Check that all candidates’ marks are correct and that they match the marks on the forms you send with your samples.

See section A21 of ‘Centre and Cambridge Associate responsibilities’.

3.5.1 How to submit marks

There are two ways you can submit marks. Use the same method to submit all marks for the same component. Before you submit marks, see section A21 of ‘Centre and Cambridge Associate responsibilities’. As well as your total marks, you may also need to submit a breakdown of your marks using the forms on the samples database (www.cambridgeinternational.org/samples). See section 3.5.

Direct

You can submit your marks using Direct as soon as your entries have been processed. If the component has a test date window, you can submit your marks when the window starts.

1 Go to your ‘Dashboard’ in the ‘Administer Exams’ section. You will see a list by syllabus of all the candidates you need to submit marks for. Submit the marks or show that the candidate was absent (with an ‘A’ not ‘0’) in the boxes provided. Alternatively you can submit your marks all together using the ‘Import Marks’ area of Direct. See the ‘Extra guidance’ box on this page.

2 Before you submit the marks, run a report to check all the marks you have entered. Click ‘Download CSV’ in the ‘Internally Assessed Marks’ tab. It is important that you do this, because once you have submitted a mark you cannot change it through Direct.

3 Once you have submitted your marks, click ‘Download Internally Assessed marks report’ and print your marks. Include this printout when you send us your samples. You do not need to return an Internal Assessment Mark Sheet (MS1).

Associate Centres can submit their marks to their Cambridge Associate through Direct. The Associate Centre should contact their Cambridge Associate to let them know their marks are in the system for them to approve and submit to us.

Important information

Direct will log you out if you are inactive for 20 minutes. You will lose any unsaved marks.

Extra guidance

See our online tutorial and factsheet on submitting internally assessed marks using Direct at www.cambridgeinternational.org/courseworkandmoderation

Internal Assessment Mark Sheets (MS1)

We recommend you submit your marks through Direct, but if this is not possible you can use the pre-printed Internal Assessment Mark Sheets (MS1) instead. We send them in the pre-exam despatch. Instructions for completing the forms are on the back.

The forms are printed on three-part self-copying paper:
- Send the top copy for each component to us in the envelope provided.
- Enclose the second copy with the samples you send us.
- Keep the third copy for your records.

We scan the forms so please do not bend, staple or damage them.

When you fill in the forms, please:
- Enter a mark for all candidates both in the mark column and by filling in the lozenges in the mark grid column.
- Mark candidates who did not complete the component as absent by filling in the unit A.
- Check that the lozenged mark in the mark grid matches the mark written in the mark column.
- Always shade the tens and the units. For example:
  - to enter a mark of 30, shade the 30 lozenge and the 0 lozenge on the row underneath
– to enter a mark of 9, shade the 9 lozenge and the 00 lozenge on the row above.

For marks over 100:
– to enter a mark of 100, shade the 100 lozenge, the 00 lozenge and the 0 lozenge
– to enter a mark of 110, shade the 100 lozenge, the 10 lozenge and the 0 lozenge.

- Check that the marks entered are correct and do not exceed the maximum allowed for the component.
- Check that written and lozenged marks and any extra candidate details are clear on all copies.
- Always sign each MS1.

If you made or changed an entry and a candidate is not listed, add their details to the bottom of the last sheet, using the candidate number lozenges where possible. If there is not enough room, or if you do not have an MS1 form for the syllabus, use Coursework and Moderation – Form 4.

### Administrative forms

Form available from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)
- Supplementary Internal Assessment Mark Sheet (MS1): Coursework and Moderation – Form 4

#### 3.5.1 Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives

Use the Online Learning Area to submit marks for Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives. We will send you instructions by email.

#### 3.5.2 Carrying forward internally assessed marks

Please see section 2.5.3.

### Important dates

The deadlines for marks and samples of coursework and non-coursework tests are in the samples database:
[www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)

Cambridge Associates should set earlier deadlines for Associate Centres to submit their marks. They should check they have the correct information and then send us the marks by the deadlines.
3.6 Submitting internally assessed coursework and non-coursework tests

You need to send us samples of coursework and non-coursework tests you have marked so that we can moderate your marks. With your sample, always include a copy of your marks and the forms listed in the samples database. You must send us all the work that contributed to a candidate’s final mark for that component. We can ask to see the work of all your candidates. You must send this to us by the date we give you.

For examined coursework, instead of sending us samples you send the work of all your candidates.

If you do not send the materials we ask for, we will not be able to issue results for those syllabuses.

Cambridge Associates should work with their Associate Centres to make sure they choose the correct samples. They should set earlier deadlines for Associate Centres to send them their samples and the relevant forms. The Cambridge Associate should then send the samples and forms to us.

3.6.1 How to choose samples

How you choose samples depends on the component. Use our samples database to check:

- when and how to submit your candidates' work
- how many samples you need to send
- which forms you need to send with the work.

Find the samples database at www.cambridgeinternational.org/samples

3.6.2 How to fill in the forms

Depending on the component, you need to complete one of the following:

- a Coursework Assessment Summary Form (CASF)
- a Working Mark Sheet (WMS), or
- an Oral or Speaking Examination Summary Form (OESF or SESF).

For some components you also need to complete an Individual Candidate Record Card for each candidate. You only need to send cards for candidates in the sample. Please keep the cards of any candidates not included in the sample. We may ask to see them at a later date.

Download the interactive forms from the ‘forms to include with your sample’ column of the samples database. We recommend you complete them on-screen with the teacher who carried out the assessment. When completing the CASF, WMS, OESF or SESF, please remember:

- Include the marks of all candidates entered for a component, not just the marks of the candidates in the sample.
- The total marks you enter must add up correctly and must not exceed the maximum. The interactive forms on the samples database will add up the marks for you and tell you if you have exceeded the maximum.
- If only one teacher was involved in the assessment, enter the breakdown of marks and fill in the ‘Total Mark’ column. The marks in this column must match the marks you submit to us through Direct or the Internal Assessment Mark Sheet (MS1).
- If more than one teacher was involved in the assessment, you must also enter the standardised marks in the ‘Internally Moderated Mark’ column. The marks in this column must match the marks you submit to us.
- If a candidate has not completed any work for the component, show that they were absent on the CASF, WMS, OESF or SESF by filling in their candidate details and leaving the mark fields blank.

Important information

If you have candidates who are taking an A*-G syllabus, and candidates who are taking the 9–1 equivalent, you must complete separate forms for each group. Do not combine them onto one form.

3.6.3 How to submit the samples

What to include

When you send us your samples please include:

- The sample specified in the samples database and all the work that contributed to the candidate’s final mark for the component.
- The forms specified in the samples database. If forms are missing, incomplete or inaccurate this could delay the moderation process and the release of results to your candidates.
- A report showing the marks you submitted for all candidates entered for the component. This can either be your Direct internal marks report or the second copy of the Internal Assessment Mark Sheet (MS1).
- For components where we need video evidence, a full-sized DVD (standard PAL or NTSC DVD video) that can be played on a standard DVD player. If you do not send this in the correct format we will not issue a result for the syllabus. You must make sure you store video evidence securely until you send
it. See 'Submitting candidate work on CD, DVD or USB stick', at www.cambridgeinternational.org/courseworkandmoderation

- For the components listed in section 3.1, a copy of the approved Outline Proposal Form for each piece of work in the sample (if you have submitted an Outline Proposal Form).

### Extra guidance

For help sending work on CD, DVD or USB stick see www.cambridgeinternational.org/courseworkandmoderation

### Preparing samples

Make sure each piece of work in your sample is clearly labelled with your centre number, the candidate number, the syllabus and component. We recommend you use the 'Coursework identification labels' we send in the pre-exam despatch. Download extra labels from www.cambridgeinternational.org/forms (Coursework and moderation – Label 3).

Send recordings from different components separately. Each USB stick, CD or DVD you send us must clearly show your centre number, the syllabus code and the component code. Use a CD/DVD marker, not a label. For USB sticks use a label or a fine-tip marker.

Please enclose a list of the candidates' tests in order of recording. This should include:

- your centre number
- syllabus and component code
- candidate number and name of each candidate included.

Send written coursework in plain, thin covers, not in bulky ring binders. Please make sure any tied written coursework is securely fastened.

Do not send valuable materials or large, bulky or fragile items.

### Packing and sending samples

We send most of the materials you need to return your samples in the pre-exam despatch.

1. Pack the samples for each component in separate script packets.
2. Attach the correct bar-coded label showing your centre number, the syllabus number and component number to the front of each packet.
3. Place the packets in a secure outer package to make sure your samples are not damaged. We do not supply the outer package. You can put a number of packets, for a variety of components, into one outer package. You can use more than one outer package.
4. Stick the coursework address label showing our address onto this package. You can download extra labels from www.cambridgeinternational.org/forms
5. Send your samples to the following address. Use a service with a tracking facility and keep a record of your tracking number.
   Cambridge Assessment International Education
   Cambridge Assessment DC10
   Hill Farm Road
   Whittlesford
   Cambridge CB22 4FZ
   United Kingdom
6. Your samples must reach us no later than the deadlines in the samples database (www.cambridgeinternational.org/samples).
7. You must complete our Script Return Form each time you send us samples. We will email you a link to the form in the Cambridge Exams Officer eNewsletter.

### Important information

- Before you send the work, check that you have kept the information and materials listed in section 3.6.4.
- Please pack the work carefully. If samples are damaged this could delay the moderation process and your candidates’ results.

### Extra guidance

To help you submit your samples correctly, watch our online tutorials at www.cambridgeinternational.org/courseworkandmoderation

### Administrative forms

Labels available from www.cambridgeinternational.org/forms
- Coursework Identification Labels: Cambridge IGCSE Art & Design – Coursework and moderation – Label 1
- Coursework Address Labels – Coursework and moderation – Label 2
- Coursework Identification Labels – Coursework and moderation – Label 3
Important information

Do not wait to send your candidates’ work at the same time as your scripts for timetabled exams.

3.6.4 Materials to keep

You must keep the following materials and information until after the enquiries about results period:
- a record of the work you sent us
- a record of the marks you awarded, for example a printout of your Direct internal marks report
- a summary of how you internally moderated marks, if relevant
- copies of the coursework or non-coursework tests in your sample
- all the assessed coursework or non-coursework tests of all candidates not included in the sample, in case we ask you to send another sample of work
- a copy of each form. These forms are an important part of the assessment process and we may need to refer to them as part of our quality checks.

You must store the materials securely. Do not return them to candidates until after the enquiries about results period.

3.6.5 Moderation report

We send a report for each component you have assessed. The moderation adjustment summary report highlights any adjustments we made to your candidates’ marks. See section 6.1.3. We also send you a report from the moderator giving feedback on how you assessed the work. We send both reports in your provisional results despatch.

3.6.6 Returning candidates' work

Please tell us if you would like us to return your coursework samples. If you do not want us to return the work, you do not need to do anything. We do not charge for this, except for Art & Design.

Send us Coursework and Moderation – Form 6, available from our website and the samples database. You must send us the form with your sample, by the deadline on the samples database. If you have already sent us the sample, email info@cambridgeinternational.org by the following deadlines:
- June 2020 series: 20 September 2020

We will not be able to return coursework if you ask us after these deadlines. You can return the coursework to candidates as soon as you receive it. We may keep some items for research, exhibition, archive or educational purposes.

Recordings of coursework or non-coursework tests

You should keep copies of all the audio and/or visual recordings you send us for moderation, so we will not return these recordings.

Regulations

We are not responsible if any coursework you send us is lost or damaged.

Cambridge IGCSE and Cambridge International AS & A Level Art & Design

We charge a fee per component to return work for Cambridge IGCSE Art & Design (0400/01/02 and (9–1) 0989/01/02) and Cambridge International AS & A Level Art & Design (9479/01/02 and 03). See our fees list in the 'My Messages' section of Direct or contact your Cambridge Associate if you work at an Associate Centre.

Send us Coursework and Moderation – Form 5. We may not be able to return work if we receive the form after the deadline.

NEW When do we return candidates' work to you?

We will return coursework that has not been subject to an enquiries about results service to you:
- between September and November for the June series
- between March to May for the November series.

If you have requested an enquiry about results for the coursework, we will not return work to you until the end of the enquiries about results appeals period.

Administrative forms

Forms available from www.cambridgeinternational.org/forms and the samples database
www.cambridgeinternational.org/samples
- Return of Art & Design Work: Coursework and Moderation – Form 5
- Return of Moderated Coursework (not including Art & Design): Coursework and Moderation – Form 6

Important dates

The deadlines for sending Coursework and Moderation – Form 5 and Form 6 are:
- June series: 20 September 2020
- November series: 26 February 2021
3.7 Submitting Cambridge Global Perspectives™ work

There are different ways to submit internally assessed marks, candidate work and samples depending on the Cambridge Global Perspectives qualification. This table shows you how to submit your candidates' work by syllabus and component.

<table>
<thead>
<tr>
<th>Syllabus</th>
<th>Component</th>
<th>Component type</th>
<th>How to submit your candidates’ work</th>
<th>Which guide to use for detailed guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Primary Checkpoint Global Perspectives (0838)</td>
<td>Team Project (0838/01)</td>
<td>Internally assessed coursework</td>
<td>Upload using the Online Learning Area</td>
<td>Guide to Submitting Primary and Lower Secondary Checkpoint Global Perspectives Work at <a href="http://www.cambridgeinternational.org/eoguide">www.cambridgeinternational.org/eoguide</a></td>
</tr>
<tr>
<td>Cambridge Lower Secondary Checkpoint Global Perspectives (1129)</td>
<td>Research Report (1129/01)</td>
<td>Internally assessed coursework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge IGCSE Global Perspectives (0457)</td>
<td>Individual Report (0457/02)</td>
<td>Examined coursework</td>
<td>Upload using Secure Exchange</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Team Project (0457/03)</td>
<td>Internally assessed coursework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge O Level Global Perspectives (2069)</td>
<td>Individual Report (2069/02)</td>
<td>Examined coursework</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Team Project (2069/03)</td>
<td>Internally assessed coursework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge International AS &amp; A Level Global Perspectives &amp; Research (9239)</td>
<td>Essay (9239/02)</td>
<td>Examined coursework</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Team Project (9239/03)</td>
<td>Internally assessed coursework</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cambridge International AS &amp; A Level Global Perspectives &amp; Research (9239)</td>
<td>Research Report (9239/04)</td>
<td>Internally assessed coursework</td>
<td>Printed copy</td>
<td>Sections 3.6.3 and 3.7.2 of the &gt;Cambridge Handbook</td>
</tr>
</tbody>
</table>

Cambridge Associates should pass these instructions on to their Associate Centres as necessary.

3.7.1 Cambridge Primary Checkpoint Global Perspectives (0838/01) and Lower Secondary Checkpoint Global Perspectives (1129/01)

You mark your candidates’ Team Projects and Research Reports and upload all the work to the Online Learning Area.

3.7.2 Cambridge International AS & A Level Global Perspectives & Research (9239/04)

You mark and annotate your candidates’ Research Reports. You then print out a sample of reports and send them to us.

For each candidate in the sample you must send:
- the Research Report and Research Log
- the Individual Candidate Record Card
- the Monitoring Form
- the Oral Explanation Form.
Send a report showing the marks for all candidates. This can either be your Direct internal marks report or the second copy of the Internal Assessment Mark Sheet (MS1). You must also send a Coursework Assessment Summary Form showing the marks of all candidates entered for 9239/04, not just the marks of candidates in the sample. All forms are in the samples database.

**Important dates**

The deadlines for marks and samples of coursework and non-coursework tests are in the samples database: www.cambridgeinternational.org/samples

Cambridge Associates should set earlier deadlines for Associate Centres to submit their marks. They should check they have the correct information and then send us the marks by the deadlines.
4 Before the exams

In this section
4.1 Forecast grades 67
4.2 Pre-exam and question paper despatches 69
4.3 Receiving question paper despatches 75
4.4 Storing confidential materials 77
4.5 Preparing the exam room 81
4.6 Invigilator requirements 82

4.1 Forecast grades

You must submit forecast grades for all your candidates.

A forecast grade is the grade the teacher expects a candidate to achieve for each syllabus they are entered for. It is not the teacher’s assessment of the quality of the candidate's work during the course, or of their effort.

Where the candidate has already partly completed a qualification in an earlier series (for example, a Cambridge International AS Level), the forecast grade should relate to the overall qualification, including the part already assessed.

We use forecast grades to:
- decide syllabus grade thresholds
- help adjust marks if you have applied for special consideration
- carry out checks before we release results.

If you do not submit forecast grades you will disadvantage your candidates. We cannot apply these quality assurance processes without them.

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

You do not need to submit forecast grades for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

The 'Administer Exams' section of Direct will ask you to submit forecast grades. You can ignore this message or submit a forecast grade of 'X' (meaning 'no forecast grade') for your candidates if you prefer.

4.1.1 How to submit forecast grades

There are two ways you can submit forecast grades: through Direct or using our Forecast Grade Form.

For Cambridge IGCSE (9–1) forecast grades you must use Direct. Whichever method you choose, submit them before or by the relevant deadline.

Direct

You can submit your forecast grades through Direct as soon as your entries have been processed.

After 20 minutes of inactivity you will be automatically logged out of Direct.

1 Go to your ‘Dashboard’ in the ‘Administer Exams’ section and click on the ‘Forecast grades’ link in the relevant series. You will see a list by syllabus of all the candidates you need to submit forecast grades for. Or you can submit your forecast grades all together using the ‘Import Grades’ area of Direct.

See the 'Extra guidance' box on the next page.

2 Choose the correct forecast grade for each syllabus and candidate.

3 If you cannot forecast a grade for a candidate, for example a private candidate, or an ICE or AICE group award, enter ‘X’ in the ‘Forecast Grade’ column (meaning ‘no forecast grade’).

4 Before you submit them, run a report to check all the grades you have entered. Click 'Download CSV' in the ‘Forecast grades’ tab. It is important that you do this, because once you have submitted a grade you cannot change it through Direct.

5 To change a forecast grade you have already submitted email info@cambridgeinternational.org

Associate Centres should submit their forecast grades to their Cambridge Associate and let them know the grades are ready to approve and submit to us.
Forecast Grade Forms

If you cannot submit your forecast grades electronically use the Forecast Grade Form instead. We send you pre-printed forms in the pre-exam despatch.

1 Fill in the form, following the instructions on the back.
2 If you cannot forecast a grade, e.g. for a private candidate, or an ICE or AICE group award, enter ‘X’ in the ‘Forecast grade’ column (meaning ‘no forecast grade’).
3 Copy the forms for your own records.
4 Return the forms using the envelope in the pre-exam despatch. We scan the forms so please do not bend, staple or damage them.
5 If you made or changed an entry after you printed the forms, add the candidate details to the bottom. If there is not enough room, or if you do not have a Forecast Grade form for the syllabus, use Before the Exams – Form 1. Use a new form for each syllabus.

Administrative forms

Form available from www.cambridgeinternational.org/forms

- Supplementary Forecast Grade Sheet (FS1): Before the Exams – Form 1

Important dates

Deadlines for submitting forecast grades:

- June series: 30 April 2020
- November series: 31 October 2020

Cambridge Associates should set earlier deadlines for Associate Centres to submit their forecast grades. Cambridge Associates should check they have all the information and then send us the forecast grades by the deadline.
4.2 Pre-exam and question paper despatches

We send you the following despatches before the exams, depending on your entries. They contain all the materials you need.

1. **Early question paper despatch**: question papers, confidential instructions and exam materials for specific components, such as practical, project or speaking components where you need materials before the main timetable period. **NEW** This is mainly based on estimated entries. However, we do send some early items using your final entries only.

2. **Entries confirmation despatch**: documents confirming your entries.

3. **Pre-exam despatch**: exam stationery, including multiple-choice answer sheets, key administrative documents, despatch labels, script packets and attendance registers.

4. **Question paper despatch**: confidential question papers.

5. **Bar-coded labels despatch**: to identify the contents of each script packet you send us.

We send all despatches to Cambridge Associates. They are labelled for each Associate Centre. Cambridge Associates should pass the despatches to their Associate Centres according to their agreed arrangements.

### 4.2.1 Dates and contents

The tables below tell you the contents of each despatch for the June and November series and when you can expect to receive them. Remember:

- The despatches and contents match your entries so you may not receive everything listed in the tables.
- Do not worry if you do not receive materials for any late or changed entries in main despatches. They will arrive at a later date. Contact us if your materials have not arrived within two working days of the exam.
- Bar-coded labels for early exam timetabled and non-timetabled components are included in your pre-exam despatch.

### Important information

**NEW** From 2020, we are making some changes to the front covers of all our question papers. These changes make sure the instructions for candidates are clear and the layout is consistent. See [www.cambridgeinternational.org/frontcovers](http://www.cambridgeinternational.org/frontcovers) for details.

#### Early question papers

- **June series**: from November 2019 to March 2020
- **November series**: from June 2020 to September 2020

The regulations in sections 4.3 and 4.4 apply to early question papers too.

<table>
<thead>
<tr>
<th>Art &amp; Design question papers</th>
<th>Cambridge IGCSE Art &amp; Design (0400/02 and 9–1 0989/02)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cambridge O Level Art &amp; Design (6090/02, 03)</td>
</tr>
<tr>
<td></td>
<td>Cambridge International AS &amp; A Level Art &amp; Design (9479/02)</td>
</tr>
<tr>
<td></td>
<td>Cambridge International AS &amp; A Level Digital Media &amp; Design (9481/02).</td>
</tr>
</tbody>
</table>

**NEW** These question papers will be available on the School Support Hub. When we receive your final entries, we will also make the question papers available via Digital File Despatch.

For specific dates see the monthly calendars for January and July 2020 at [www.cambridgeinternational.org/preparation](http://www.cambridgeinternational.org/preparation)

| Case study for Cambridge IGCSE Enterprise (0454/01) | Give the case study to candidates straight away. |
**Early question papers for speaking tests**

We send these at the same time as the Early question papers despatch.

The regulations in sections 4.3 and 4.4 apply to early question papers too.

<table>
<thead>
<tr>
<th>Speaking Test Cards for Cambridge IGCSE languages</th>
<th>For teachers to use in non-coursework speaking tests. Sent in print only.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking Test Teachers’ Notes for Cambridge IGCSE languages</td>
<td>Teacher instructions for non-coursework speaking tests.</td>
</tr>
</tbody>
</table>

You do not need a question paper for:
- Cambridge IGCSE First Language English (0500/04 and (9–1) 0990/04)
- Cambridge IGCSE First Language Spanish (0502/05)
- Cambridge IGCSE Bahasa Indonesia (0538/03)
- Cambridge IGCSE Chinese as a Second Language (0523/02)
- Cambridge IGCSE Urdu as a Second Language (0539/05)
- Cambridge International AS & A Level languages other than English.

All the materials you need for these speaking tests are in the 2020 syllabus booklets, including:
- component requirements
- mark scheme
- help with administration.

Download the Working Mark Sheet from the samples database ([www.cambridgeinternational.org/samples](http://www.cambridgeinternational.org/samples)).

**Confidential instructions**

We send these at the same time as the Early question papers despatch.

You must store these instructions in the same way as question papers. See sections 4.3 and 4.4. You must also follow the regulations in section 5.7.1.

Confidential instructions for practical exams in science syllabuses

These instructions help the member of staff in charge of the laboratory to prepare for the exam. Sent in print only.

**Entries confirmation despatch**

- June series: February/March/April 2020
- November series: July/August/September 2020

| Candidate statements of entry | One for each candidate showing their details, syllabuses, entry options and the date of their exams. Give the statements to the candidates and ask them to check they are correct. If any details are incorrect, follow the instructions in section 2.4. |
| Candidate entry list | Shows all your entries by candidate. |
| Centre summary of entries | Shows all your entries by syllabus and option. |
| Candidate entry warning list | Highlights any potential timetable clashes. |
Pre-exam despatch

- June series: Mid to late March 2020
- November series: Mid to late September 2020

In your pre-exam despatch, there is a guide to explain what you need to do with each item. We will also send the guide in the Cambridge Exams Officer eNewsletter and you can download it from www.cambridgeinternational.org/beforetheexams

<table>
<thead>
<tr>
<th>Exam stationery</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Grey plastic script packets (these are white for Art &amp; Design)</td>
<td>To return scripts or internally assessed samples, we provide two different sized A4 script packets for all your components. You can choose which size bag to use. You will receive A2 packets for Cambridge IGCSE Art &amp; Design (0400 and (9–1) 0989) and Cambridge International AS &amp; A Level Art &amp; Design (9479).</td>
</tr>
<tr>
<td>Continuation booklets</td>
<td>We send continuation booklets in your pre-exam despatch for candidates who run out of space in the answer booklets.</td>
</tr>
<tr>
<td>Formulae and statistics tables</td>
<td>Reference guides for candidates taking mathematics or statistics exams containing important formulae and tables. One table per candidate for specific exams.</td>
</tr>
<tr>
<td>Chemistry data booklets (Cambridge International AS &amp; A Level)</td>
<td>Reference guide for candidates containing important formulae and tables. One book per candidate for specific exams.</td>
</tr>
</tbody>
</table>

| Administrative forms and other materials |  |
| Notice to Candidates and Candidate Warning poster | These posters give our exam rules and regulations for candidates. Before the exam period starts, display a copy of both posters outside and inside all exam rooms. Download extra copies from www.cambridgeinternational.org/examday |
| Forecast Grade Forms (F1) | If you do not submit forecast grades through Direct, give these pre-printed forms to the relevant teachers to fill in. Instructions are on the back of the form. **NEW** We do not supply them for Cambridge IGCSE (9–1) so please submit your grades through Direct. |
| Attendance registers for non-timetabled and timetabled exams | To record whether each candidate is present or absent at the start of the exam. If any of your candidates are not listed, add them to the bottom. Return the top copy with the scripts in the script packet. Keep the bottom copy for your own records. |
| Internal Assessment Mark Sheets (MS1) | If you do not submit internally assessed marks through Direct, give these pre-printed forms to the relevant teachers to fill in. Instructions are on the back of the form. |
| Return envelope for forecast grades and internally assessed marks | To return Forecast Grade Forms and Internal Assessment Mark Sheets. |
| Multiple-choice answer sheets | Pre-printed answer sheets for each candidate. |
| Assessment forms for practical tests | For practical exams in ICT. |
Despatch and identification labels

<table>
<thead>
<tr>
<th>Return labels</th>
<th>Attach to the outer packaging when you return scripts to us.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bar-coded labels for internally assessed, non-timetabled components, early timetabled components and multiple-choice question papers</td>
<td>Bar-coded labels tell us what is in each packet and allow us to track packets at every stage of the marking or moderation process. Place the scripts or samples in the script packet then attach the relevant bar-coded label to the front of the packet.</td>
</tr>
<tr>
<td>Labels for returning internally assessed samples</td>
<td>Attach to the outer packaging when you return internally assessed samples to us for moderation.</td>
</tr>
<tr>
<td>Identification labels</td>
<td>Attach to individual pieces of internally assessed work you send us for moderation.</td>
</tr>
</tbody>
</table>

Question paper despatch

- June series: late March/Early April 2020
- November series: Early/Mid September 2020

Store the contents of this despatch securely and do not open the question paper packets. See sections 4.3 and 4.4.

| Question papers | Confidential question papers for each exam component. |

Bar-coded labels despatch

- June series: Late April 2020
- November series: Late September to early October 2020

Bar-coded labels for timetabled and non-timetabled components | Bar-coded labels tell us what is in each script packet and allow us to track packets at every stage of the marking process. Place the scripts in the script packet then attach the relevant bar-coded label to the front of the packet. |

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

Remember:
- The despatches and contents match your entries so you may not receive everything listed in the tables.
- Do not worry if you do not receive materials for any late or changed entries in main despatches. They will arrive at a later date. Contact us if your materials have not arrived within two working days of the exam.

Entries confirmation despatch

- May series: March 2020
- October series: September 2020

| Candidate statements of entry | One for each candidate showing their details and syllabuses. Give the statements to the candidates and ask them to check they are correct. |
| Candidate entry list | Shows all your entries by candidate. |
| Centre summary of entries | Shows all your entries by syllabus. |
Pre-exam and question paper despatch

- May series: From mid March 2020
- October series: From early September 2020

<table>
<thead>
<tr>
<th>Attendance registers</th>
<th>To record whether each candidate is present or absent at the start of the test. If any of your candidates are not listed, add them at the bottom. Return the top copy with the scripts in the script packet. Keep the bottom copy for your own records.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grey plastic script packets</td>
<td>Use these packets to return scripts after the tests.</td>
</tr>
<tr>
<td>Bar-coded labels</td>
<td>Bar-coded labels tell us what is in each script packet and allow us to track packets at every stage of the marking process. Place the scripts in the script packet then attach the relevant bar-coded label to the front of the packet.</td>
</tr>
<tr>
<td>Return labels</td>
<td>Attach these labels to the outer packaging when you return scripts to us.</td>
</tr>
<tr>
<td>Question papers and supporting materials</td>
<td>Confidential question papers and supporting materials for each test component. Store the contents of this despatch securely and do not open the question paper packets.</td>
</tr>
</tbody>
</table>

4.2.2 Additional exam materials list

For any exam where candidates need extra materials, use our additional exam materials list (www.cambridgeinternational.org/database) to find out:

- which extra materials you need to provide
- which exam materials we provide
- whether candidates should answer directly on the question paper, on multiple-choice answer sheets or in an answer booklet we provide as an insert in the question paper.

The list also contains information about using dictionaries, and the standard materials candidates need for every exam. From 2020, the 'Additional Materials' section on the front covers of question papers will say: ‘You will need:’. This will list what the candidate needs, and will include items we provide such as an answer booklet, an insert or a map. It will also include the extra exam materials that you need to provide to the candidate as well as the standard materials that candidates need.

Calculators are no longer listed as extra exam materials for mathematics components. See section 5.1.6.1 for guidance about using calculators and what types of calculator can be used.

4.2.3 Early question papers and pre-release materials

For syllabuses that have early question papers or pre-release materials, you will receive this material in three ways:

- through the School Support Hub
- in print

For information about how you will receive materials for each syllabus that has early question papers or pre-release materials, go to www.cambridgeinternational.org/prerelease

Digital File Despatch

To access early question papers and pre-release materials through the Digital File Despatch area of our website, you must first submit final entries.

For instructions on how to access Digital File Despatch click ‘Help’ at https://digitalfiledespatch.cambridgeinternational.org/index.html

For more information on receiving and storing materials from Digital File Despatch, see sections 4.3.1 and 4.4.4.

If you are an exams officer for a Cambridge Associate, you will have access to the Digital File Despatch area of our website but your Associate Centres will not. You are responsible for transferring confidential materials to your Associate Centres securely, according to your local arrangements. Do not send confidential materials by email.

Early exam and pre-release materials (June 2020 and November 2020 series)

Go to www.cambridgeinternational.org/prerelease to find out which confidential materials you must access using the School Support Hub or Digital File Despatch area of our website for the June 2020 and November 2020 series. Instructions about how to access Digital File Despatch are available by clicking ‘Help’ at https://digitalfiledespatch.cambridgeinternational.org/index.html
We also include instructions in the monthly *Cambridge Exams Officer eNewsletter*. For some qualifications, we no longer send printed copies of your confidential materials. In some other cases, June 2020 is the last series where we will send you printed copies. We have included this information on our website.
4.3 Receiving question paper despatches

We send you question papers and exam materials before the exam period begins. We send printed question papers and exam materials to Cambridge Associates who then share them with Associate Centres according to local arrangements.

This section explains the regulations you must follow when you receive confidential materials.

Security of question papers

(a) The Head of Centre, or Cambridge Associate, is responsible for making sure an authorised and trained member of staff is available to receive question paper deliveries. This may include security staff outside of your centre’s opening times. They must check the despatch but not open it. You must have a procedure in place to make sure the despatch is kept securely as soon as it arrives at your centre. You must keep a record of this procedure.

(b) You must check the following when a despatch arrives:

(i) that the correct centre number and address are shown on the outer box/courier packaging
(ii) that the correct number of boxes/packages have arrived
(iii) that the outer box/courier packaging is intact and there is no sign of damage, tampering or opening.

(c) The authorised person should then contact the Head of Centre or exams officer straight away. If they are not available, for example if your despatch has arrived when your centre is closed, the despatch must stay sealed and be kept secure.

(d) We pack question papers in blue packets. Inside the packets, your question papers are packed inside an extra transparent bag. This makes question papers even more secure while they are transported to your centre. The blue packets must not be opened until the start of the exam. If they are damaged or open when you receive them, you must tell us immediately using Before the Exams – Form 3.

(e) The Head of Centre or exams officer must then carefully check the contents. Another member of staff must watch. This person needs to understand our question paper regulations but does not need to be a senior member of staff. The Head of Centre or exams officer must choose a suitable member of staff for this task. At this stage you must check to make sure you have received blue question paper packets for all components you have made entries for. You are not checking the number of question papers.
papers. The blue question paper packets must stay sealed until the start of the exam.

(f) You must keep a record of this check either by:
   (i) ticking next to the listed materials on the despatch note, or
   (ii) creating a list of all materials received in each delivery.

(g) The Head of Centre or exams officer, and the member of staff who witnessed the delivery being checked, must sign and date the records.

(h) You must keep the records until you receive certificates, and you must show us the records if we ask to see them.

(i) You must tell us immediately if there are any problems, for example if:
   (i) the question papers have not arrived within two working days of the exam
   (ii) the delivery has the wrong centre number and address. In this case, do not open the box/outer packaging
   (iii) the material does not relate to your entries
   (iv) the material does not match the despatch note
   (v) the material is damaged
   (vi) the seal of any question paper packet is broken, or if there is any sign of tampering
   (vii) a question paper packet has been opened before the exam
   (viii) a question paper packet has been opened before the exam and the transparent inner bag is also damaged.

For points (v) to (viii) take photos as evidence and send them to us with Before the Exams – Form 3.

If any of the question paper packets listed on the despatch note are missing, send us Before the Exams – Form 2.

(j) Cambridge Associates must check the deliveries and tell us about any problems. They are responsible for ensuring the security of all confidential materials and implementing local arrangements.

(k) You must keep the confidential materials secure during these checks, until you transfer them to secure storage. See section 4.4.

Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Missing Question Paper Packet: Before the Exams – Form 2
- Damaged or Opened Question Paper Packet: Before the Exams – Form 3

4.3.1 Downloading confidential exam materials

For any exams where you need to download confidential materials from the Digital File Despatch area of our website or from the School Support Hub, we will email you at the Key Time to let you know your materials are available. You must download and print them securely:

- Make sure you have enough paper and ink to print all the papers.
- You must print question papers clearly in booklet form, ideally on international A4 size white paper (unless you are printing on colour paper for an access arrangement).
- If we have given you permission to print on colour paper, we will upload a standard version of the question paper (unless we have agreed extra modifications). You must then print the question paper onto the colour paper.
- Some confidential materials contain maps and diagrams. Make sure their scale does not change when you print them.
- Question papers must be printed in a secure room (i.e. private office). Two senior members of staff must watch, including the Head of Centre. Make sure any staff members supervising the printing are not subject teachers for the exam. The Head of Centre is responsible for keeping the question paper and all exam content secure.
- For the below syllabuses, you should refer to the syllabus documents for information about how to handle materials.
  0400/02, 0989/02, 6090/02/03, 9479/02, 9481/02
**4.4 Storing confidential materials**

You must store question papers securely in line with our regulations.

**4.4.1 Checking confidential materials**

(a) After the checks in section 4.3, move all confidential materials to your secure container. You must put the question paper packets in timetable date and session order in your secure container. This is so you can select and open the correct question paper packet at the time of the exam.

(b) Question paper packets and other confidential materials must remain unopened until the time set for the relevant exam. You can open specific confidential materials in the cases below. Two members of staff must check they have the correct confidential materials before opening them. If you are not sure, contact us.

- **Confidential instructions** – You must open some confidential materials, such as instructions for practical exams, before the exam. The instructions on the front of the packet will tell you when to open it. Keep confidential instructions secure at all times and do not remove them from the building. Do not photocopy them. The Head of Centre is responsible for making sure these materials stay confidential and that no information about them reaches candidates. Never discuss or share the confidential instructions with another centre. Contact us or your Cambridge Associate if you have any questions.

- **Literature question paper packets** – You can open some literature question paper packets for plain text or open book exams one hour before the start of the exam to check the page references to specific editions of texts. The head of department or suitable teacher must open and check them. The Head of Centre or their deputy must watch.

- **Pre-recorded materials** – Where confidential material is pre-recorded on CDs or other media, you must test them before the exam. See sections 5.7.2 and 5.7.5.

- **Erratum notices** – You must open erratum notices as soon as they arrive, unless we say otherwise on the envelope. Once you have read them you must store them securely until the exam.

(c) If you make entries for a component and then withdraw them all, you may still receive the question papers. If this happens, do not open them. Store them securely until we issue certificates.

(d) You must store exam stationery, materials and secure materials downloaded from Direct and the Digital File Despatch area securely until the time they are needed. If you have printed them you must store them securely with your other question papers and confidential materials.

All electronic files must be downloaded and/or transferred in a secure environment (e.g. a private office) by the Head of Centre, or exams officer, in the presence of another senior member of staff. Electronic files must be kept secure at all times and any devices containing the electronic files must be password protected.

(e) If you have to store answer scripts before you send them to us you must seal them and store them under the same secure conditions as other confidential exam materials.

(f) If a member of staff is involved in administering an exam that is being taken by a person they have an interest in (see section 2.1.5), they must not have unaccompanied access to exam materials. This applies before the exam (for example, question papers and question paper packets) and after the exam (for example, answer scripts). If the member of staff is the exams officer, another person must be there for all administration relating to the exam. Another person must authorise any documents connected with the exam (for example, access arrangements forms) and fill in Entries – Form 1. See section 2.1.5.

**Important information**

NEW From 2020, we are making some changes to the front covers of all our question papers. These changes make sure the instructions for candidates are clear and the layout is consistent. See www.cambridgeinternational.org/frontcovers for details.
4.4.2 **Storing confidential materials**

This section explains our regulations for storing confidential materials.

You must have two layers of security to make sure your question papers and confidential materials are stored securely.

- **First layer**: All confidential materials must be stored in a secure container.
- **Second layer**: The container must be stored in a secure room.

### First layer of security
- A safe or non-portable, lockable reinforced metal container. Must be bolted to the floor or wall. Metal containers must be fitted with sufficient locking bar(s).

### Second layer of security
- Secure room. The safe or secure metal container must be kept in a securely locked room, in a fixed building. The secure room walls, ceiling and floor must be of solid construction. Windows must have bars. Alternatively, the secure room must be fitted with a dedicated alarm.

### Secure room door must be solid, fitted with strong hinges and a secure lock.

---

**Level 1 – Secure container**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Extra guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question papers and other confidential material must be stored unopened in their own secure container, ideally a strong safe. If a safe is not available, use a non-portable, lockable, solid metal container. Metal containers must be securely bolted to the floor or wall. Safes that are easily moveable must also be securely bolted to the floor or wall. Where a metal container is used this must be fitted with sufficient locking bars to prevent the doors/drawers from being forced open. Padlocks used to secure external locking bars must be strong. The secure container must be locked at all times when exam materials are being stored there.</td>
<td>Any external fixings that secure the container to the wall or floor must be tamperproof. One external locking bar across the middle of a tall metal container may not be enough. Any external fixings that secure the locking bars to the metal container must be tamperproof.</td>
</tr>
</tbody>
</table>
## Level 2 – Secure room

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Extra guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>The secure container must be stored in a locked room in a building. The walls, ceiling and floor of the secure room must be of solid construction. The secure room must be locked at all times when not being used.</td>
<td>If the room has a false ceiling/ceiling tiles, you must make sure there is no access from adjacent rooms.</td>
</tr>
<tr>
<td>The walls and ceiling must be made of brick or concrete. Partition or 'stud' walls need extra security measures. Please contact us to discuss your options.</td>
<td>If the secure room is also used for other purposes (e.g. an office) you must make sure that access to the room meets our regulations. There is more information below on who can have a key to the secure room.</td>
</tr>
<tr>
<td>The room used to store the secure container should be a dedicated 'secure room' where only exam materials are stored.</td>
<td>You must consider extra improvements to make sure that no unauthorised access can be gained to your secure container (for example, by installing a metal cage around the container).</td>
</tr>
<tr>
<td>The room the secure container is in should have no internal or external windows. If this is not possible, windows must be securely fitted with metal bars, or the room must be fitted with a dedicated alarm. Secure room alarms must be on a separate circuit to the main centre alarm. The secure room alarm must be switched on at all times when the room is not being used.</td>
<td>If your secure room has windows that require bars, fit these on the inside, rather than the outside, of the windows. Where outside bars are used, you must make sure the bar fixings are tamperproof. Where you have a dedicated secure room alarm you must have a process in place to respond quickly if it is activated.</td>
</tr>
<tr>
<td>The door to the secure room must be solid; not hollow, and must be fitted with strong tamperproof hinges. Any glass panels in the door must be fitted with metal security bars, or the secure room must be fitted with an alarm system. Please see above for alarm requirements.</td>
<td>If the hinges on your secure room door are on the outside of the room, you must make sure that they are tamperproof. Do not label the secure room with any signs that show it is a secure room.</td>
</tr>
<tr>
<td>The secure room door must be fitted with a secure locking mechanism; multiple strong locks are preferable.</td>
<td></td>
</tr>
<tr>
<td>The secure room must be locked at all times, when not being used.</td>
<td></td>
</tr>
<tr>
<td>A minimum of two and maximum of three authorised people must be key holders. For example, the Head of Centre, the exams officer and another member of staff. Key holders do not need to be senior members of staff but must have a clear understanding of our question paper regulations. The Head of Centre or exams officer can nominate an appropriate member of staff to be a key holder.</td>
<td></td>
</tr>
<tr>
<td>Only authorised key holders can access the secure room. Where this is not possible (for example, where an office is used) anyone going into the room must be supervised by an authorised key holder at all times.</td>
<td></td>
</tr>
<tr>
<td>Access to the secure container must be limited to authorised key holders only.</td>
<td></td>
</tr>
<tr>
<td>Keys and any access codes to the secure room and secure container must be kept with the key holder at all times. If this is not possible, they must be kept in a separate locked place, ideally another metal key safe.</td>
<td></td>
</tr>
</tbody>
</table>
Tell us immediately if the security of the question papers or confidential materials is put at risk by fire, theft, loss, damage, unauthorised disclosure or any other circumstances.

Cambridge Associates are responsible for making sure their Associate Centres maintain the security of question papers and confidential materials.

4.4.3 Storing confidential materials for Cambridge Primary Checkpoint and Lower Secondary Checkpoint as part of the Cambridge Primary programme

If your centre is registered and approved to offer only Cambridge Primary Checkpoint and Lower Secondary Checkpoint you can follow the regulations below instead of the ones in section 4.4.2.

You can store question paper packets unopened in either

- a non-portable lockable, solid metal container
- a securely locked room in a fixed building with solid walls, ceilings and floors.

You must also follow the key holder regulations in section 4.4.2.

4.4.4 Downloaded confidential materials

After you have securely downloaded and printed your confidential materials (see section 4.3.1) you must store them securely:

- Seal confidential materials in an envelope.
- Clearly label the envelope with the date of the exam, the session (AM, PM or EV), the syllabus and component.
- Store the envelope securely until the exam.

You must treat digital confidential materials in exactly the same way as printed materials; see section 4.4.2. After you have printed the question papers, store them securely until the start of the exam.

Extra guidance

Find support at www.cambridgeinternational.org/beforetheexams

- Our 'Receiving and storing question papers' video explains what you need to do when your question papers arrive.
- Our 'Secure storage' video shows examples of storage facilities so you can check that your secure container and room meet our regulations.
- Our 'Handling confidential materials' poster explains the security regulations for each type of component. The information on this poster may not reflect local arrangements between Cambridge Associates and their Associate Centres.

If you need advice on security arrangements, please contact us: info@cambridgeinternational.org

Associate Centres should contact their Cambridge Associate.
4.5 Preparing the exam room

You must follow these regulations when you prepare the exam room. This includes exam rooms for practical exams e.g. Art & Design.

4.5.1 Exam venue

All candidates must take the exam at the centre unless you have our permission for them to take the exam somewhere else. See section 2.6.

4.5.2 Exam room

(a) Exam rooms must be suitable for candidates. Think about access, heating, ventilation, lighting and outside noise.

(b) The conditions for practical exams must give all candidates the opportunity to finish their tasks and show their true level of knowledge in the subject.

(c) You must clearly display to all candidates:
   - the centre number
   - the date
   - the start and finish time of each exam
   - the syllabus and component code of each exam.

(d) You must have a copy of sections 4 and 5, and the 'Key Times and Full Centre Supervision' section, of this handbook in each exam room. You must also have a copy of the full handbook in the main exam room.

4.5.2.1 Clock

All candidates in the exam room must be able to directly see a reliable clock. If you need several clocks in large rooms, they must all show exactly the same time.

All clocks must show the actual time. For candidates using a computer, checks must be made to make sure that the time is correct on each computer.

4.5.2.2 Notice to Candidates and Candidate Warning poster

You must display the Notice to Candidates and Candidate Warning poster both inside and outside the exam room for all exams, including speaking & listening tests. We recommend you print the posters as close to 42.0 × 59.4 cm as possible. We will send you copies of each poster in the pre-exam despatch and you can download them from our website at www.cambridgeinternational.org/examday

4.5.2.3 Display material

Never display material that might help or distract candidates in the exam room (for example, maps, diagrams, wall charts). You must take extra care with exams in laboratories or libraries.

4.5.3 Seating arrangements

4.5.3.1 Distance between candidates

(a) Seating arrangements must stop candidates from seeing others’ work. The minimum distance in all directions from the centre of one candidate’s chair to the centre of another’s must be 1.25 metres (see below).

(b) For multiple-choice papers, if desks are spaced 1.25 metres apart candidates may still be able to see others’ work, whether they mean to or not.

If this is the case the exams officer could:
   - increase the space between desks
   - alternate rows of candidates taking different exams
   - use extra invigilators.

(c) Where candidates take an exam in a language laboratory, the minimum distance in all directions from the centre of one candidate’s chair to the centre of another’s must be 1.25 metres. If you cannot do this you must use screened booths instead. These may restrict invigilators’ view of candidates so you will need to use more invigilators.

(d) Where candidates sit an exam in a computer laboratory, the minimum distance between the outer edge of one monitor to the other should be 1.25 metres. If you cannot do this, candidates must sit at alternate monitors or in screened booths. These may restrict invigilators’ view of candidates so you will need to use more invigilators.

(e) You can contact us or your Cambridge Associate for advice.
### 4.5.3.2 Written exams

(a) All candidates must face in the same direction.

(b) They must sit in candidate number order, with candidate numbers or index numbers on each desk.

(c) Each candidate must have their own desk or table large enough for question papers, maps, equipment and materials for practical exams, and answer booklets/paper.

(d) Ideally do not use desks with shelves in exams. Candidates could use these shelves to store notes or other unauthorised items. If no other desks are available, invigilators must check the shelves before the exam, and must make sure candidates do not place anything on them during the exam. You could appoint extra invigilators to monitor this.

(e) Candidates who are working on a drawing board set on an easel or another non-horizontal surface should sit in an inward-facing circle or similar if possible.

(f) You may hold other exams in the room at the same time, as long as candidates are not disturbed.

### 4.5.3.3 Candidates with a contagious disease

(a) If a candidate has a contagious disease, decide whether they are fit to take the exam. If they take it, they must be in a separate room where you can apply all exam regulations.

(b) After the exam you must photocopy the candidate’s script and return this photocopy with the other candidates’ scripts as normal. Seal the original script in a transparent file with a visible note explaining the situation. Store the original script securely and contact us for advice. or visit [www.cambridgeinternational.org/help](http://www.cambridgeinternational.org/help) and type ‘soiled scripts’ into the search box.

### Extra guidance

Use the first section of our ‘Exam day checklist’ to make sure you are ready for the exams ahead and your preparations meet our regulations. Download the checklist from [www.cambridgeinternational.org/examday](http://www.cambridgeinternational.org/examday).

### 4.6 Invigilator requirements

(a) Invigilators are the people in the exam room responsible for the conduct of an exam. They:

- make sure the exam follows our regulations so that candidates have the opportunity to show what they know and can do
- keep the exam secure before, during and afterwards
- prevent and report suspected malpractice
- prevent administrative errors.

(b) The Head of Centre must use trained and experienced adults as invigilators. The Head of Centre must decide who is suitable.

(c) The Head of Centre **must** make sure that all invigilators know what is expected of them and are fully briefed and trained. You must keep a record of this training until you receive certificates.

(d) You must have a copy of the full [Cambridge Handbook](http://Cambridge Handbook) in the main exam room and a copy of sections 4 and 5, and the ‘Key Times and Full Centre Supervision’ section, in any other exam rooms.

(e) Invigilators must:

- understand the regulations in sections 4 and 5 of this [Cambridge Handbook](http://Cambridge Handbook)
- understand our Key Times and Full Centre Supervision regulations; see the ‘Key Times and Full Centre Supervision’ section
- be familiar with the Notice to Candidates and Candidate Warning poster
- understand any specific regulations relating to the subjects being examined
- give their full attention to the conduct of the exam and move around the room
- tell the Head of Centre if they suspect malpractice; see section 5.6.

(f) Invigilators must not do any other task not related to the exam (for example, marking) in the exam room.

(g) Apart from one device to ask for help, invigilators must not have access to any other form of communication while in the exam room.

(h) You must keep signed records of the following:

- invigilator training records
- invigilators or supervisors used for each exam or period of Full Centre Supervision
- actual start and finish times of your exams
- start and finish times of any periods of Full Centre Supervision
any changes to invigilators during each exam or period of Full Centre Supervision.
We may ask to see these records at any time until you receive certificates.

(i) Invigilator numbers

(i) You must have at least one invigilator for every 30 candidates. All candidates in the exam room must be visible to one or more invigilators at all times.

(ii) Invigilators must be able to ask for help easily, without leaving the exam room or disturbing candidates. Invigilators can have a mobile phone in the exam room for this purpose only. They must keep the phone on silent mode and away from candidates.

(iii) A teacher who has prepared the candidates for the exam must not be the only invigilator at any time.

(iv) For practical tests you must have at least two invigilators in each room at all times. The ratio of invigilators to candidates in the exam room must not drop below 1 to 20 at any point during the exam. At least one invigilator should be a subject specialist.

For practical tests for the following syllabuses see section 5.7.4:

- Cambridge IGCSE ICT (0417)
- Cambridge International AS & A Level Information Technology (9626).

For all our Art & Design syllabuses you must have at least one invigilator for every 30 candidates.

(v) For practical exams where we require a supervisor, the supervisor must not be counted as an invigilator.

(vi) For listening exams a member of staff who speaks the language of the test should be there to deal with any technical problems. Do not count them as an invigilator.

(vii) In exams where questions or passages must be read to candidates an invigilator must be there as well as the reader.

(viii) You can change invigilators during an exam, as long as the number of invigilators in the room does not fall below the required number. You must keep a record of any invigilator changes during the exam.

(ix) **NEW** Invigilators can be supervisors for Full Centre Supervision.

(j) Invigilator suitability

(i) The Head of Centre cannot let anyone who has an interest in a candidate invigilate an exam by themselves. If the Head of Centre decides to use a candidate’s parents/guardians/carers or relatives, they must send us Entries – Form 1 before the exams. See section 2.1.5.

(ii) **NEW** You must make sure appropriate invigilators are available to take any candidates to the washroom, if needed. Where there is one invigilator, you must make sure they can contact an appropriate member of staff without leaving the exam room or disturbing candidates.

(iii) A reader, scribe or practical assistant cannot also be an invigilator for the same exam.

Extra guidance

You are responsible for training your invigilators before the exam, even if they are experienced. Download our training presentation ‘Invigilating Cambridge exams’ from www.cambridgeinternational.org/beforetheexams. You can adapt it to train your invigilators or simply read it to refresh your own memory.
5 Exam day

In this section
5.1 At the beginning of the exam 84
5.2 During the exam 90
5.3 At the end of the exam 92
5.4 Packing and sending scripts 94
5.5 Special consideration 97
5.6 Malpractice 100
5.7 Special instructions for particular exams 103

5.1 At the beginning of the exam

Candidates must take their exams in the correct timetabled session. You must schedule exams within the appropriate timetable session in compliance with the relevant Key Time. See the 'Key Times and Full Centre Supervision' section and section 1.2.2.

If you cannot meet these requirements you must apply for a timetable deviation. See section 1.2.3.

You are responsible for giving candidates their exam times.

Extra guidance

We have a range of support for exams officers before and during exams, including online video tutorials, invigilator training materials and 'how to' guides at:

- www.cambridgeinternational.org/beforetheexams
- www.cambridgeinternational.org/examday

We also have a video to help students understand what to expect on exam day. The video is in the 'Parents and students' section of our website at www.cambridgeinternational.org/what-to-expect-on-exams-day

5.1.1 Identifying candidates

The Head of Centre must make sure invigilators can check each candidate’s identity. Private candidates your centre does not know must prove their identity, for example with an ID photocard or passport. Each time they attend a session you must check that they are the same person who was entered for the exam. Identity checks must not disturb any candidates who are already taking their exam.

5.1.2 Candidate numbers

You must give all candidates their centre number and candidate number before the exam. You must also clearly display each candidate’s number or index number on their exam desk.

5.1.3 Attendance registers

The attendance register records all the candidates registered to take each exam. We send you pre-printed attendance registers before the exams. Use them to record whether the candidates listed are present or absent. Follow the instructions for returning attendance registers in section 5.4.1. If you have candidate(s) taking an exam in a separate exam room at your centre or at a different venue, do not send us a separate attendance register. Mark them as ‘present’ on the main attendance register and return their scripts in the same packet as the other candidates taking the exam.

If you do not fill in the attendance registers properly this can delay candidates’ results.

Keep a copy of all completed attendance registers. We may ask to see them at any time until you receive certificates.

Extra guidance

Watch our video for guidance on completing attendance registers at www.cambridgeinternational.org/examday
5.1.4 Seating plan

You must produce a seating plan for each exam to show how the exam room is set up. It shows the position of each table and chair, and where each candidate sat. It must also show the position of the invigilator’s desk and the direction the candidates faced.

You must keep signed records of the seating plan for each exam session. We may ask to see the seating plan at any time until you receive certificates.

5.1.5 Unauthorised entries

If a candidate arrives for an exam they have not been entered for, they can take the exam as long as:

- They can take all the components needed for the syllabus option. This means you must have enough spare question papers so the candidate can sit all the components at the right time, not just the specific exam. You must not photocopy question papers.
- You add them to the attendance register for each component they take. Once they have finished all the components for the entry, send Exam Day – Form 12 to us or to your Cambridge Associate straight away.

We will then mark the candidate's scripts, enter them for the entry option and give a grade. We will charge a very late entry fee. See section 2.4.

If you do not have enough spare question papers, you should not allow the candidate to sit the exam.

See the fees list in the 'My Messages' section of Direct. It may not be possible for us to release results for these entries at the same time as other results.

If we find any candidates who have not been entered for a syllabus but who have enough marks to make up a valid entry option, we will enter the candidates for you. We will charge very late entry fees, as described above.
If the candidate did not take enough syllabus components to make a valid entry option we will not enter them for that syllabus. However, we may send you an invoice to cover the administrative and marking costs.

**Administrative forms**

Form available from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)
- Reporting an Unauthorised Entry: Exam Day – Form 12

### 5.1.6 Stationery, materials and other equipment

We update our additional exam materials list before each series. For components where candidates need extra materials, use the list ([www.cambridgeinternational.org/database](http://www.cambridgeinternational.org/database)) to check:
- which extra materials you need to provide
- which exam materials we provide
- whether candidates should answer directly on the question paper, on multiple-choice answer sheets or in an answer booklet we provide as an insert in the question paper.

**NEW** From 2020, the ‘Additional materials’ section on the front covers of question papers will say: ‘You will need:’. This will list what the candidate needs, and will include items we provide such as an answer booklet, an insert or a map. It will also include the extra exam materials that you need to provide to the candidate as well as the standard materials that candidates need.

**NEW** Calculators are no longer listed as extra exam materials for the mathematics components. See section 5.1.6.1 for guidance about using calculators and what types of calculator can be used.

Candidates must:
- provide their own pens, pencils, ink, drawing instruments (including rulers) and erasers
- write their answers clearly in permanent, non-erasable black or dark blue ink
- use soft pencils (type B or HB) for multiple-choice tests
- only use pencils or pens in other colours for diagrams and maps if the question paper says they can.

During the exam candidates must not use:
- red or green ink
- correcting fluid or tape
- highlighter pens on answer sheets, answer booklets or in the answer sections of combined question and answer booklets.

Candidates may use highlighter pens on question papers or question sections of combined question and answer booklets.

#### 5.1.6.1 Calculators

Unless the syllabus or the front of the question paper say candidates cannot use calculators, candidates can use a calculator if they want to.

**NEW** See page 2 of the additional exam materials list ([www.cambridgeinternational.org/database](http://www.cambridgeinternational.org/database)) for a list of mathematics components where calculators are not allowed.

Invigilators should check a sample of the candidates’ calculators before the start of the exam to make sure they meet the regulations below.

In some cases we have separate local regulations for using calculators. The local regulations will override the regulations below.

For exams where calculators are allowed, you must tell candidates the following:

(a) The size of the calculator must be suitable for an exam.

(b) The candidate is responsible for the calculator’s power supply and it must be built into the calculator. They can bring a spare set of batteries into the exam in transparent packaging.

(c) The candidate is responsible for making sure the calculator works.

(d) The calculator must be silent, with a visual display only.

(e) We will not give the candidate special consideration for a calculator fault.

(f) Candidates must not have calculator cases (unless they cannot be removed), instruction leaflets or any
instructions or formulae printed on the lid or cover of a calculator, or similar. An invigilator should check any cover or case that the candidate cannot remove to make sure it does not contain any unauthorised information.

(g) Candidates must not borrow calculators from other candidates during the exam for any reason. However, the invigilator can provide a replacement calculator if the centre has one.

(h) Candidates must clear any information and/or programs stored in the calculator’s memory before and after the exam. Retrieving prepared information and/or programs during the exam, or removing question paper content from the exam room, is malpractice.

(i) Candidates can use programmable calculators. However, we do not allow calculators with any of the following facilities, unless the syllabus says otherwise:

- graphic display
- data banks
- dictionaries
- language translators
- retrieval or manipulation of text or formulae
- QWERTY keyboards
- built-in symbolic algebraic functions (output must be numeric not algebraic)
- symbolic differentiation or integration (output must be numeric not algebraic)
- remote communication.

Using any of these is malpractice. We do not recommend any particular brand of calculator.

5.1.6.2 Dictionaries

We do not allow electronic dictionaries in any exam. This includes tablets and e-readers.

Cambridge O Level and Cambridge International AS & A Level

We do not allow dictionaries unless the syllabus says candidates can use them.

Cambridge IGCSE and Cambridge IGCSE (9–1)

We allow simple translation dictionaries, except in language exams or where the syllabus says candidates cannot use them. ‘Simple translation dictionary’ means a dictionary that only translates the word and not the meaning or definition of the word.

Cambridge Primary Checkpoint and Lower Secondary Checkpoint

We allow simple translation dictionaries in science and mathematics tests. We do not allow them in English and English as a second language tests.

5.1.6.3 Science papers

(a) Candidates must have the following materials in all science papers:

- ruler (300 mm)
- protractor.

We do not list them on science question papers.

(b) You can give candidates graph paper if they ask for it.

(c) Candidates can use calculators in all science papers.

5.1.6.4 Mathematical tables

Candidates can only use mathematical or statistical tables that the syllabus allows or that are included in the additional materials section of the question paper. Candidates must have them for the whole exam.

5.1.6.5 Geography papers

Where a map is part of a question paper, candidates can use string and/or a magnifying glass if they want to.

5.1.7 Authorised and unauthorised materials

5.1.7.1 Authorised materials

(a) In addition to stationery, materials and equipment in section 5.1.6, candidates can only take materials into the exam room if the instructions on the question paper, in the additional exam materials list or in the syllabus booklet say they are allowed.

(b) The Head of Centre can decide whether to allow candidates to bring food and drink into the exam room. If they decide to allow this they must make sure candidates follow our regulations on packaging and labelling (see below) and that other candidates are not disturbed.

(c) The Head of Centre can decide whether to allow candidates to bring standard wrist watches into the exam room. If you allow this, invigilators must make sure candidates place the watches on their desk and that invigilators can see them.

5.1.7.2 Unauthorised materials

(a) Unauthorised materials are those that potentially enable or assist candidates to compromise the integrity of the assessment by:

- concealing information that may be relevant to the assessment
- sharing information about the assessment
- accessing information that may be relevant to the assessment.

The following are examples of unauthorised material:

- electronic devices with data storage and/or communication capabilities by any method.
For example, mobile phones, cameras, e-readers, Bluetooth headsets, tablet or laptop computers and 'smart wear' such as smart glasses and smart watches.

- revision notes of any kind
- calculator cases
- non-transparent pencil cases
- any packaging with images or text on it (candidates should put food or drink in plain packaging).

This list does not include every possible item. Use your judgement by asking yourself whether the item potentially allows a candidate to hide or access information in the exam room.

(b) Candidates must switch off all electronic devices and leave them outside the exam room. They must leave other types of unauthorised material outside the exam room or give them to the invigilator before the exam begins. Invigilators must put the materials where candidates cannot see or reach them.

(c) You and your invigilators must be alert to candidates attempting to bring unauthorised materials into the exam room and must report all instances to us.

(d) Having unauthorised materials in the exam room is a breach of our regulations and you must inform us using the relevant suspected malpractice form. See section 5.6 for further details.

Important information

The invigilator must report any problems with question paper security or exam conduct to the Head of Centre. The Head of Centre or Cambridge Associate must tell us about this straight away.

5.1.8 Starting the exam

An exam is in progress from the time the candidates enter the room until all the scripts have been collected.

- When the candidates are seated, two members of staff must check they have the correct blue question paper packet before opening it.

  **NEW** The front cover of the question paper will be visible through the transparent inner bag. Two members of staff must check again that the day, date, time, subject and component are correct. They should make a final check to make sure that the packet is undamaged before opening it and handing out the question papers to candidates.

- **NEW** From 2020, we are making some changes to the front covers of all our question papers. These changes make sure the instructions for candidates are clear and the layout is consistent.

See [www.cambridgeinternational.org/frontcovers](http://www.cambridgeinternational.org/frontcovers) for details.

- If you have more than one room of candidates or a large number of candidates it may be easier to place the question papers facing upwards on the desks before the candidates enter the room. If you do this, do not leave question papers unattended at any time. You must make sure that candidates do not open the question paper until the invigilator says they can do this (see section 4.6).

- You must read out a set of instructions before candidates are allowed to start working. The instructions are in our What to Say to Candidates in an Exam document. You can download it from [www.cambridgeinternational.org/examday](http://www.cambridgeinternational.org/examday). If you use your own script instead you must include the content of our document. You must read out all instructions in English. You can then repeat them in another language as long as the content and meaning are exactly the same.

- Tell candidates to write their name, candidate number and centre number on any work they want to hand in. **NEW** For listening tests, make sure candidates are given time to do this before the invigilator plays the CD.

- **NEW** You must tell candidates about any erratum notices.

5.1.8.1 Opening the wrong question paper packet

If you open the wrong blue question paper packet by mistake, do not give the question papers to the candidates. Tell your Head of Centre and send us Exam Day – Form 11 straight away.

The Head of Centre must watch while you do the following:

- Do not reseal the blue packet. Take photographs of it.
- Put the opened blue packet in a large envelope.
- Write 'question papers', the syllabus and component code, and the date and time of the correct exam on the envelope.
- Seal the envelope.
- You must both sign over the seal to show you have witnessed the packet being resealed.
- Put a clear piece of tape over your signatures to protect them. Do not use masking tape.
- Take a photograph of the signatures and the new seal.
- Return the sealed envelope to secure storage.

On the form you must explain:

- why and how the packet was opened
- who opened it and when they opened it
• who has had access to the packet since it has been opened
• who has had access to the question paper since it has been opened.

Candidates may need Full Centre Supervision while you do this. You can then start the correct exam.

If you open the wrong blue question paper packet by mistake and then also open the transparent inner bag, you must follow the steps above.

Administrative forms
Form available from www.cambridgeinternational.org/forms
• Question Paper Packet Opened in Error: Exam Day – Form 11

5.1.9 Late arrivals
A candidate is a ‘late arrival’ if they arrive:
• after an exam has started; and/or
• after a period of Full Centre Supervision has started.

5.1.9.1 Candidate arrives late but before the Key Time
(a) You can decide whether to allow the candidate to take the exam. If they take it allow the full time.
(b) If the exam has already finished and other candidates who have taken the exam are under Full Centre Supervision, do not allow the late candidate to communicate with them.
(c) If you allow the candidate to take the exam you must follow our regulations in section 5.
(d) If you do not allow the candidate to take the exam mark them as absent on the attendance register.
(e) You do not need to tell us about this late arrival.

5.1.9.2 Candidate arrives late, after the Key Time but during the exam or a period of Full Centre Supervision
(a) If the exam is still in progress, you can decide whether to allow the candidate to take the exam. If they take it allow the full time.
(b) If a candidate arrives late for a period of Full Centre Supervision before an exam, but it is after the Key Time, you can decide whether to allow them to take the exam. Do not allow them to communicate with candidates already under Full Centre Supervision. You must supervise the late candidate separately in line with our regulations. See the ‘Key Times and Full Centre Supervision’ section.
(c) If you allow the candidate to take the exam you must follow our regulations in section 5.
(d) If the candidate arrives after the Key Time and you allow them to take the exam you must tell them that:
• you are reporting their late arrival to us (as in section 5.1.9.2 (e))
• we will mark their answer script; however
• we may not accept their script and they may get ‘NO RESULT’ in the syllabus.

If you allow the candidate to take the exam you must report this to us on the same day.

(e) To report the late arrival email Exam Day – Form 3 to info@cambridgeinternational.org. Include your centre number and ‘Late Arrival’ in the subject line. If you do not do this it may be malpractice. See section 5.6.

Administrative forms
Form available from www.cambridgeinternational.org/forms
• Late Arrivals: Exam Day – Form 3

5.1.9.3 Candidate arrives late, after the Key Time, after the exam has finished
(a) Do not allow the candidate to take the exam. Mark the candidate as absent on the attendance register.
(b) You do not need to tell us about this late arrival.

5.1.9.4 Candidate arrives late for a timetabled listening exam
Follow the relevant regulations in sections 5.1.9.1–5.1.9.3. If you decide to allow the candidate to sit the exam you must also do one of the following:
• Keep the candidate under Full Centre Supervision until the other candidates have finished the exam and left the room. Do not allow the late candidate to communicate with other candidates who have already taken the exam or who are under Full Centre Supervision. You must supervise the candidate separately in line with our regulations. Please see the ‘Key Times and Full Centre Supervision’ section. You can then start the CD from the beginning for the late candidate.
• If you have a spare CD for the exam, the candidate can take the exam in a separate room with a separate invigilator. This room must meet our regulations in section 4.5.
5.1.9.5 Candidate arrives late for an assessment where we do not apply Key Time regulations (windowed exams) within the exam window

(a) You do not need to report late arrivals for windowed exams to us.

(b) You can decide whether to allow the late candidate to take the assessment or mark them as absent.

(c) For windowed speaking tests, if you allow the candidate to take the test, you must also follow the regulations in section 3.4.8.

Important information

If a candidate is not present at the start of an exam, you may want to contact their parents/guardians/carers to see if the candidate can attend. If they can, ask the parents/guardians/carers to supervise the candidate at all times. They must not communicate with anyone until a member of centre staff meets them.

5.2 During the exam

5.2.1 Supervising the candidates

Invigilators must supervise the candidates throughout the whole exam and give full attention to this at all times. They must not read through any question papers. See section 4.6.

5.2.2 Practical exams

During a practical exam, candidates may need to move around and invigilators may need to tell them what to do. Invigilators must limit this to what is essential.

5.2.3 Leaving the room while the exam is in progress

If candidates need to use the washroom during the exam, they must be accompanied by a member of staff. This can be an invigilator as long as the ratio of invigilators to candidates is maintained.

If this happens during a timetabled listening component, you can allow the candidate to listen to the material they have missed after the other candidates have left. The candidate can only hear the material the same number of times as the other candidates.

If a candidate has finished their exam early and wants to leave the exam room and not return, the following regulations apply:

- Candidates can be allowed to leave the exam room but must be kept under Full Centre Supervision until the Key Time has passed. See section 5.3.3.
- After the Key Time the candidate can leave the exam room and does not need to be under Full Centre Supervision.

If you prefer you can keep the candidate in the exam room until the end of the exam but you must keep them under exam conditions. See section 5.3.3.

5.2.4 Irregular conduct

(a) Wherever possible, the invigilator must remove and keep any unauthorised materials they find in the exam.

(b) The Head of Centre must tell us as soon as possible if our regulations have not been followed. They can tell a candidate to leave the exam room, but only if it is essential or if the candidate would disrupt others. If you tell a candidate to leave the room you cannot apply for special consideration.

(c) A candidate may be disqualified if our regulations are not followed. Only we can decide this. See section 5.6.

5.2.5 Emergencies

In an emergency the safety of candidates and staff is the most important thing. If it is safe and practical, invigilators should do the following to keep the exam secure:

- If necessary evacuate the exam room.
- Fully supervise candidates so they cannot communicate with anyone or access information.
- Make sure all question papers and answer scripts are left in the exam room and that the room is secured.
- After the candidates have returned to the exam room and before the exam restarts, mark on the candidates’ work where the interruption happened, if possible.
- Note the time and length of the interruption.
- Allow candidates the full working time for the exam.
- If there are only a small number of candidates, you could take them to another room to finish the exam. Also take the question papers and scripts.
- Send us a full report of the incident and what you did straight away by emailing info@cambridgeinternational.org with ‘Exam Day Emergency – (centre number)’ in the subject line.
5.2.6 Five-minute warning

You must tell candidates when there are five minutes of the exam left. The invigilator must read out the 'Five-minute warning' section from our What to Say to Candidates in an Exam document. You can download it from www.cambridgeinternational.org/examday. If you use your own script instead you must include the content of our document. You must read out all instructions in English. You can then repeat them in another language as long as the content and meaning are exactly the same.

In listening exams, you should give a five-minute warning if it does not disturb candidates.
5.3 At the end of the exam

At the end of the exam the invigilator should read out the ‘Finishing the examination’ section of our What to Say to Candidates in an Exam document. You can download it from www.cambridgeinternational.org/examday

If you want to use your own script instead you must make sure it includes the content of our document.

If candidates arrive late and the invigilator allows the full time to take the exam (see section 5.1.9), they should stop writing after the extra time.

5.3.1 Collecting exam materials

(a) You must collect all exam materials at the end of the exam. Before you allow candidates to leave the room, you must check that the number of question papers and any other exam material at the end of the exam matches the number handed out at the start.

(b) Use treasury tags or string to fasten together any continuation booklets or sheets of paper candidates want to hand in to be marked. Do not use staples or paper clips.

(c) Invigilators must:
- sort answer scripts into the order on the attendance register (candidate number order)
- check they have all the answer scripts and that candidates have used correct centre and candidate numbers
- give the answer scripts to the person responsible for sending them to us, as soon as they have collated them. This person must place them in the script packet straight away and seal it in the exam room.

(d) If the same exam is taking place in different rooms, invigilators from the smaller rooms should place the scripts in an envelope. This does not need to be sealed. They should take the scripts to be collated with the scripts from the other rooms. Or, one invigilator can collect the scripts from the different rooms.

(e) You must store answer scripts securely until you send them to us.

(f) Answer scripts are confidential between us and the candidate. Nobody is allowed to read or photocopy them before you send them to us, unless we ask you to do this.

(g) Nobody is allowed to remove scripts from the exam room if they do not have permission. If this happens, you must email info@cambridgeinternational.org straight away. Warn the candidate that we may not accept their script.

5.3.2 The 24-hour security rule

You must collect all unused question papers and answer booklets at the end of the exam and store them securely until at least 24 hours after the end of the exam or Key Time, whichever is later. After this time you can dispose of the unused question papers or you can return them to candidates/centre staff if you want to.

You must store all empty question paper packets safely until you receive certificates. We may need them to investigate suspected malpractice.

5.3.3 Leaving the room

(a) Candidates must stay under exam conditions and in the exam room until the invigilator says they can leave.

(b) You must collect and check you have all answer scripts, question papers and any other exam material before candidates leave the room.

(c) If an exam ends before the Key Time, you must keep candidates under Full Centre Supervision until the Key Time has passed. If a candidate does not attend a period of Full Centre Supervision you must tell us as it may be malpractice.
(d) Candidates must not remove any question papers or question paper content from the exam room. This includes writing questions on statements of entry, typing question content into calculators etc. This is not a complete list. You must apply the 24-hour rule to keep question papers and their contents secure. See section 5.3.2.
5.4 Packing and sending scripts

You are responsible for packing scripts using the correct packaging and bar-coded labels. Send us your scripts as soon as possible after each exam. If you cannot send them daily, you must send all your scripts at least once a week. **NEW** Please do not send any unused question papers, answer scripts or continuation booklets.

**NEW** You must make sure Cambridge Primary Checkpoint and Lower Secondary Checkpoint scripts reach us by the deadlines in section 5.4.2.

Keep your scripts in your secure store before sending them. Remember that candidates’ answer scripts are confidential. Nobody should read or photocopy them before you send them to us.

**NEW** If you have to store scripts before you send them to us you must seal the packaging and store them under the same secure conditions as other confidential exam materials.

For packing and sending samples you have assessed see section 3.6. For instructions on submitting Cambridge Global Perspectives work, see section 3.7.

5.4.1 Packing scripts

We provide materials for packing, labelling and sending scripts: attendance registers, script packets, bar-coded labels and courier labels.

Please follow these steps when packing scripts.

1. **Invigilators need to complete and sign the attendance register. Add the details of any candidates not printed on the attendance register to the bottom. If you need a blank copy of an attendance register use Exam Day – Form 1.**

2. Check each script against the attendance register to make sure there is a script for every candidate marked as present.

3. If a candidate has used a scribe, word processor, practical assistant or transcript, attach Exam Day – Form 4 to the front of the script using a treasury tag or string, not paperclips or staples. Download the cover sheets from www.cambridgeinternational.org/forms

4. Place the scripts and the corresponding attendance register in a script packet. Do not put any other material in the script packet, except if you are including a cover sheet for one or more candidates (see point 3, above). To ask for special consideration use either the ‘Special consideration’ area of Direct or Exam Day – Form 7.

5. Pack the scripts for different components in separate packets so they match the syllabus and component number printed on the label. Seal the script packets and attach the correct bar-coded labels to each packet. These labels identify the contents of each script packet. They are in timetable date order with the labels for non-timetabled components printed first.

Remember:

- You will receive labels which are pre-printed with candidate number ranges. The scripts you include in each packet must match the candidate number range on the label you attach to the outside of each packet. Split the attendance register so it matches the scripts in each packet.
- If one packet is not large enough, you can use two or more. Put the bar-coded label on the first packet and number each of the packets (for example, 1 of 4, 2 of 4). Show the candidate number range on each packet. You do not need to split the attendance register. Place the register for the candidate range on the bar-coded label in the first packet. You can then tape the packets together that relate to the bar-coded label.
- If you have lots of entries for an exam, you may receive more than one label. If you do, pack the scripts so they match the candidate number range on the label. Split the attendance register so it matches the candidate number range on the bar-coded label.
- For each component of Cambridge Primary Checkpoint and Lower Secondary Checkpoint, you will receive one label for every 120 candidates. If you have more than 120 scripts, pack the first 120 scripts in one packet with the first label and the remaining scripts in another packet with the second label. Split the attendance register so it matches the scripts in each packet.
- If all the candidates for a component are absent, you still need to complete and enclose the attendance register in the script packet, attach the bar-coded label and return it to us.
- Do not use any bar-coded labels from earlier exam series.
- Do not write anything on the bar-coded label or cover it with tape, other labels or anything that would cover or damage the barcode.
- If you do not have a bar-coded label write the following information on the packet: centre
number, syllabus number, component number, number of scripts and candidate number range.

Place your packets in strong and suitable outer packaging:

- You can send script packets for a variety of components in the same outer packaging.
- As a precaution do not send scripts for all the components of the same syllabus in the same outer packaging.
- Make sure the contents are secure so they do not get lost or damaged.
- Each package must not weigh more than 15 kg.
- If you send several script packets for a variety of components together, please make sure that the packets are separate within the outer packaging and that all packets have the correct labels. Packets must never be attached together.

Attach the address labels provided in the pre-exam despatch to the outer packaging. You can download extra labels at www.cambridgeinternational.org/forms

If you do not receive labels and you cannot download them from our website, use the following address:
Cambridge Assessment International Education
Cambridge Assessment DC10
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom

2. Attendance register (on the top but inside the packet)
3. Individual script packet
4. Bar-coded label (attached to the outside of the script packet)
5. Individual script packet
6. Outer packaging
7. Despatch label (attached to the outside of the outer packaging)
Outer packaging guidelines

It is important you pack your packet(s) of scripts carefully so that they arrive undamaged. Use strong, suitable outer packaging. Do not put too many packets in each outer package as it may get damaged in transit if overpacked.

Make sure corners are secure; use extra packing tape if necessary.

Use the despatch label provided.

Do not send script packets without any outer packaging.

Make sure your outer packaging is secure.

Please make sure that your outer package does not weigh more than 15 kg.

Administrative forms

Forms available from www.cambridgeinternational.org/forms

• Supplementary Attendance Register: Exam Day – Form 1
• Script Despatch Label: Exam Day – Label 1
• Exam Day – Form 4
• Exam Day – Form 7

Important dates

We must receive your Cambridge Primary Checkpoint and Lower Secondary Checkpoint scripts by the following dates:

• May series: 2 May 2020
• October series: 24 October 2020

5.4.2 Sending scripts

You must return your scripts at your cost using a reputable courier with a tracking facility. Keep a record of the contents of each consignment you send and the courier and tracking information.

You must complete our Script Return Form each time you send us scripts. We will email you a link to the form in the Cambridge Exams Officer eNewsletter. You can also find a link in the ‘Help’ section of our website.

Only use air freight for very large consignments of scripts. If you do this please contact Customer Services for instructions.

Cambridge Associates are responsible for sending scripts from their Associate Centres to us, using a courier. Cambridge Associates should make arrangements with their Associate Centres for receiving their scripts.

Extra guidance

• Watch our ‘Packing and despatching scripts’ video at www.cambridgeinternational.org/examday
• If a candidate is unwell in the exam room or has a potentially contagious disease, go to www.cambridgeinternational.org/help and type ‘soiled scripts’ into the search box for advice.
5.5 Special consideration

Special consideration is a change we make to a candidate’s mark after an exam. This may be because something unexpected happened to the candidate, for example temporary illness, injury or bereavement that had an impact on their ability to perform in the exam. It can only go some way towards helping a candidate whose exam performance might have been affected.

Special consideration cannot change the circumstances faced by the candidate. There will be situations where you should not enter a candidate for an exam because they are not in a fit state to cope with the assessment. We can only make minor adjustments to the mark awarded. To do more than this would jeopardise the assessment standard.

There are minimum requirements for special consideration:
- the candidate was affected at the time of the assessment
- the circumstances were outside of the candidate’s control
- the candidate had been fully prepared for the exam and covered the whole course.

Our decision whether to award special consideration is based on various factors, which may vary from candidate to candidate and from one assessment to another.

Apply for special consideration no later than seven days after the last exam of the syllabus in the exam series affected. Read this section before you apply for special consideration.

5.5.1 Special consideration principles

(a) We assess all candidates according to the same marking criteria so that grades and certificates are equally valid.

(b) We assess all candidates on what they know and can do, not on what they might have achieved if circumstances had been different.

(c) Special consideration must not give the candidate an advantage over other candidates.

(d) Special consideration must not affect the integrity of the assessment, and we will therefore restrict it in certain syllabuses.

5.5.2 Candidate present for the assessment but disadvantaged

(a) We will normally give special consideration by applying an allowance of marks to an affected component.

(b) The size of the allowance depends on the timing, nature and extent of the circumstances.

(c) We cannot apply special consideration cumulatively.

(d) We will not discuss how much special consideration should be given with centres, candidates or their parents.

5.5.3 Candidate absent from a timetabled component for acceptable reasons

(a) If a candidate is absent from a component for an acceptable reason we may calculate and award an assessed mark for the missing component.

(b) In this case the minimum requirements for calculating an assessed grade are that the candidate should:
   (i) have covered the whole course
   (ii) have completed 50 per cent of the total assessment by component weighting in the relevant exam series. Carry-forward marks do not count towards this.

(c) We cannot calculate an assessed mark for Cambridge International A Levels where a candidate has not completed any A Level components in the exam series.

5.5.4 Unacceptable reasons for special consideration

Candidates will not qualify for special consideration in the cases below. This list does not include every reason:

(a) long-term illness or other difficulties during the course affecting revision time, unless the illness or circumstances are apparent at the time of the assessment

(b) bereavement more than six months before the assessment, unless there is an anniversary at the time of the assessment or there are on-going matters such as inquests or court cases

(c) matters at home such as moving house or taking holidays (including school/exchange visits and field trips) at the time of the assessment

(d) minor disturbance in the exam caused by candidates, such as bad behaviour and mobile phones
(e) the consequences of committing a crime or being charged with an offence

(f) the consequences of taking alcohol or any other non-prescribed drugs

(g) the consequences of disobeying your internal regulations

(h) not preparing candidates properly for the exam for any reason. See section 5.5.8(c)

(i) staff shortages, building work or lack of facilities

(j) misreading the instructions of the question papers and answering the wrong questions

(k) making personal arrangements that conflict with the exam timetable

(l) submitting no coursework at all, unless coursework is scheduled for a restricted period of time, rather than during the course

(m) not covering the course because the candidate joined part way through

(n) permanent disability, unless a change in condition further affects the candidate at the time of the assessment

(o) unless there is a good reason, not processing access arrangements, different venue arrangements and timetable deviations by the deadlines

(p) misreading the timetable and/or not attending at the right time and in the right place.

5.5.5 Shortfall in coursework

(a) Where a candidate has not produced enough coursework due to an unexpected illness or other misfortune, we may be able to accept a reduced amount. It will not be possible in every case, for example, if the candidate has not met the coursework assessment objectives, or the shortfall has been caused by an unacceptable reason. To receive a grade the candidate should have completed at least 50 per cent of the coursework.

(b) If a candidate does not complete any coursework they will receive a 'NO RESULT' for that syllabus.

(c) You should contact us as soon as you become aware of the shortfall, where we will be able to give you further guidance.

(d) When you apply, tell us how much of the coursework the candidate has completed overall and give a breakdown of marks across the assessment objectives. Candidates should always try to finish the coursework, and we will look at the remaining time the candidate has left before we reply. We will not normally agree to accept less coursework beforehand.

(e) We will not give special consideration to allow for your individual teaching arrangements.

5.5.6 Lost or damaged coursework

(a) Where a candidate’s work has been lost or damaged you must tell us as soon as possible. You must tell us what has happened and how.

(b) You must be able to prove that the work was done and that you monitored it.

(c) If you have recorded marks we will allow you to submit them as normal. If work is lost before you mark it, you must send any existing coursework for the candidates affected. Send a copy of your application when you send your samples for moderation. If there is no work you must include a copy of your application when you send your samples for moderation.

5.5.7 Coursework extensions

(a) You can apply for an extension to the deadline for submitting coursework marks and samples. This might apply in exceptional circumstances beyond your control.

(b) Email info@cambridgeinternational.org along with the relevant evidence before the first coursework deadline.

5.5.8 Other situations where we may consider special consideration

(a) There may be complex cases that need special consideration. We may ask our assessment managers or senior examiner to decide how to award it. This means the results may not show the special consideration straight away.

(b) In cases that you could not predict or plan for, for example, earthquakes, war or epidemics, we may consider, at our discretion, accepting alternative forms of evidence of candidate attainment.

(c) Where a syllabus lists set works (e.g. set texts in a literature syllabus) and you have prepared candidates for the wrong work, we may consider special consideration. We will only consider cases where:

   • there is evidence candidates have been fully prepared for the assessment objectives in the syllabus
   • the incorrect work studied was assessed in the previous year or is listed in the same syllabus booklet.

We will consider each application separately. The Head of Centre must make sure candidates are taught the correct works.
5.5.9 Applying for special consideration
(a) You must use either the ‘Special consideration’ area of Direct or Exam Day – Form 7.
(b) You must only apply for special consideration if the Head of Centre fully supports it.
(c) You must be able to provide evidence to support your application if we ask to see it. You must keep this evidence until we publish results.
(d) You must submit applications within seven days of the last exam in the series of the syllabus affected. We will not usually accept late applications.
(e) We may not consider your application if you do not send us the right information.
(f) A friend or relative of the candidate should not produce the evidence to support special consideration applications. Where this is unavoidable, a senior member of centre staff must countersign and authorise the evidence. We can refuse evidence a friend or relative has produced.
(g) The Head of Centre or exams officer may attach a letter with the application to help explain any unusual circumstances.
(h) We will tell you if your application is approved or rejected if you use Exam Day – Form 7. If you use Direct you must check your account for the outcome.

Direct
Go to https://direct.cie.org.uk, log in and go to the ‘Special consideration’ area.
You can submit applications for:
- present but disadvantaged candidates
- absent candidates
- coursework-related special consideration.

Administrative forms
Forms available from the ‘Support Materials’ section of Direct:
- Special Consideration (Shortfall in Coursework): Coursework and Moderation – Form 2
- Special Consideration (Lost Coursework): Coursework and Moderation – Form 3
- Special Consideration: Exam Day – Form 7

Extra guidance
Our guide to applying for special consideration online is in the ‘Help’ section of the ‘Special consideration’ area of Direct.

Cambridge Associates/Associate Centres
Associate Centres should apply for special consideration using the relevant form rather than Direct. They should download the relevant form from the ‘Support Materials’ section of Direct and send it to their Cambridge Associate. The Cambridge Associate should check the form and email it to us within seven days of the last exam of the syllabus affected.

5.5.10 Appeals against special consideration decisions
To appeal against an outcome, please see section 7.4.

5.5.11 Cambridge Primary and Lower Secondary Checkpoint
You cannot apply for any special consideration for Cambridge Primary and Lower Secondary Checkpoint candidates because the whole marking process is linked to the curriculum framework.
If a candidate does not sit a paper, the diagnostic feedback we send you will not include this candidate. We will not send their statement of achievement and report to student for this syllabus.

5.5.12 Honorary certificates
You may ask for an honorary certificate if a candidate:
- was entered but died before finishing the minimum amount of assessment
- was entered but is terminally ill and did not complete the minimum amount of assessment.
5.6 Malpractice

Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certificates. 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.

5.6.1 Candidate malpractice

The following are examples of malpractice by candidates. This is not a complete list:
- bringing unauthorised materials into the exam room. See section 5.1.7.2
- disruptive behaviour in the exam room (including using offensive language)
- copying from another candidate
- collusion
- plagiarism: not giving sources and/or submitting another person’s work as if it is their own
- looking for, getting, receiving, exchanging or passing on confidential exam material in any way
- not following an invigilator’s instructions
- not following supervision rules designed to keep the exams secure
- stealing another person’s work
- deliberately destroying another person’s work
- including threatening, offensive or obscene material in scripts or coursework
- impersonation: pretending to be someone else, or arranging for another person to take their place in an exam
- altering, falsifying or misrepresenting any results information, including certificates
- behaving in a way that undermines the integrity of the exam.

5.6.2 Centre staff malpractice

The following are examples of malpractice by centre staff. This is not a complete list:
- not keeping exam material confidential
- not keeping candidates under Full Centre Supervision in relation to the Key Time
- not invigilating properly
- helping or prompting candidates with answers
- not keeping candidates’ work confidential
- moving the session or date of a timetabled exam without telling us and getting our written permission
- helping candidates with coursework more than the regulations allow. See section 3.2 and individual syllabuses
- allowing candidates unsupervised access to coursework exemplar materials, whether this is the work of former candidates or material we have provided
- not keeping candidate computer files secure
- behaving in a way that undermines the integrity of the exam.

5.6.3 Suspected malpractice you discover

The Head of Centre must report any suspected malpractice to us on the same day or no later than 12:00, local time, the following working day. Use the relevant malpractice forms.

A The Head of Centre in an Associate Centre must report any suspected cases of malpractice to their Cambridge Associate straight away using the relevant malpractice forms. The Cambridge Associate should check the form and then send it to us straight away.
Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Notification of Suspected Centre Staff Malpractice: Exam Day – Form 9a
- Suspected Centre Staff Malpractice Report: Exam Day – Form 9b
- Suspected Candidate Malpractice Report: Exam Day – Form 9c

The Head of Centre must:

(a) Tell us straight away about suspected malpractice they become aware of or that is reported to them. If they do not do this it might be considered malpractice in itself.

(b) Report suspected malpractice with all relevant information including:
   - statements from relevant centre staff, for example, the Head of Centre, exams officer, invigilators or teachers. Statements should include a detailed account of the circumstances and any investigation the Head of Centre has carried out
   - statements from all candidates involved in the suspected malpractice, giving their account of events in their own words or confirmation that they do not want to give a statement
   - evidence of any unauthorised material the candidate had, e.g. a photograph of the unauthorised material
   - seating plans
   - any other relevant evidence or information.

(c) All statements must be in English. If the level of English of the person writing the statement is poor we may accept statements in other languages. You must provide a translation or we may not be able to accept the evidence.

(d) We take all reports of suspected malpractice seriously. We will write to let you know we have received your report. In our response we will do one of the following:
   - confirm that you do not need to do anything further
   - provide you with guidance
   - open a suspected malpractice investigation.

Important information

If you discover plagiarism in a candidate’s work during the course, you may resolve this internally.

If you discover plagiarism when you submit work to us, highlight the plagiarism and send us the work so we can moderate it in addition to the rest of the sample. Send us Exam Day – Form 9c. Submit a mark that reflects the performance in the work without the plagiarised content. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/teachingandassessment

5.6.4 Suspected malpractice investigations

(a) When we open a suspected malpractice investigation, we will write to you with the details, including actions and instructions. We will try to find all relevant information to help us decide whether malpractice has happened or not.

(b) You must complete all actions and cooperate with all instructions in the timescales we give.

(c) We oversee all investigations. We expect the Head of Centre to personally supervise and collect information for us.

(d) If you do not do what we ask in suspected malpractice investigations this might be considered malpractice in itself.

(e) We can withhold results during investigations. We will tell you if we do this.

(f) We can deal directly with the candidate or the candidate’s representative. In these cases, we will tell the Head of Centre.

(g) We may extend an investigation if we have further concerns.

(h) We may send representatives to your centre to investigate.

(i) Malpractice cases are confidential between the individual centre, the individuals involved and us.

(j) Correspondence about suspected malpractice is confidential between the centre and us.

(k) The Head of Centre can share concerns and/or requests for information with the candidate(s) involved and their parents/guardians/careers.

(l) If the Head of Centre is implicated in the suspected malpractice we may ask someone else to collect information, for example, the chair of governors or director of education.

(m) We may suspend your centre’s ability to make entries while an investigation is ongoing.
Candidates involved in a malpractice investigation cannot withdraw from the relevant syllabus.

### 5.6.5 Rights of individuals suspected of malpractice

If someone is suspected of malpractice the Head of Centre must tell them as soon as possible, preferably in writing. We may tell the Head of Centre to share relevant evidence with them.

If someone is suspected of malpractice you must:
- tell them what they are accused of
- give them the opportunity to write a statement
- tell them the possible consequences if it is decided that malpractice has occurred
- tell them about our appeals procedure.

### 5.6.6 Making a decision

(a) We will consider all available information and use the balance of probabilities to reach a decision on whether the suspected malpractice has occurred or not.

(b) We may consider mitigating factors supported by suitable evidence.

(c) We only base our decisions on the information we have and make no assumptions about the intended actions.

### 5.6.7 Outcomes

(a) All outcomes will be justifiable and reasonable.

(b) We may:
- take no further action
- give a warning to candidate(s) and/or the centre
- deduct marks or award no marks for a component
- disqualify candidates from the subject (in serious cases this may extend to all subjects taken in the series)
- ban a candidate from entering our exams for up to five years
- ban members of staff from any involvement in administering our exams for a specified period of time
- not allow your centre to make entries for specific exams
- remove your centre status and terminate our Agreement with you; see section A12.

(c) We can apply outcomes not listed above.

(d) If we decide malpractice has occurred but cannot decide who was responsible, we may decide not to accept the work submitted and/or issue the relevant results.

(e) We will write to the Head of Centre with the outcome.

(f) When the Head of Centre has received our outcome they can decide whether to take further action with their candidate(s) and/or staff.

(g) Some outcomes will mean that components do not qualify for enquiries about results. We will confirm this in our outcome letter.

(h) We will do our best to make sure candidates are neither advantaged nor disadvantaged by centre staff malpractice. In some cases we may not be able to issue results.

### 5.6.8 Communicating outcomes to members of staff and candidates

The Head of Centre must tell the people concerned about the outcome(s). The Head of Centre is also responsible for telling them that we may share information as described in section 5.6.9.

### 5.6.9 Exchanging information with other awarding bodies and authorities

Where serious malpractice may affect the integrity of other awarding bodies' assessments we may exchange information with them or other regulators.

In cases of serious centre staff malpractice we can share information with professional organisations.

We can tell the relevant police authorities if there is suspected criminal activity. For example, cases involving theft, impersonation or falsifying documents.

### 5.6.10 Appeals

To appeal against a decision we have made in malpractice cases, please see section 7.3.

### 5.6.11 Allegations

If we receive a report of alleged malpractice we will look at any available information. This may lead to a suspected malpractice investigation.

We will only reveal the identity of the person making the allegation if we have to do this for legal reasons. During an investigation we will try to limit the risk of them being identified.

---

**Extra guidance**

For more information on making an allegation go to [www.cambridgeinternational.org/whistleblowing](http://www.cambridgeinternational.org/whistleblowing)
5.7 Special instructions for particular exams

This section gives regulations for specific subjects and qualifications. You should also check the relevant syllabus in case other regulations apply.

5.7.1 Science practical exams

5.7.1.1 Confidential instructions

We send confidential instructions for each syllabus several weeks before exams begin. The supervisor should use them to prepare for the exam session. You must keep them secure at all times. The Head of Centre is responsible for making sure they remain confidential. Never discuss the instructions with another centre or allow any information to reach candidates.

Contact us or your Cambridge Associate if you have any questions. Never open any question paper packets before the exam.

5.7.1.2 Materials

We may supply some of the materials or, by special arrangement with us, you may buy them. Materials we supply will be clearly labelled and we will tell you how to use them in the confidential instructions. You must check materials and specimens we provide against the despatch list as soon as they arrive. Tell us straight away if there are any problems.

Open the packets containing perishable specimens (for example, enzymes for biological practical experiments) as soon as they arrive. Keep them in a refrigerator that only authorised people can access.

The Head of Centre and supervisor are responsible for the safe and confidential handling of all materials until they are used in the exam. No information about these materials must reach candidates.

After the exam, you must return all microscope slides to us, unless we say otherwise. In some cases we may allow you to keep materials and pay replacement costs, using the form enclosed with the materials. We may charge you for the cost of materials you do not return in good condition.

5.7.1.3 Seating arrangements

The minimum distance in all directions from the centre of one candidate’s chair to the centre of another’s should ideally be 1.25 metres, or more if you have the space. If this is not possible space candidates far enough apart so they cannot see others’ work.

5.7.1.4 Large numbers of candidates

Divide candidates into two groups or more if you need to. You must tell us before you do this. Both groups must take the exam on the same day, with the minimum possible delay between sessions. You must keep the groups apart until all candidates have finished the exam, and keep the exam secure at all times. See section 1.2.4.

Candidates waiting to take the test must not find out anything about it.

You must supervise all candidates until the Key Time. Candidates may be taking the exam or they may be under Full Centre Supervision, before or after taking the exam. If you have divided the candidates into two groups you can schedule the exam so that one group finishes at (or close to) the Key Time, and the other group starts at (or close to) the Key Time. This will keep the amount of time candidates spend under Full Centre Supervision to a minimum.

In some countries, scheduling the two groups in this way may cause a morning practical exam to overlap with the afternoon exam session. If this happens:

- arrange the groups so the sittings do not overlap
- timetable the practical exam so that the changeover between the two groups is earlier than the Key Time (you will need to supervise the first group of candidates after their practical exam)
- delay the start of the written exam (as long as all candidates are under Full Centre Supervision at the Key Time).

If equipment is limited, the invigilator and supervisor may arrange for some candidates to begin their work with one question, and some candidates with another question. You should move candidates around after a suitable amount of time.

If you would need more than two groups of candidates contact us well before the exam.

5.7.1.5 Invigilation

In all practical exams, invigilators must make sure candidates do not communicate with each other, especially where they need to move from one part of the room to another.

You must have one invigilator for every 20 candidates and at least two invigilators in each laboratory. The supervisor who set up the room must be there at the start of the exam. They should also be available throughout the exam to deal with any technical problems or safety matters, and to help with invigilation. Ideally one of the invigilators should be a specialist in the subject being examined. This may be the supervisor if they are not performing the experiment at the same time as the candidates.
Where the supervisor needs to perform the experiments from the question paper during the exam, they should do this in a separate room where the candidates cannot see them. You must have enough invigilators while they do this. One of the invigilators left with the candidates must be qualified to deal with any technical problems or safety matters.

If the supervisor has been involved in preparing any of the candidates for the exam another invigilator must be there at all times. You must follow all our invigilation regulations.

Where candidates need to change between one set of apparatus and another, the supervisor must reset the equipment back to its original state each time, unless the confidential instructions say otherwise. The changeover time is in addition to the time for the exam. Invigilators must make sure candidates do not communicate with each other during the changeover.

The supervisor and any invigilators should include any forms we ask for in the instructions with the answer scripts.

If there are any problems during the practical that disadvantage the candidates, for example, the equipment is faulty, the supervisor should record it in their report. They should then talk to the exams officer about applying for special consideration.

5.7.2 Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level listening exams

We supply the recorded material for the listening exams, which you may keep after the exam. We strongly advise you to hold the listening exam in a room that is suitable for up to 30 candidates. If you have equipment that is very powerful, you may have more candidates in the room without asking us. However, if candidates cannot hear the recording you cannot apply for special consideration. Candidates can use headphones if you conduct the test in a language laboratory. However, they cannot control the recording. A member of staff must control the recording at all times, and follow the instructions on the recording. An invigilator should listen to the recording while it is played.

For the following components candidates need equipment that allows them to control the recording, for example, CD players with headphones:

- Cambridge International AS & A Level Music (9483/01).

5.7.2.1 Checking recorded material

(a) As soon as you receive the CD, you must listen to a small section to check the sound quality. For listening exams where the recording is controlled centrally, you must check each CD. For exams where candidates control the recording, randomly check some of the CDs.

(b) You must check the acoustics and sound quality of the CD at the right volume in the exam room one working day before the exam. You may use curtains or carpets to reduce echoes in the room. This check must not affect the security of the exam. Check that candidates with individual listening equipment can hear clearly.

(c) When doing the above checks do not listen to the exam material in full or remove it from the centre. After each check you must return the material to secure storage.

5.7.2.2 Conducting listening exams

Ideally, a member of staff who speaks the language of the listening exam should be there to deal with any technical problems. If this teacher prepared the candidates for the subject they must not be the only invigilator.

NEW The invigilator must give candidates time to fill in information on the front cover, including their name and centre number, before playing the CD.

The invigilator must not stop the CD once started, unless there is an emergency. Noise from outside the exam room is not an emergency. The invigilator should warn candidates of this before the exam begins.

If the invigilator stops the exam because of an emergency, they should restart the CD at exactly the same place once they have dealt with the emergency. The invigilator must include a report with the candidates' scripts, saying at which point in the exam the interruption took place, how long it lasted and what happened. If the invigilator is not sure whether all candidates heard certain items, they must say why and identify the items in the report.

Contact us if equipment fails during the exam.

5.7.2.3 Large numbers of candidates

You may divide the candidates into two groups if you need to. You must tell us before you do this. Both groups must take the exam on the same day, with the minimum possible delay between sessions. You must keep the groups apart until all candidates have finished the exam, and keep the exam secure at all times. See section 1.2.4.

You must supervise all candidates until the Key Time. Candidates may be taking the exam or they may be under Full Centre Supervision, before or after taking the exam. If you have divided the candidates into two groups you can schedule the exam so that one group finishes at (or close to) the Key Time, and the other
group starts at (or close to) the Key Time. This will keep
the amount of time that candidates spend under Full
Centre Supervision to a minimum.

In some countries, scheduling the two groups in this
way may cause a morning exam to overlap with the
afternoon exam session. If this happens do one or more
of the following to make sure no candidate needs to be
in two exams at the same time:

• Arrange the two groups of candidates so that those
  who also have an afternoon exam take the exam
  first.
• Timetable the exam so that the changeover between
  the two groups is earlier than the Key Time (you will
  need to supervise the first group of candidates after
  their exam).
• Delay the start of the afternoon exam (as long as all
  candidates are under Full Centre Supervision at the
  Key Time).

In other countries, scheduling the two groups in this
way may cause an afternoon exam to overlap with the
morning exam. Do one or more of the following to make
sure that no candidate needs to be in two exams at the
same time:

• Arrange the two groups of candidates so that those
  who also have a morning exam take the exam last.
• Timetable the exam so that the changeover between
  the two groups is later than the Key Time (you will
  need to supervise the second group of candidates
  before their exam).
• Make the start of the morning exam earlier (as long
  as all candidates are under Full Centre Supervision at
  the Key Time).

If you would need more than two groups of candidates
contact us well before the exam.

5.7.3 Cambridge IGCSE 'open book' literature
components

Candidates should take their set texts into the exam
room for the following components:

• Cambridge IGCSE English Literature (0475 and (9–1)
  0992) Paper 3
• Cambridge IGCSE Spanish Literature (0488) Paper 1.

Invigilators must check that candidates use original
published books only, not photocopies, unless our
Compliance team has approved this. Invigilators
must also make sure the texts do not contain notes,
derlining, highlighting or anything else the candidate
has added. Invigilators must report any of these.

5.7.4 Cambridge ICT and IT practical tests

This section applies to practical tests in:

• Cambridge IGCSE ICT (0417)
• Cambridge International AS & A Level Information
  Technology (9626).

5.7.4.1 Timetabling

The final timetable gives a one-day window to conduct
these practical tests. Wherever possible, candidates
should take their test at the same time.

If you need more than one sitting they should follow on
from each other within the same day. You must apply
for additional sittings by following the instructions in
section 1.2.4.

Candidates in different sittings should have no contact
with each other. Candidates from the first sitting will
need to be under Full Centre Supervision until the last
group start their exam. Your supervision arrangements
must also follow the regulations in section 1.2.3.1.2,
including supervising candidates overnight if relevant.
You need to consider the time needed to set up the
system and allow time in case anything unexpected
happens.

5.7.4.2 Administration instructions

We send instructions in the Cambridge Exams Officer
eNewsletter and upload them to Direct, in February
for the June series and in September for the November
series. They tell you about:
• preparing for the tests
• submitting candidates’ work for marking
• handling any technical problems during the test.

You must read, understand and follow these
instructions. If you do not have them email
info@cambridgeinternational.org

Before the exam, you must check the date and
time settings on all your computers are correct.
Cambridge Associates should give the relevant
instructions to their Associate Centres.

5.7.4.3 Supervisor

An experienced supervisor, who may be the candidates’
teacher, is responsible for administering the practical
tests. They are also responsible for preparing the
hardware and software.

5.7.4.4 Invigilation

You must have one invigilator for every 20 candidates
and at least two invigilators for every test, even if
you have fewer than 20 candidates. An experienced
invigilator, preferably the supervisor, must be in the
room to deal with any technical problems.
We advise you to have an extra technician as well as the invigilators and supervisor. You must follow all our invigilation regulations in this handbook and in the specific instructions we send you.

**Important information**

You must report any system errors or problems in the Supervisor Report Folder (SRF).

### 5.7.4.5 Candidate access to equipment during the test

Candidates must use your equipment to complete the tests.

They must not have access to their own electronic files, personal notes, pre-prepared templates or other files. Candidates are not allowed to refer to textbooks or centre-prepared manuals. During the practical test they can use English or simple translation dictionaries, spell checkers, software help facilities and manufacturer manuals on the software packages. They may use the original software supplier’s wizards.

Supervisors/invigilators must not give any other help to the candidates during the test, unless the equipment fails or malfunctions. If the supervisor gives any help during the test they must record this on the Supervisor’s Report Form and send the form with the candidate’s work.

### 5.7.4.6 Security issues

Candidates must not communicate with each other in any way and you must make sure their files are secure. They must not use a shared folder on your network to store the source files. You must use individual password-protected folders for each candidate for each practical exam. Give each candidate access to the folder at the start of the exam and remove access at the end. Candidates must not have access to portable storage media, for example, memory sticks. Invigilators must be vigilant throughout the test. Candidates must be under the same conditions as in sections 5.1 and 5.2.

You must treat all assessment material as confidential and must only issue it at the time of the test.

For Cambridge IGCSE ICT (0417) and Cambridge International AS & A Level Information Technology (9626), candidates must not have access to the internet and email during the practical test.

You must keep all work stored on a network or hard disk secure.

You must make sure that:
- candidates do not have access to test material, except during their test
- the invigilator collects all assessment material at the end of each session (including candidate-dated practical test papers and completed work).
- you submit candidates’ work through Secure Exchange for Cambridge International AS & A Level Information Technology (9626)
- you destroy all draft copies and rough work that is not being submitted for marking
- you keep spare copies of the test paper secure until the date in the instructions in the Cambridge Exams Officer eNewsletter.

Candidates must not keep any printouts they produced during the test. They must not keep any electronic files that form part of the test or that they have produced during it.

Candidates must date their test paper before they submit it with the rest of their work.

### 5.7.4.7 Software packages

Candidates can complete the practical sections using any software packages that allow them to show all skills listed in the relevant sections of each syllabus.

### 5.7.5 Cambridge International AS & A Level Media Studies

(a) You must spot-check the DVD extract as soon as you receive it.

(b) You must spot-check the sound and visual quality of the test material in the exam room one working day before the exam. This check must not affect the security of the exam.

(c) During the checks, do not watch the test material in full or remove it from the centre. After each check you must return the material to secure storage.

### 5.7.6 Art & Design exams

You should refer to the relevant Guide to Administering Art & Design for more information.

#### 5.7.6.1 Question papers

Question papers for Art & Design will be available from the School Support Hub (SSH) and from the Digital File Despatch (DFD) area of our website. Make sure you download the correct question paper for your series. We no longer send you question papers for Art & Design in hard copy.
5.7.6.2 Preparing for the test
Candidates may work in any size using any appropriate media. Work that is fragile, three-dimensional or larger than A2 size must be photographed, printed and mounted on an A2 sheet. Candidates may work on a smaller scale but the work must then be mounted on an A2 sheet.

5.7.6.3 Invigilation
You must have one invigilator for every 30 candidates and at least two invigilators in the exam room. The Art teacher or technician must not be the sole invigilator but should be available throughout the exam to deal with any technical problems.

You must supervise candidates’ work during breaks. However, you do not need to supervise candidates during breaks. Candidates are not permitted to remove work or to bring work into the room once the exam has started.

5.7.6.4 Despatch
See our video on packaging and despatching scripts for Art & Design at www.cambridgeinternational.org/packing-despatching-candidates-work
6 Results and certificates

In this section

6.1 Provisional results 108
6.2 Priority results information 113
6.3 Enquiries about results 114
6.4 Certificates 118
6.5 Certifying statements 122
6.6 Verifying results 123
6.7 Applying to university 123
6.8 Cambridge Primary Checkpoint and Lower Secondary Checkpoint results 123

6.1 Provisional results

We release results online through Direct and send a provisional results despatch.

You can give candidates their results straight away or when you receive the statements of results.

The results we publish online and print out are provisional. We confirm the final results when we send certificates. Cambridge Associates are responsible for giving results, statements of results and other results material to their Associate Centres.

Important dates

We tell you the exact dates and times we will release results on Direct and in the Cambridge Exams Officer eNewsletter.

June series (all qualifications)
Results available online: 11 August 2020
Provisional results despatch: late August 2020

November series (Cambridge International AS & A Level)
Results available online: January 2021 (the exact date will be confirmed in the Cambridge Exams Officer eNewsletter)
Provisional results despatch: mid to late January 2021

November series (all other qualifications)
Results available online: mid January 2021
Provisional results despatch: late January 2021

6.1.1 Online results

You can access your results from the Direct homepage and from the ‘Administer Exams’ dashboard. Online results are available in the following formats:

• provisional results information for every candidate (PDF)
• provisional results for your centre in broadsheet format (PDF)

6.1.2 Candidate Results Service

Candidates use this secure website to get their results. You can control who has access to the site and what they can see through the ‘Administer Exams’ page on Direct. For more information see www.cambridgeinternational.org/results

You can generate login details once the previous series has closed:

• June series – late March
• November series – early October.

6.1.3 Provisional results despatch

We usually send this despatch by courier. We do not email or fax results to you or anybody else. Associate Centres will receive their results according to their local arrangements.
When you receive your despatch check that you have all the documents listed below, in particular statements of results for all candidates, including private candidates.

**Statements of results: for candidates**

We send you a statement of results for every candidate. It lists all the syllabuses each candidate entered and the syllabus grades we have awarded. It also shows results for group awards.

We print statements of results on full-colour watermarked stationery. Notes explain the qualification and syllabus grades shown.

We do not show centre names on statements of results for private candidates.

---

**Regulations**

(a) You are responsible for giving all your candidates, including private candidates, their statements of results as soon as they arrive.

(b) Statements of results are not certificates. Universities or other organisations may not accept them.

(c) We can correct the information on any statement of results before we send certificates.

(d) The statement of results belongs to us and we issue it on the following conditions:
   (i) If a statement of results is altered or defaced it is invalid.
   (ii) The statement of results must be returned to us if we ask for it.

(e) When the statements of results arrive, you must check centre and candidate details on them, including the spelling of names and dates of birth. As statements of results are a record of the exam, you must tell us straight away if there are any errors so we can correct them before we send your certificates. Use *Results and Certificates – Form 12*. A Associate Centres must tell their Cambridge Associate about any errors.

(f) Contact us or your Cambridge Associate straight away if:
   (i) any of your statements of results have been altered or damaged
   (ii) any statements of results are missing.

(g) We do not usually give results directly to candidates. In rare cases we may do this, once we have checked their identity.

---

**Administrative forms**

Form available from [www.cambridgeinternational.org/forms](http://www.cambridgeinternational.org/forms)

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

---

**Important dates**

Tell us about any changes to provisional results information by the following dates:

- June series: 20 September 2020
- November series: 26 February 2021

---

**Results by syllabus, option and component: for teachers**

This document shows all your results and component grades by syllabus, option and component. They let teachers compare a candidate’s standard across different parts of an exam. They will not always exactly match the overall syllabus grade. You can share this information with candidates to help decide whether to retake a syllabus or apply for enquiries about results.

If you do this please tell them they should not share this information with anyone else. You can give component grade information if a university asks for it.

**Results broadsheet: for teachers**

The results broadsheet is a summary of all the results for your candidates. It shows the results in a grid, with names listed down the left-hand side and syllabus titles across the top.

**Moderation adjustment summary reports: for teachers**

We provide a summary of moderation adjustments for every internally assessed component. The summary shows any changes we made to the marks your teachers awarded.

We do not change weighted marks. ‘NO ADJUSTMENT’ means that we accepted your marks. The information is in syllabus component code order.

If we changed ranges of marks we show them in ascending order. We do not reduce marks below zero or raise them above the maximum mark for the component.

**Moderation report: for teachers**

A report on the moderation for each internally assessed component. It also shows where our moderators re-marked coursework because they could not moderate the marks.
6.1.4 Extra sets of results

If you need an extra set of results please write to us on headed paper. The Head of Centre must sign the letter. A If you work in an Associate Centre please contact your Cambridge Associate.

We charge for extra sets of results. The fees are in our fees list in the 'My Messages' section of Direct. The following options are available:
- results for the whole centre
- broadsheet only
- syllabus component report.

**Important dates**

We need to receive requests for extra sets of results by:
- June series: 25 July 2020
- November series: 20 December 2020

6.1.5 Syllabus grades on provisional results documents

The tables on the following pages show how we report syllabus grades on provisional results documents. The final syllabus grade is calculated from the candidate's marks and not directly from the component grades. So candidates with the same component grades will not necessarily receive the same syllabus grade.

‘NO RESULT’ or ‘X’ means one of the following:
- You told us the candidate was absent or withdrawn from one or more components of the syllabus. Therefore we cannot award a grade.
- You told us the candidate was absent or withdrawn and there is no record of their mark in one or more components of the syllabus. Therefore we cannot award a grade.
- We disqualified the candidate. If this happened we will have told you why.

‘PENDING’ or ‘Q’ means that we cannot issue a result at the moment but will do this soon.

6.1.6 Grade changes after results release

If a candidate's grade changes after results are released and the change is not because of an enquiry about results, we will update your statement of results and send you a printed copy. We will not automatically update the following documents:
- provisional results information for every candidate (PDF)
- provisional results for your centre in broadsheet format (PDF)
- provisional results for your centre in broadsheet format (Excel).

If you need updated versions, email info@cambridgeinternational.org confirming which documents you need and the syllabus and series.

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Grade reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge IGCSE</td>
<td>• A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g). A*(a*) is the highest grade and G(g) the lowest.</td>
</tr>
<tr>
<td></td>
<td>• 'UNGRADED' shows that the candidate did not reach the standard required for Grade G(g).</td>
</tr>
<tr>
<td></td>
<td>• For some Cambridge IGCSE syllabuses, we report 'TO BE ISSUED' or 'Y' to show that we will award the result in a following series.</td>
</tr>
<tr>
<td></td>
<td>• For some Cambridge IGCSE syllabuses we report separate oral endorsement grades on a scale of 1(ONE) to 5(FIVE). 1(ONE) is the highest grade and 5(FIVE) the lowest.</td>
</tr>
<tr>
<td></td>
<td>• Candidates who do not reach the standard required for Grade 5(FIVE) will have nothing reported on the statements of results.</td>
</tr>
<tr>
<td>Cambridge IGCSE (9–1)</td>
<td>• 9(NINE), 8(EIGHT), 7(SEVEN), 6(SIX), 5(FIVE), 4(FOUR), 3(THREE), 2(TWO) or 1(ONE). 9(NINE) is the highest grade and 1(ONE) the lowest.</td>
</tr>
<tr>
<td></td>
<td>• 'UNGRADED' shows that the candidate did not reach the standard required for Grade 1(ONE).</td>
</tr>
<tr>
<td></td>
<td>• For some Cambridge IGCSE syllabuses, we report 'TO BE ISSUED' or 'Y' to show that we will award the result in a following series.</td>
</tr>
<tr>
<td>Qualification</td>
<td>Grade reporting</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------</td>
</tr>
</tbody>
</table>
| Cambridge IGCSE (9–1) First Language English (0990) | - For Cambridge IGCSE First Language English Speaking & Listening (0990/04), we report separate oral endorsement grades as Distinction, Merit or Pass. Distinction is the highest grade and Pass the lowest. They are reported as follows on statements of results:  
  - with Distinction in Speaking & Listening  
  - with Merit in Speaking & Listening  
  - with Pass in Speaking & Listening.  
- Candidates who do not reach the standard required for 'Pass' will have 'Unclassified' reported on their statements of results. |
| Cambridge ICE group award | - Cambridge ICE statements of results are issued to candidates who have entered for Cambridge ICE.  
- Distinction, Merit or Pass are awarded to candidates who meet the requirements of Cambridge ICE.  
- The statement of results shows the Cambridge ICE outcome and the individual syllabus results for Cambridge IGCSE and Cambridge O Level syllabuses.  
- Only individual syllabus results for the final series are reported on statements of results. Therefore if a candidate is taking Cambridge ICE over more than one series, not all of the counting syllabuses are shown.  
| Cambridge O Level (referred to as GCE O Level on statements of results) | - A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.  
- 'UNGRADED' shows that the candidate did not reach the standard required for Grade E(e). |
| Cambridge O Level syllabuses in languages other than English | - Performance in speaking tests (compulsory or optional) is reported on the statements of results below the syllabus grade as: 'with Pass in Oral'.  
- If a candidate does not achieve a 'Pass' in the speaking test or does not take the speaking test it will not show on their statement of results or certificate. |
| Cambridge International AS Level (referred to as GCE AS Level on statements of results) | - a(a), b(b), c(c), d(d) or e(e). a(a) is the highest and e(e) the lowest.  
- 'UNGRADED' shows that the candidate did not reach the standard required for Grade e(e). |
| Cambridge International A Level (referred to as GCE A Level on statements of results) | - A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.  
- 'UNGRADED' shows that the candidate did not reach the standard required for Grade E(e).  
- In some Advanced Level syllabuses, if a candidate did not reach the standard required for Grade E(e) we will award an AS (Advanced Subsidiary) Level Grade a(a), b(b), c(c), d(d) or e(e), if their performance is good enough in the relevant components. |
<table>
<thead>
<tr>
<th>Qualification</th>
<th>Grade reporting</th>
</tr>
</thead>
</table>
| Cambridge International AS & A Level syllabuses in languages other than English | • We report speaking test (compulsory or optional) performance on statements of results under the syllabus grade as either Distinction, Merit or Pass. Distinction is the highest grade and Pass the lowest. They are reported as follows on statements of results:  
  – with Distinction in Speaking  
  – with Merit in Speaking  
  – with Pass in Speaking.  
• If a candidate does not reach the standard required for ‘Pass’ in speaking or does not take the speaking test, it will not show on their statement of results or certificate. |
| Cambridge AICE Diploma group award                                           | • Cambridge AICE Diploma statements of results are issued to candidates who have entered for the Cambridge AICE Diploma.  
• Distinction, Merit or Pass will be awarded to candidates who meet the requirements of the Cambridge AICE Diploma. The total points scored will also be shown:  
  – Distinction is awarded if a candidate achieves a point score of 320–360 points.  
  – Merit is awarded if a candidate achieves a point score of 220–319 points.  
  – Pass is awarded if a candidate achieves a point score of 120–219 points.  
• We allocate points to each potential counting syllabus according to the grade achieved.  
• Where a candidate has more counting syllabuses than they need, an asterisk (*) appears next to the ones we have used for the award.  
• Only individual syllabus results for the final series are reported on statements of results. Therefore if a candidate is taking the Cambridge AICE Diploma over more than one series, not all of the counting syllabuses are shown.  
• ‘No Award’ shows that the candidate did not reach the standard required for the Cambridge AICE Diploma. The total points scored will not be shown.  
• The candidate will also receive a certificate showing the grades achieved in Cambridge International AS & A Level syllabuses.  
• You will find details of the award rules for the Cambridge AICE Diploma in the Cambridge Guide to Making Entries. |

**Important information**

From 2020 all centres in administrative zone 3 will be able to make entries for our 9–1 Cambridge IGCSEs.
6.2 Priority results information

Many students have deadlines for submitting results to educational institutions around the world. We know that some deadlines are very close to our results release dates. Candidates can ask us to send a priority statement of results directly to their chosen educational institutions or employers on the day results are released. These results will arrive on the same day or shortly after results release.

For UK university applications, we send all Cambridge International AS & A Level results to the Universities and Colleges Admissions Service (UCAS). They will arrive in time to meet university deadlines. Therefore, candidates do not need to ask for priority results information.

6.2.1 Applying for priority results information

To apply, the candidate or the centre where they took the exam(s) must send us Results and Certificates – Form 9 by the dates shown below.

Please send the correct payment and appropriate identification with the form. The fees are in our fees list in the ‘My Messages’ section of Direct.

Administrative forms

Form available from

www.cambridgeinternational.org/forms

- Priority Results Information: Results and Certificates – Form 9

Regulations

(a) If we are sending the statement directly to a school or university you do not need to send us a letter of authorisation. However, if the candidate wants us to send a copy of their results to another address you must send a letter of authorisation on headed paper with the form.

(b) We will not automatically send a copy of the statement to the candidate as you will give them their results. If the candidate wants us to send a copy of their results to their home address you must send a letter of authorisation with the form.

(c) We will not send statements of results to a third party unless the candidate asks us in writing. We need proof of the third party’s identity.

Important dates

We must receive all applications for priority results information by:
- June series: 25 July 2020
- November series: 19 December 2020

We can accept late requests until we publish results. However, we may not be able to send the statement of results on the day we publish results.
6.3 Enquiries about results

We carry out extensive quality checks before we issue results. However, you can submit enquiries about results if you would like us to check the results for particular candidates.

We offer a range of services depending on the type of check you would like.

We charge a fee for each enquiry. We will not charge the fee if the enquiry leads to a change to the syllabus grade.

We do not offer enquiries about results services for Cambridge Primary Checkpoint and Lower Secondary Checkpoint.

6.3.1 Enquiries about results services

<table>
<thead>
<tr>
<th>Service name</th>
<th>Details of service</th>
<th>Availability of service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerical re-check: Service 1</td>
<td>This service checks that all parts of the script were marked, and that the marks were totalled and recorded correctly.</td>
<td>Available for components we have assessed.</td>
</tr>
<tr>
<td>Clerical re-check with copy of script: Service 1S</td>
<td>The same as ‘Service 1’ but you also receive a copy of the script.</td>
<td>Available for components we have assessed. Not available for Art &amp; Design syllabuses.</td>
</tr>
<tr>
<td>Review of marking: Service 2</td>
<td>A review of the original marking to check that the mark scheme was applied correctly. Also includes the re-checks in Service 1.</td>
<td>Available for components we have assessed. Not available for multiple-choice question papers.</td>
</tr>
<tr>
<td>Review of marking with copy of script: Service 2S</td>
<td>The same as ‘Service 2’ but you also receive a copy of the script.</td>
<td>Available for components we have assessed. Not available for multiple-choice question papers or Art &amp; Design syllabuses.</td>
</tr>
<tr>
<td>Re-moderation of internally assessed component with report: Service 5</td>
<td>A re-moderation of a component you have assessed, and a report on how you assessed it. If you have submitted a different enquiry for any of the candidates in the group we will finish that enquiry before we produce the report.</td>
<td>Available for components you have assessed. Not available for individual candidates. We will only re-moderate the work of the candidates in the original sample.</td>
</tr>
<tr>
<td>Report on the work of a group of candidates: Service 9</td>
<td>A report on the work of a group of 5–15 candidates for a component we have assessed. We do not review any marking. The report is designed to give teachers a better understanding of their candidates’ performance in a particular component. You cannot use the reports to decide about retake entries. Once you order this service you cannot ask for another service for the component for any candidates in the group. If you have submitted a different enquiry for any candidates in the group we will finish that enquiry before we produce the report. We will upload the report to Direct within 28 days of finishing any other enquiries for candidates in the group.</td>
<td>Available for components we have assessed. Not available for multiple-choice question papers.</td>
</tr>
</tbody>
</table>
Recalculation of Cambridge ICE or the Cambridge AICE Diploma

A recalculation to make sure the results for Cambridge ICE or the Cambridge AICE Diploma are correct. Email info@cambridgeinternational.org to ask for this. Do not use Direct.

NO RESULT (X Grade) or PENDING (Q Grade)

We usually issue a 'NO RESULT' if we think the candidate has not completed all the components of an assessment. 'PENDING' means we cannot issue a result at the moment but will do this soon.

If the Head of Centre ask us, we can explain 'NO RESULT' or 'PENDING' outcomes free of charge.

We will ask you to send us any evidence that shows our records may be wrong, for example, an attendance register or a coursework mark.

If we say that we cannot issue a result we will:

- confirm which component(s) we have no mark for
- explain again why we cannot award a result, for example, that we did not receive documents, coursework marks or information to confirm that the candidate did or did not take a particular exam.

6.3.2 How to submit an enquiry about results

Submit enquiries about results online through Direct. For detailed instructions, read our step-by-step guide and watch our video tutorial at www.cambridgeinternational.org/ear

To submit an enquiry for 'NO RESULT' or 'PENDING' outcomes, visit the 'Administer Exams' section of Direct and click on the 'Enquiries about results' tab. Click on the 'NO RESULT (X Grade)/PENDING (Q Grade)' tab and follow the same process as you would for submitting an enquiry about results. We will email any further information to you.

A Associate Centres should submit enquiries about results to their Cambridge Associate through Direct. Cambridge Associates can then approve the enquiry and send it to us or reject it.

Important dates

The deadlines for submitting enquiries about results, including enquiries about 'NO RESULT' or 'PENDING' outcomes, are:

- June series: 20 September 2020
- November series: 26 February 2021

We cannot accept requests submitted after the deadlines because we start to dispose of candidate scripts shortly after these dates.

A It is good practice for Cambridge Associates to submit enquiries about results for all their Associate Centres before the closing date. This gives time to check them and resolve any problems before the deadline. Cambridge Associates may set earlier deadlines for their Associate Centres.

Group awards

Recalculation of Cambridge ICE or the Cambridge AICE Diploma

A recalculation to make sure the results for Cambridge ICE or the Cambridge AICE Diploma are correct. Email info@cambridgeinternational.org to ask for this. Do not use Direct.

NO RESULT (X Grade) or PENDING (Q Grade)

We usually issue a 'NO RESULT' if we think the candidate has not completed all the components of an assessment. 'PENDING' means we cannot issue a result at the moment but will do this soon.

If the Head of Centre ask us, we can explain 'NO RESULT' or 'PENDING' outcomes free of charge.

We will ask you to send us any evidence that shows our records may be wrong, for example, an attendance register or a coursework mark.

If we say that we cannot issue a result we will:

- confirm which component(s) we have no mark for
- explain again why we cannot award a result, for example, that we did not receive documents, coursework marks or information to confirm that the candidate did or did not take a particular exam.

6.3.2 How to submit an enquiry about results

Submit enquiries about results online through Direct. For detailed instructions, read our step-by-step guide and watch our video tutorial at www.cambridgeinternational.org/ear

To submit an enquiry for 'NO RESULT' or 'PENDING' outcomes, visit the 'Administer Exams' section of Direct and click on the 'Enquiries about results' tab. Click on the 'NO RESULT (X Grade)/PENDING (Q Grade)' tab and follow the same process as you would for submitting an enquiry about results. We will email any further information to you.

A Associate Centres should submit enquiries about results to their Cambridge Associate through Direct. Cambridge Associates can then approve the enquiry and send it to us or reject it.

Important dates

The deadlines for submitting enquiries about results, including enquiries about 'NO RESULT' or 'PENDING' outcomes, are:

- June series: 20 September 2020
- November series: 26 February 2021

We cannot accept requests submitted after the deadlines because we start to dispose of candidate scripts shortly after these dates.

A It is good practice for Cambridge Associates to submit enquiries about results for all their Associate Centres before the closing date. This gives time to check them and resolve any problems before the deadline. Cambridge Associates may set earlier deadlines for their Associate Centres.
Regulations

(a) The Head of Centre must support all requests.
(b) You need candidate consent to submit enquiries about results, except for a Service 5 enquiry.
(c) You must submit enquiries as soon as possible after we have issued results and before the deadlines.
(d) We will not consider:
   (i) any telephone requests, including enquiries for ‘NO RESULT’ or ‘PENDING’ outcomes. You must submit them through Direct.
   (ii) some requests involving components(s) where malpractice is confirmed. We will confirm this in your malpractice outcome letter.
   (iii) any requests from candidates or their parents/guardians/carers.
   (iv) any requests for a component where we have calculated the component mark.
(e) You can only submit enquiries at component level.
(f) You can submit different services for different candidates in the same syllabus.
(g) You can submit the same or different services for the same candidate in different syllabuses.
(h) You must submit all the component enquiries for a candidate at the same time. We cannot accept extra enquiries for the same candidate and syllabus at a later date.
(i) For clerical re-check or review of marking services, you may only select one type of review or re-check service. For example, you cannot ask for a Service 1S for one component and then a Service 2S for another component if they are in the same syllabus.
(j) As well as enquiries for components we have assessed, you may also submit a Service 5 enquiry for any components you have assessed in the same syllabus.

6.3.3 How long does it take to process enquiries?

We deal with enquiries in the order we receive them. We will tell you the outcome within 30 days of receiving your enquiry. We will start processing Service 9 reports when we have finished all other enquiries for candidates in the group. We cannot say when we will complete Service 9 reports so you cannot use them to decide about retake exams.

If a candidate wants to retake in the next exam series, we cannot guarantee that the outcome will be ready in time to help them prepare for the exam.

If a candidate’s grade goes up as a result of an enquiry about results, and you have already entered them to retake the exam, we will refund the entry fee if you want to withdraw them. Please email info@cambridgeinternational.org with details of your candidate and the syllabus. When we have approved your refund we will withdraw the candidate and process your refund.

6.3.4 Outcomes of enquiries about results

Enquiries about results: Once we have received the enquiry we will upload an acknowledgement letter to the ‘Enquiries about results’ section of Direct. We will email you when this letter is available. Please call Customer Services if it is not available 48 hours after you have submitted the enquiry.

We will upload the outcome of your enquiry and any copies of scripts and reports to the ‘Enquiries about results’ section of Direct. We will email you when they are available.

‘NO RESULT’ and ‘PENDING’ enquiries: Once we have received the enquiry we will acknowledge it or email you an outcome within seven working days. Please be aware that the status of your submitted ‘NO RESULT’ or ‘PENDING’ enquiry will not update in the ‘Enquiries about results’ section of Direct.
Regulations

(a) If an enquiry leads to a change in the candidate’s mark for a component, their syllabus grade will either stay the same or go up.

(b) Where an enquiry does not lead to a syllabus grade change, but does lead to a component grade change, we will not reissue any results documents unless you ask us to by emailing info@cambridgeinternational.org

(c) Where an enquiry leads to a candidate’s mark going down and that mark is carried forward to a later series, we will use the reduced mark to calculate the candidate’s grade in that series.

(d) Where an enquiry leads to a change to a candidate’s syllabus grade, we will:
   (i) write to you straight away
   (ii) issue a revised statement of results
   (iii) tell UCAS (the UK organisation that processes applications to higher education), and any other universities that have asked for a similar arrangement
   (iv) write to any other university or institution to confirm the grade change if the Head of Centre or Cambridge Associate asks us to
   (v) not charge all or part of the fee. See section 6.3.5.

(e) You must tell the candidate the outcome.

(f) Very rarely the outcome of an enquiry may mean we need to check the results for other candidates in that syllabus. If this happens we will tell the Head of Centre/Cambridge Associate. We will then carry out the service on any other candidates who may have been affected free of charge. We will tell the Head of Centre/Cambridge Associate the outcome.

6.3.5 Fees

(a) We charge for enquiries about results. The fees for each service are in our fees list in the ‘My Messages’ section of Direct. We invoice the Head of Centre for any enquiries about results. You will start to receive invoices 6–8 weeks after the enquiries about results deadlines.

(b) We will not charge the fee if the enquiry leads to a change to the syllabus grade.

(c) For Service 5 requests we will not charge the whole or part of the fee if a syllabus grade changes as a result of an enquiry.

(d) We explain ‘NO RESULT’ and ‘PENDING’ outcomes free of charge.

6.3.6 Appeals

To appeal against the outcome of an enquiry about results, see section 7.2.

6.3.4.1 Using photocopied scripts

For Services 1S and 2S, we upload copies of scripts to the ‘Enquiries about results’ section of Direct.

Regulations

Only teachers at your centre can see the copies of scripts we return. They can decide whether to return them to the relevant candidates. Scripts belong to us. If teachers want to use a script as an example to other students they must ask for the candidate’s permission. If they cannot do this they must remove the candidate’s name from the script before showing it to other students and make sure the student cannot be identified.
6.4 Certificates

A Cambridge certificate records and confirms a candidate’s final results.

We send certificates after the deadline for enquiries about results so you have time to query your provisional results.

We send certificates by courier. We send Associate Centres’ certificates to their Cambridge Associate. The name of the centre is not shown on certificates for private candidates.

Important dates

You will receive your certificates by the following dates. Contact us if you do not receive them.

- June series: end of October 2020
- November series: end of March 2021

If an enquiry about results is still open when we send certificates, the candidate(s) involved will receive their certificates when the enquiry is closed.

Regulations (continued)

(g) 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

(h) You must not copy Cambridge certificates in any form.

6.4.1 What is reported on certificates?

We report results in individual subjects using the grades in the tables on the following pages.
<table>
<thead>
<tr>
<th>Qualification</th>
<th>Grades shown on certificate</th>
</tr>
</thead>
</table>
| Cambridge IGCSE                                  | • A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g).  
• A*(a*) is the highest grade and G(g) the lowest.  
• We do not report performances below the standard of Grade G(g) on certificates.  
• Candidates awarded Grades A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g) have reached standards at least equivalent to the same grades in the General Certificate of Secondary Education (GCSE). Candidates awarded A*(a*), A(a), B(b), C(c), D(d) or E(e) have reached standards at least equivalent to the same grades in the Cambridge O Level. |
| Cambridge IGCSE language syllabuses              | • For some language syllabuses we report separate oral endorsement grades on a scale of 1(ONE) to 5(FIVE). 1(ONE) is the highest grade and 5(FIVE) the lowest.               |
| Cambridge IGCSE (9–1)                            | • 9(NINE), 8(EIGHT), 7(SEVEN), 6(SIX), 5(FIVE), 4(FOUR), 3(THREE), 2(TWO) or 1(ONE). 9(NINE) is the highest grade and 1(ONE) the lowest.  
• We do not report performances below the standard of Grade 1(ONE) on certificates. |
| Cambridge IGCSE (9–1) First Language English (0990) | • For Cambridge IGCSE First Language English Speaking & Listening (0990/04), we report separate oral endorsement grades as Distinction, Merit or Pass, Distinction being the highest and Pass being the lowest. They are reported as follows:  
  – with Distinction in Speaking & Listening  
  – with Merit in Speaking & Listening  
  – with Pass in Speaking & Listening.  
• We do not report performances below the standard required for ‘Pass’ on certificates. |
| Cambridge International Certificate of Education (Cambridge ICE) | • Distinction is awarded if a candidate achieves a Grade A(a) or above in five syllabuses and Grade C(c) or above in two more syllabuses.  
• Merit is awarded if a candidate achieves a Grade C(c) or above in five syllabuses and Grade F(f) or above in two more syllabuses.  
• Pass is awarded if a candidate achieves a Grade G(g) or above in seven syllabuses.  
• If a candidate does not achieve Cambridge ICE but gets a minimum of at least one Grade G(g) in a syllabus we award a Cambridge IGCSE certificate.  
• If a candidate achieves Cambridge ICE in one series they will receive separate Cambridge IGCSE and Cambridge ICE certificates.  
• If a candidate achieves Cambridge ICE over two series they will receive a certificate for the individual syllabuses they take at the end of the first series. They will receive separate Cambridge IGCSE and Cambridge ICE certificates at the end of the second series. |
| Cambridge O Level (referred to as GCE O Level on certificates) | • A*(a*), A(a), B(b), C(c), D(d) or E(e).  
• A*(a*) is the highest grade and E(e) the lowest.  
• We do not report performances below the standard of Grade E(e) on certificates.  
• The text ‘Ordinary Level’ before the grade awarded shows the level the grade was awarded at for the subject.  
• One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level. |
<table>
<thead>
<tr>
<th>Qualification</th>
<th>Grades shown on certificate</th>
</tr>
</thead>
</table>
| Cambridge International AS Level (referred to as GCE AS Level on certificates) | • a(a), b(b), c(c), d(d) or e(e).  
• a(a) is the highest grade and e(e) the lowest.  
• We do not report performances below the standard of Grade e(e) on certificates.  
• The text 'Advanced Subsidiary' before the grade awarded shows the level the grade was awarded at for the syllabus.  
• One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level. |
| Cambridge International A Level (referred to as GCE A Level on certificates)  | • A*(a*), A(a), B(b), C(c), D(d) or E(e).  
• A*(a*) is the highest grade and E(e) the lowest.  
• We do not report performances below the standard of Grade E(e) on certificates.  
• The text 'Advanced Level' before the grade awarded shows the level the grade was awarded at for the syllabus.  
• One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level. |
| Cambridge AICE Diploma                                                      | • The Cambridge AICE Diploma certificate is issued to candidates who have entered for the AICE Diploma.  
• Distinction, Merit or Pass will be awarded to candidates who meet the requirements of the Diploma. The total points scored will also be shown.  
  – Distinction is awarded if a candidate achieves a point score of 320–360 points.  
  – Merit is awarded if a candidate achieves a point score of 220–319 points.  
  – Pass is awarded if a candidate achieves a point score of 120–219 points.  
• To determine the award, we allocate points to each potential counting syllabus according to the grade achieved.  
• The candidate will also receive a certificate showing the grades achieved in Cambridge International AS & A Level syllabuses.  
• Details of the award rules for the Diploma are in the *Cambridge Guide to Making Entries*. |
6.4.2 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 statements of results. You must tell
us straight away about any errors before we send
certificates. When you receive your certificates, check
centre and candidate details, including the spelling
of names. 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 or centre details.

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

Important dates
We charge for changes to certificates after the
following dates. We also charge a courier fee.
• June series: 26 September 2020
• November series: 26 February 2021
We will only replace certificates before the
following dates. After these dates we will send
certifying statements.
• June series: 30 April 2022
• November series: 30 September 2022

Administrative forms
Form available from
www.cambridgeinternational.org/forms
• Replacement Statement of Results/Certificate
Application: Results and Certificates – Form 12

6.4.3 Name changes
A certificate is a permanent record of the candidate's
achievement. It is in their name, as you entered it,
at the time we make the award. We cannot provide
replacement certificates to:
• show any changes that take place after the exam, for
  example a candidate changing their name because
  they get married or adopt a parent's name
• include part of a name that was not previously
  entered.

6.4.4 Combining grades on a single certificate
We send a separate certificate each series. We cannot
combine grades achieved in different series or at
different centres onto one certificate. If candidates took
assessments at two different centres they will get two
certificates. Each will show the grades they achieved at
that centre.

We cannot delete any grades or syllabuses from a
certificate.

6.4.5 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 6.5). They can do this
at any time after we have sent the original certificate.

6.4.6 Damaged certificates
We can agree to replace damaged certificates as long as
we have satisfactory proof of the candidate's identity.
See the instructions and deadlines in section 6.4.2. You
must return the damaged certificate before we can
replace it. We charge a fee per certificate and costs to
send the certificate by courier.

6.4.7 Cambridge changes
In rare cases, as a result of appeals or our quality
checks we may need to change statements of results
or certificates. We can do this at any time, and without
liability to you or your candidates.
6.5 Certifying statements

A certifying statement is an official document that shows a candidate’s grades in a particular series. It shows the grades as they appear on the certificate rather than the statement of results.

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.

We can only send certifying statements once we have issued the certificate for that series. They show all grades, except for ‘UNGRADED’, ‘NO RESULT’, ‘PENDING’ or ‘TO BE ISSUED’ outcomes.

We produce a certifying statement for each series and for each qualification. If you need a certifying statement for a candidate who took different Cambridge qualifications in the same exam series, you need to apply for separate certifying statements for each qualification. If you need a certifying statement for a candidate who took the same Cambridge qualifications in different exam series, you need to apply for separate certifying statements for each series.

We can also send a certifying statement to an educational institution or employer as proof of the applicant’s results.

For security reasons, we cannot give results by telephone or email.

6.5.1 Applying for a certifying statement

Candidates can ask us for a certifying statement at any time after we send certificates. Or, you can apply for them. You can ask for several at the same time.

There are two ways to apply:

- If you are paying by credit or debit card, apply online at www.cambridgeinternational.org/certstat
- If you are paying by cheque or invoice, download Results and Certificates – Form 7 from www.cambridgeinternational.org/forms

We will process requests within four weeks of receiving a correctly completed application.

6.5.2 Applying for a certifying statement for Common European Framework of Reference (CEFR)

Candidates who need to prove their English language skills can apply for a certifying statement for CEFR. This is primarily (but not only) for candidates who have achieved a Cambridge IGCSE in either First Language English or English as a Second Language and who need a Tier 4 visa to study in the UK.

To apply, complete Results and Certificates – Form 11.

We process requests within four weeks of receiving a correctly completed application.

6.5.3 Fees

We charge the following fees for certifying statements:

- a delivery fee for each address if we send the statement by courier or special delivery.

These fees are shown in our fees list in the 'My Messages' section of Direct.

Please pay when you apply.

If we cannot find a result for a candidate and series, we will refund the delivery fee and the cost of any extra copies, but we cannot refund the search fee.

Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Certifying Statement Application: Results and Certificates – Form 7
- NEW Certifying Statement Application for Common European Framework of Reference (CEFR): Results and Certificates – Form 11
6.6 Verifying results

A third party, such as an employer or an educational institution, can ask us to verify a candidate’s results at any time. To do this, they must send us Results and Certificates – Form 8 with a copy of the certificate they want us to verify and the supporting information we ask for.

Our certificates have extra security features that can be checked using UV light. Contact us straight away if you think a certificate is not authentic. We can tell you how to check it.

We charge a fee per certificate per candidate to verify results. The fee is in our fees list in the ‘My Messages’ section of Direct.

6.7 Applying to university

Students should contact the relevant university if they have any questions about admissions.

To find out which universities and institutions recognise Cambridge exams see www.cambridgeinternational.org/recognition

6.8 Cambridge Primary Checkpoint and Lower Secondary Checkpoint results

6.8.1 Cambridge Primary Checkpoint and Lower Secondary Checkpoint diagnostic feedback and statements of achievement

Cambridge Primary Checkpoint tests are for the final year of primary education. The diagnostic feedback gives you an international benchmark of how your learners performed in English, English as a Second Language, Mathematics and Science. This helps you and your teachers to recognise and address the learning needs of your candidates. We mark the tests.

Cambridge Lower Secondary Checkpoint tests are for learners beginning courses in Cambridge IGCSE or O Level English, English as a Second Language, Mathematics and Science. We mark the tests.

Extra guidance

For guidance on how to use the diagnostic feedback reports, see the following:

- Cambridge Primary Checkpoint Feedback Guide on the Cambridge Primary website at https://primary.cambridgeinternational.org/checkpoint

For more information about Cambridge Primary and Lower Secondary support sites see section 1.1.10.

6.8.1.1 Electronic and printed diagnostic feedback

NEW We provide the following diagnostic feedback:

In PDF:
- centre report
- report on teaching group
- individual statements of achievement
- individual reports to students.

In Excel:
- syllabus summary report
- component report.

We upload Cambridge Primary Checkpoint and Lower Secondary Checkpoint end of series reports to the Cambridge Primary and Lower Secondary websites at a later date.

We send diagnostic feedback through the ‘My Messages’ section of Direct and by courier. We do not email or fax results to you or anybody else. Associate Centres will receive their results according to their local arrangements.

To download your PDF and Excel (electronic) diagnostic feedback reports, go to the ‘My Messages’ section of Direct.
When you receive your feedback, check that you have all the documents listed above. In particular, check you have a statement of achievement and a report to student for each candidate. If any documents are missing email info@cambridgeinternational.org straight away. You are responsible for giving your candidates their statements of achievement and reports. If you work in an Associate Centre contact your Cambridge Associate if any documents are missing.

6.8.2 Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives results

We send electronic results for Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives as PDFs in the Online Learning Area. We also send printed copies of candidate statements of achievement.

We provide the following electronic results files:
- centre results information
- individual statements of achievement
- moderation report.

You can give the statements of achievement to your candidates as soon as you receive them.

We report syllabus grades on the centre results information sheet as in the table below.

‘NO RESULT’ or ‘X’ means one of the following:
- You told us the candidate was absent or withdrawn and there is no record of their mark. Therefore we cannot award a grade.
- You did not tell us the candidate was absent or withdrawn and there is no record of their mark. Therefore we cannot award a grade.
- We disqualified the candidate. If this happened we will have told you why.

‘PENDING’ or ‘Q’ means that we cannot issue a result at the moment but will do this soon.

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Grade reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Primary Checkpoint Global Perspectives</td>
<td>Gold(Gold), Sil(Silver), Brz(Bronze)</td>
</tr>
<tr>
<td></td>
<td>U(Ungraded) shows that the candidate did not reach the standard required for Grade Brz(Bronze).</td>
</tr>
<tr>
<td>Cambridge Lower Secondary Checkpoint Global Perspectives</td>
<td>Gold(Gold), Sil(Silver), Brz(Bronze)</td>
</tr>
<tr>
<td></td>
<td>U(Ungraded) shows that the candidate did not reach the standard required for Grade Brz(Bronze).</td>
</tr>
</tbody>
</table>
Important dates

Your Cambridge Primary Checkpoint and Lower Secondary Checkpoint diagnostic feedback for English as a Second Language, English, Mathematics and Science will be available on the following dates:

**May series:**
- Electronic copy of diagnostic feedback available in the 'My Messages' section of Direct: 18 June 2020
- Printed diagnostic feedback: sent by the end of June 2020

**October series:**
- Electronic copy of diagnostic feedback available in the 'My Messages' section of Direct: 17 December 2020
- Printed diagnostic feedback: sent by the end of December 2020

Your end of series reports will be available to download from the Cambridge Primary and Lower Secondary support sites on the following dates:
- May series: early July 2020
- October series: late December 2020

We no longer send printed copies of your end of series reports.

Cambridge Primary Checkpoint and Lower Secondary Checkpoint Global Perspectives results will be available on the following dates:

**May series:**
- Electronic results available in the Online Learning Area: 18 June 2020
- Printed statements of achievement: sent by the end of June 2020

**October series:**
- Electronic results available in the Online Learning Area: 17 December 2020
- Printed statements of achievement: sent by the end of December 2020

6.8.3 Incorrect details on results

You must check centre and candidate details, including the spelling of names and dates of birth on statements of entry. You must tell us about any errors straight away, before we send results. Check centre and candidate details when you receive your results. If anything is incorrect email info@cambridgeinternational.org as soon as possible. We can only make small changes, for example to candidate names, dates of birth or centre details. We upload electronic replacement statements of achievement to the 'My Messages' section of Direct or Online Learning Area free of charge.

If you work in an Associate Centre please tell your Cambridge Associate about any errors.

Important dates

We charge for printed replacement statements of achievement after the following dates. We also charge a courier fee.

- May 2020 series: 26 September 2020
- October 2020 series: 26 February 2021

6.8.4 Name changes

A statement of achievement is in the candidate’s name, as you entered it, at the time we issue the statement. We cannot provide replacement statements of achievement to:
- reflect any changes that take place after the test, for example a candidate changing their name because they adopt a parent’s name
- include part of a name that was not previously entered.

6.8.5 Combining results on a single statement of achievement

We send a separate statement of achievement each series. We cannot combine scores or grades achieved in different series onto one statement of achievement, or delete any scores or grades from a statement of achievement.
7.1 Introduction

7.1.1 Purpose
This section tells you how to appeal against some kinds of decisions we have made in relation to our general qualifications (where we issue certificates). This includes Cambridge IGCSE, Cambridge IGCSE (9–1), Cambridge IGCSE (Core), Cambridge O Level, Cambridge International AS & A Level and Cambridge IPQ.

Associate Centres must make appeals through their Cambridge Associate. Private candidates can only appeal through the Cambridge International Centre or Cambridge Associate they are registered with.

7.1.2 Scope
We accept appeals against five kinds of decision:
1. Outcomes of enquiries about results (see section 7.2)
2. Malpractice decisions (see section 7.3)
3. Access arrangement decisions (see section 7.4)
4. Special consideration decisions (see section 7.4)
5. Late arrival decisions (see section 7.4).

We can only address these through the appeals process, not in any other way, including our complaints process.

Contact Customer Services (info@cambridgeinternational.org) about any other matters.

7.1.3 About the appeals process
You can appeal under the five circumstances in section 7.1.2 as part of the services we provide. These appeals are not a judicial or quasi-judicial proceeding.

7.1.4 More information
You can find more information as follows:
- access arrangements (section 1.3 of this handbook)
- late arrivals (section 5.1.9 of this handbook)
- special consideration (section 5.5 of this handbook)
- malpractice (section 5.6 of this handbook)
- results and enquiries about results (sections 6.1 and 6.3 of this handbook).

Our processes may differ from those of other exam boards. Read this material carefully to make sure you appeal correctly.

If you have any questions contact us at info@cambridgeinternational.org or on +44 1223 553554.

Administrative forms
Forms available from the ‘Support Materials’ section of Direct:
- Application for an Appeal: Access Arrangements, Malpractice, Special Consideration and Late Arrivals: Appeals – Form 1
- Application for an Appeal Following an Enquiry About Results: Appeals – Form 2

7.2 Appeals against the outcome of enquiries about results
If you have an enquiry about results outcome and wish to appeal, you must follow the procedures in this section. A two-stage appeals process is available.

If you do not follow these procedures, you may lose your opportunity to make an appeal.

The appeals process is not a way of getting another opinion about the candidate’s or candidates’ work. It is a way to challenge us if you believe we have not followed our procedures.
7.2.1 Making a Stage 1 appeal against the outcome of an enquiry about results

7.2.1.1 Who can make a Stage 1 appeal

You must make a Stage 1 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates. Associate Centres must make appeals through their Cambridge Associate.

You may only make a Stage 1 appeal for candidates who have already received an enquiry about results outcome. You may not make an appeal for a candidate who has received a copy of a script without receiving the outcome of an enquiry about results.

Example 1: You have made inquiries about results for two candidates. One has already received an outcome. You may appeal for the candidate who has already received their outcome. You must wait until the second candidate has received their outcome to make a Stage 1 appeal. If you do not have the outcome for the second candidate by the appeal deadline and you wish to appeal for the first candidate, you will need to submit two separate appeals to meet the deadline for each candidate.

Example 2: You have made inquiries about results for some, but not all, candidates entered for a syllabus component. You can only appeal against the outcomes of candidates you have made inquiries about results for. You may not include the other candidates. You may only appeal for a whole group if you have made inquiries about results for all candidates in the group.

7.2.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal you must show you have a permitted reason for appeal. The reasons we consider are that either:

1. We did not use procedures which were consistent with the commitments made in our Code of Practice; or
2. We did not apply our internal procedures properly and fairly in arriving at our judgements.

We will not consider appeals for any other reasons. For example, the following are not enough on their own:

1. You disagree with our markers’ or moderators’ judgements, either originally or as part of an enquiry about results.
2. You disagree with our judgements on thresholds at either a component or syllabus level.

3. Candidates’ results and their results in other assessments are different.

To make a Stage 1 appeal send us Appeals – Form 2, available from the ‘Support Materials’ section of Direct. You must fully explain the reason for the appeal, otherwise we will reject it.

Submit the form through the ‘Enquiries about results’ section of Direct within the time frame in section 7.2.1.3. If you are unable to submit the form through Direct you may email it to info@cambridgeinternational.org with ‘Stage 1 Appeal – EAR’ in the subject line, within the time frame in section 7.2.1.3. Once you have made an appeal, you can only contact us about it in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

7.2.1.3 When to make a Stage 1 appeal

You must send us Appeals – Form 2 within 28 days of the date when we uploaded the outcome letter to Direct. If the enquiry included a request for a copy of the script, you must send the appeal within 28 days of the date we uploaded the outcome letter or the copy of the script – whichever is later. If your appeal is late we will not accept it.

You can make a Stage 1 appeal for more than one candidate, as long as it meets the requirements in section 7.2.1.1. The appeal must be for the same syllabus and component for all candidates. It must be within the 28-day deadline for each candidate. You do not need to appeal for all candidates at one time.

Example 1: You receive the outcome of an enquiry about results for one candidate, which we upload to Direct on 1 January. You have until 29 January to make your Stage 1 appeal following the instructions in section 7.2.1.2.

Example 2: You have made inquiries about results, with return of copies of scripts, for five candidates for the same syllabus and component. We upload the copies of the scripts on 1, 2, 3, 4, and 5 January respectively. To make a Stage 1 appeal for all five candidates in a single group, you would need to submit it by 29 January – the deadline for the earliest script you received. To submit the appeals separately, you must keep within the 28-day limit for each appeal.
Example 3: You have made enquiries about results, at different times, for five candidates for the same syllabus and component. We upload the first outcome letter on 1 January. By 29 January, we have uploaded three of the outcome letters. To make a Stage 1 appeal you would need to submit it for the first three candidates by 29 January, the deadline for the earliest outcome you received. You may then decide whether to submit appeals for the other two candidates separately.

7.2.1.4 Stage 1 appeal consideration
We will email you to acknowledge your appeal within three working days of receiving it. If you have not received an email within that time, please contact us to check we have received your appeal.

One or more members of Cambridge staff, none of whom were involved in the original decision, will review your appeal request and any relevant evidence, and will consider whether we:
1. Used procedures which were consistent with the commitments made in our Code of Practice; and
2. Applied our internal procedures properly and fairly in arriving at our judgements.

We will write to you within 21 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful.

You must tell candidates and parents/guardians the outcome as soon as you receive it.

7.2.2 Making a Stage 2 appeal against the outcome of enquiries about results
If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

7.2.2.1 Who can make a Stage 2 appeal
You must make a Stage 2 appeal in writing. The Head of Centre must sign and support it.

You may make a Stage 2 appeal for a candidate if they have received an enquiry about results outcome and a Stage 1 appeal outcome. All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates. Associate Centres must make appeals through their Cambridge Associate.

Example: You made a Stage 1 appeal against the outcome of an enquiry about results for candidate A and have received an outcome. Candidate B had an enquiry about results outcome, but you did not make a Stage 1 appeal. You may make a Stage 2 appeal for candidate A but not candidate B.

7.2.2.2 How to make a Stage 2 appeal
To make a Stage 2 appeal send us Appeals – Form 2, available from the ‘Support Materials’ section of Direct. We will not accept an appeal that is not based on either of the two permitted reasons – either that:
1. We did not use procedures which were consistent with the commitments made in our Code of Practice; or
2. We did not apply our internal procedures properly and fairly in arriving at our judgements.

You must include all your arguments and any evidence you wish to provide. You may give evidence that you did not give at Stage 1. For more information on Stage 2 appeals see section 7.5.

Email the form to info@cambridgeinternational.org with ‘Stage 2 Appeal’ in the subject line. Send a copy to cistage2appeals@cambridgeinternational.org within the time frame specified in section 7.2.2.3.

7.2.2.3 When to make a Stage 2 appeal
You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. If your appeal is late we will not accept it.

You can make a Stage 2 appeal for more than one candidate, as long as it meets the requirements in sections 7.2.2.1 and 7.2.2.2. You must do this within 14 days of the date of each Stage 1 appeal outcome letter.

Example 1: You receive the outcome of a Stage 1 appeal, dated 1 January, for one candidate. You have until 15 January to make your Stage 2 appeal.

Example 2: You made Stage 1 appeals for two groups of candidates for the same syllabus and component. The Stage 1 outcome letters are dated 1 January and 5 January. If you wish make a Stage 2 appeal for both groups together, you would need to submit it by 15 January, the deadline for the earliest outcome you received.

7.2.2.4 More information about Stage 2 appeals
Read more about the Stage 2 appeals process in section 7.5.

7.2.3 Fees
We charge a fee for each Stage 1 and Stage 2 appeal about enquiries about results. The charge is per appeal, not per candidate. See the fees list in the ‘My Messages’ section of Direct. If your appeal is successful we will not charge you.
7.3 Appeals against malpractice decisions

7.3.1 Making a Stage 1 appeal against a malpractice decision

7.3.1.1 Who can make a Stage 1 appeal

You must make a Stage 1 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates. Associate Centres must make appeals through their Cambridge Associate.

7.3.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal send us Appeals – Form 1 available from the 'Support Materials' section of Direct. You must explain your reasons for appealing against the decision and give us any extra information or evidence that you want us to consider. The following reasons are not enough on their own:

1. The individual did not mean to commit malpractice.
2. The individual has a good academic record.
3. The individual could lose a university place.
4. The individual regrets what they did.

Email Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 1 Appeal – MALPRACTICE' in the subject line within the time frame specified in section 7.3.1.3.

Once you have made an appeal, you can only contact us about it in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

7.3.1.3 When to make a Stage 1 appeal

You must make your Stage 1 appeal within 28 days of the date of the letter telling you of the outcome of the malpractice investigation. If your appeal is late we will not accept it.

Example: You receive a letter, dated 1 January, telling you the outcome of a malpractice case. You have until 29 January to make your Stage 1 appeal following the instructions in section 7.3.1.2.

7.3.1.4 Stage 1 appeal consideration

One or more members of Cambridge staff, none of whom were involved in the original decision, will review your appeal request, including any relevant evidence that you submit, and will consider whether we:

1. Used procedures which were consistent with the commitments made in our Code of Practice; and
2. Applied our internal procedures properly and fairly in arriving at our judgements.

We will write to you within 28 days of receiving the appeal to let you know whether it was fully successful, partly successful or unsuccessful.

You must tell candidates and parents/guardians the outcome as soon as you receive it.

7.3.2 Making a Stage 2 appeal against a malpractice decision

If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

7.3.2.1 Who can make a Stage 2 appeal

You must make a Stage 2 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates. Associate Centres must make appeals through their Cambridge Associate.

7.3.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal send us Appeals – Form 1 available from the 'Support Materials' section of Direct. You must explain your reasons for making a Stage 2 appeal against the decision. We will not accept an appeal that is not based on either of the two permitted reasons – either that:

1. We did not use procedures which were consistent with the commitments made in our Code of Practice; or
2. We did not apply our internal procedures properly and fairly in arriving at our judgements.

You must also provide any extra information or evidence that you would like the panel to consider.

Email Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 2 Appeal' in the subject line, copying in cistage2appeals@cambridgeinternational.org, within the time frame specified in section 7.3.2.3.

7.3.2.3 When to make a Stage 2 appeal

You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. If your appeal is late we will not accept it.

7.3.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 7.5.
7.4 Appeals against access arrangement, special consideration and late arrival decisions

If you are dissatisfied with the outcome of an access arrangement application, a request for special consideration or a late arrival outcome, the Head of Centre may appeal. A two-stage appeals process is available.

7.4.1 Making a Stage 1 appeal against an access arrangement, special consideration or late arrival decision

7.4.1.1 Who can make a Stage 1 appeal

You must make a Stage 1 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates. Associate Centres must make appeals through their Cambridge Associate.

7.4.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal send us Appeals – Form 1, available from the 'Support Materials' section of Direct. You must explain your arguments against the decision and give all details and evidence that you would like us to consider.

Email Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 1 Appeal – COMPLIANCE' in the subject line within the time frame in section 7.4.1.3. Once you have made an appeal, you can only contact us about it in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

7.4.1.3 When to make a Stage 1 appeal

You must appeal within 28 days of the date when we told you about our decision. If your appeal is late we will not accept it.

Example: You receive a letter, dated 1 January, with our decision about the late arrival of a candidate, or your application for access arrangements or special consideration. You have until 29 January to make your Stage 1 appeal following the instructions in section 7.4.1.2.

7.4.1.4 Stage 1 appeal consideration

Three members of Cambridge staff, none of whom were involved in the original decision, will review your appeal request and evidence (including any new evidence you have submitted). We will consider whether we:

1. Used procedures which were consistent with the commitments made in our Code of Practice; and
2. Applied our internal procedures properly and fairly in arriving at our judgements.

We will write to you within 28 days of receiving the appeal to let you know whether it was successful.

You must tell candidates and parents/guardians the outcome as soon as you receive it.

7.4.2 Making a Stage 2 appeal against an access arrangement, special consideration or late arrival decision

If the appeal is not fully successful at Stage 1, you may choose to proceed to Stage 2.

7.4.2.1 Who can make a Stage 2 appeal

You must make a Stage 2 appeal in writing. The Head of Centre must sign and support it.

All appeals must be made by the centre the candidate was registered with. We do not accept appeals directly from parents/guardians or candidates. Associate Centres must make appeals through their Cambridge Associate.

7.4.2.2 How to make a Stage 2 appeal

Send us Appeals – Form 1, available from the 'Support Materials' section of Direct. You must explain your arguments against the decision. We will not accept an appeal that is not based on either of the two permitted reasons – either that:

1. We did not use procedures which were consistent with the commitments made in our Code of Practice; or
2. We did not apply our internal procedures properly and fairly in arriving at our judgements.

Give us any extra information or evidence that you would like the panel to consider alongside what you provided at Stage 1.

Email Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 2 Appeal' in the subject line, copying in cistage2appeals@cambridgeinternational.org within the time frame specified in section 7.4.2.3.

7.4.2.3 When to make a Stage 2 appeal

You must make your Stage 2 appeal within 14 days of the date of the Stage 1 outcome letter. If your appeal is late we will not accept it.

7.4.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 7.5.
7.5 Stage 2 appeals

If you are not satisfied with the outcome of a Stage 1 appeal, you can ask for a Stage 2 appeal. Instructions, including the deadlines, are in:

- section 7.2.2 for appeals against the outcome of enquiries about results
- section 7.3.2 for appeals against malpractice decisions
- section 7.4.2 for appeals against access arrangement, special consideration or late arrival decisions.

The instructions vary depending on the kind of decision you would like to appeal, so it is important to refer to the correct section.

Each Stage 2 appeal is heard by an independent panel who will decide the outcome.

A team in the Cambridge International Corporate Affairs Unit manages Stage 2 appeals.

Email all correspondence related to Stage 2 appeals to info@cambridgeinternational.org with ‘Stage 2 Appeal’ in the subject line. Send a copy to cistage2appeals@cambridgeinternational.org

7.5.1 Before the Stage 2 appeal meeting

7.5.1.1 Scheduling the meeting

When you make your Stage 2 appeal, we will tell you we have received it within three working days. We will usually confirm the date and time of the meeting within 14 days.

All Stage 2 appeal meetings take place in Cambridge, either at our offices or in a nearby venue.

If you have told us you wish to attend the meeting, we will also ask you to name representatives from your centre who will attend. We will not be able to reschedule meetings to suit your representatives. You may name alternative representatives if those you originally named cannot attend, in line with section 7.5.2.3.

7.5.1.2 Submitting materials for consideration

If you want us to consider evidence or arguments you did not include in your Stage 1 appeal, you must include these in writing when you make your Stage 2 appeal. You must normally submit them electronically.

If you want to include evidence or arguments you could not reasonably have been aware of at the time you submitted the Stage 2 appeal, you may ask the Chair for permission. You must send it to the Cambridge International Corporate Affairs Unit at least five working days before the meeting. You must also explain why the material was not reasonably available at the time you made the Stage 2 appeal. The panel will not accept them if they were available to you when you submitted your Stage 2 appeal.

We strongly encourage you to submit all materials electronically as this is the most secure and reliable method. If you send us printed copies you must send them when you request your Stage 2 appeal. You must provide six copies in the following format:

1. A4 size.
2. No staples, spiral binding or other permanent binding (hole-punched paper bound with tags or in arch-lever files is acceptable).
3. Consecutively numbered.

Contact us if you wish to submit materials that are not easily reproduced (for example, original art).

7.5.1.3 The Appeal Pack

We will send an ‘Appeal Pack’, normally by email, to everyone attending the meeting (see section 7.5.2) no later than five working days before the meeting. This will contain:

1. All relevant outcome/decision letters and Stage 1 appeal outcome letters.
2. All appeal forms.
3. All relevant material you sent us as evidence in the Stage 1 appeal and, in the case of malpractice, special consideration, late arrivals and access arrangements, when we first considered the matter.
4. All material you sent us as evidence when you made the Stage 2 appeal.
5. All our evidence.

We may make some sensitive materials available to the panel at the meeting but these will not be distributed. They will be clearly identified on the cover sheet of the ‘Appeal Pack’.

7.5.2 Stage 2 appeal meeting participants

7.5.2.1 The panel of the Cambridge International Appeals Committee

At the Stage 2 appeal meeting, a panel of the Cambridge International Appeals Committee will consider the appeal.

The panel will consist of an independent Chair and two panel members. At least one panel member will be independent. This means they are not, and have not been, members of our board or committees or an employee or examiner with Cambridge International at any time during the five years before we appointed them. Neither the Chair, nor either member of the panel (whether independent or not), will have any personal interest in the decision being appealed.

A Cambridge employee will be appointed to act as servicing officer on behalf of the panel. They will take
notes of the meeting, communicate the outcome and prepare a summary record of the meeting (see section 7.5.4.2). The servicing officer will be present for the panel’s deliberation after the meeting but will not take part in it. The servicing officer acts for the panel and not for Cambridge International.

Other people may also be present to make sure the meeting runs fairly and efficiently.

7.5.2.2 Cambridge representatives
Cambridge International will be represented by a member of either the Compliance team (in malpractice, access arrangement, special consideration or late arrival cases) or the Assessment Standards and Quality team (in the case of appeals against the outcome of enquiries about results). Other subject, assessment or specialist staff may also represent Cambridge International. There may be up to a total of three Cambridge representatives.

7.5.2.3 Centre representatives
We are an international awarding organisation working with over 10,000 schools in 160 countries. Centres cannot always send representatives to Stage 2 appeal meetings, so they are designed to be equally fair, whether or not centre representatives attend.

You may attend the Stage 2 appeal meeting but you do not need to. In most cases centres choose not to. If you wish to attend you must tell us on the form when you make your appeal.

You may send up to three members of staff. Candidates and their parents/guardians may not normally attend as representatives.

As the Stage 2 appeal is not a judicial or quasi-judicial process, legal representatives cannot attend.

7.5.2.4 Observers
The panel and servicing officer can decide to allow observers to attend. Observers must be:
1. Over the age of 18.
2. Not attending in any capacity as a legal representative or legal advisor.

If observers attend they will count towards the limit of three representatives.

Observers must not try to take part in the meeting in any way. If they do this the Chair will give them a warning. After that warning, if an observer tries to take part again, the Chair may ask them to leave.

7.5.2.5 Conduct of participants
All representatives and observers attending the meeting are expected to behave with courtesy to the panel, the servicing officer, and all other participants and observers. The panel will not tolerate rudeness, shouting, attempted intimidation or other inappropriate behaviour. The Chair may ask any participant or observer who behaves in such a way to leave. The Chair’s decision is final. The meeting will then carry on as normal. If we need to we may take further steps to make sure the panel, Cambridge staff and centre representatives are safe. We can ban participants or observers from visiting our premises in future.

7.5.3 The meeting
7.5.3.1 Centre not attending
When centre representatives do not attend the meeting, the order will be as follows.

7.5.3.1.1 Introduction
Cambridge representatives will be invited to join the panel in the meeting room. The Chair will introduce the panel members and ask everyone to introduce themselves. The Chair will then describe the procedures that will be followed.

7.5.3.1.2 The centre’s position
The Chair will summarise the centre’s position based on its written submissions.

7.5.3.1.3 Cambridge International’s presentation
- The Cambridge representatives will be asked to put forward their arguments.
- The panel will be able to ask questions.

7.5.3.1.4 Final summaries
The Chair will then invite the Cambridge representatives to summarise their arguments.

7.5.3.1.5 Deliberation
Cambridge representatives will be asked to leave while the panel considers whether there are any questions. The Chair may also ask observers to leave. If the panel has more questions, Cambridge representatives will be asked back into the room. If the panel has no more questions, the representatives will be allowed to leave.

The panel will discuss the matter in private. They will consider:
1. Whether Cambridge International’s procedures were consistent with the commitments made in our Code of Practice; and
2. Whether Cambridge International applied those procedures properly and fairly in arriving at those judgements.

The panel may, after deliberation:
(i) find the appeal successful, in full or in part
(ii) find the appeal unsuccessful; or
(iii) require Cambridge International to carry out further work in accordance with instructions from the panel.
7.5.3.2 Centre attending

When centre representatives are attending, the order will be as follows.

7.5.3.2.1 Introduction

Your representatives and Cambridge representatives, along with any observers, will be invited to join the panel in the meeting room. The Chair will introduce the panel members and ask everyone to introduce themselves. The Chair will then describe the procedures that will be followed.

7.5.3.2.2 The centre’s presentation

- The Chair will ask centre representatives to put forward their arguments.
- The Chair will invite Cambridge representatives to ask the centre representatives questions.
- The panel will be able to ask the centre representatives questions.

7.5.3.2.3 Cambridge International’s presentation

- The Chair will ask Cambridge representatives to put forward their arguments.
- The Chair will invite centre representatives to ask the Cambridge representatives questions.
- The panel will be able to ask the Cambridge representatives questions.

7.5.3.2.4 Final summaries

- Centre representatives and Cambridge representatives will be given a final opportunity to make any comments.
- The Chair will then invite first the Cambridge representatives and then the centre representatives to summarise their arguments. To make sure all involved are treated fairly, summaries should include only matters already discussed in the meeting and not introduce any new material or arguments. The Chair will tell the panel to ignore any arguments or evidence not included in the Stage 2 Appeal Request Form or allowed under section 7.5.1.2.

7.5.3.2.5 Deliberation

The Cambridge and centre representatives will be asked to leave while the panel considers whether there are any more questions. The Chair may also ask observers to leave. If the panel has more questions, both the Cambridge representatives and the centre representatives will be asked back into the room. If the panel has no more questions, the representatives will be allowed to leave.

The panel will discuss the matter in private. They will consider:

1. Whether Cambridge International’s procedures were consistent with the commitments made in our Code of Practice; and
2. Whether Cambridge International applied those procedures properly and fairly in arriving at those judgements.

The panel may, after deliberation:

(i) find the appeal successful, in full or in part
(ii) find the appeal unsuccessful; or
(iii) require Cambridge International to carry out further work in accordance with instructions from the panel.

7.5.3.3 Length of the meeting

The Chair may set a time limit on the meeting or on specific parts of it (e.g. presentations). Their decision is final.

When making their presentations, the Cambridge and centre representatives should assume that the panel has thoroughly reviewed the ‘Appeal Pack’ and focus on explaining their key arguments. The centre should not introduce any new arguments or evidence. They can only do this if extra evidence was allowed in line with section 7.5.1.2. The Chair may ask the panel to ignore any extra evidence. Their decision is final.

7.5.4 After the meeting

7.5.4.1 The outcome

After the panel has agreed the outcome, the Cambridge International Corporate Affairs Unit will tell the centre. This is usually within two working days of the Stage 2 appeal meeting. In all cases, you will receive the outcome within 28 days of Cambridge International receiving the Stage 2 appeal.

The outcome is final. Nobody may discuss the appeal or the issues underlying it with the centre, the candidate or anyone representing the centre or the candidate.

You must tell candidates and parents/guardians the outcome as soon as you receive it. You must also tell them that the outcome is final.

7.5.4.2 Summary meeting record

After the meeting, the servicing officer will prepare a summary. This is not a verbatim account or a transcript. It is a summary of the key points made at the meeting and states the outcome. Once the Chair has approved the draft, if you attended the meeting you will be able to suggest any corrections.

You will normally receive a letter containing the final summary within six weeks of the meeting.

We may provide this as a transcript or in another form, and will state what form this is.
<table>
<thead>
<tr>
<th><strong>A–Z of terms</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Access arrangements</strong></td>
</tr>
<tr>
<td><strong>ADIP</strong></td>
</tr>
<tr>
<td><strong>Administrative zone</strong></td>
</tr>
<tr>
<td><strong>Agreement</strong></td>
</tr>
<tr>
<td><strong>Appeals</strong></td>
</tr>
<tr>
<td><strong>Assessment</strong></td>
</tr>
<tr>
<td><strong>Associate Agreement</strong></td>
</tr>
<tr>
<td><strong>Associate Centre</strong></td>
</tr>
<tr>
<td><strong>Attendance register</strong></td>
</tr>
<tr>
<td><strong>BST</strong></td>
</tr>
<tr>
<td><strong>Cambridge AICE Diploma</strong></td>
</tr>
<tr>
<td><strong>Cambridge Assessment International Education</strong></td>
</tr>
<tr>
<td><strong>Cambridge Associate</strong></td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td><strong>Cambridge Guide to Making Entries</strong></td>
</tr>
<tr>
<td><strong>Cambridge Handbook</strong></td>
</tr>
<tr>
<td><strong>Cambridge ICE</strong></td>
</tr>
<tr>
<td><strong>Cambridge IGCSE</strong></td>
</tr>
<tr>
<td><strong>Cambridge IGCSE (9–1)</strong></td>
</tr>
<tr>
<td><strong>Cambridge International AS &amp; A Level</strong></td>
</tr>
<tr>
<td><strong>Cambridge International School (online)</strong></td>
</tr>
<tr>
<td><strong>Cambridge Lower Secondary Checkpoint</strong></td>
</tr>
<tr>
<td><strong>Cambridge O Level</strong></td>
</tr>
<tr>
<td><strong>Cambridge Primary Checkpoint</strong></td>
</tr>
<tr>
<td><strong>Candidate</strong></td>
</tr>
<tr>
<td><strong>Candidate Data</strong></td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>Candidate Results Service</td>
</tr>
<tr>
<td>Centre</td>
</tr>
<tr>
<td>Centre name</td>
</tr>
<tr>
<td>Centre number</td>
</tr>
<tr>
<td>Centre status</td>
</tr>
<tr>
<td>Certificate</td>
</tr>
<tr>
<td>Certifying statement</td>
</tr>
<tr>
<td>Component</td>
</tr>
<tr>
<td>Component number</td>
</tr>
<tr>
<td>Coursework Assessment Summary Form</td>
</tr>
<tr>
<td>Oral Examination Summary Form</td>
</tr>
<tr>
<td>Speaking Examination Summary Form</td>
</tr>
<tr>
<td>Working Mark Sheet</td>
</tr>
<tr>
<td>Coursework (Examined)</td>
</tr>
<tr>
<td>Coursework (Moderated)</td>
</tr>
<tr>
<td>Diagnostic feedback</td>
</tr>
<tr>
<td>Digital File Despatch</td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>Direct</td>
</tr>
<tr>
<td>Direct online entries</td>
</tr>
<tr>
<td>Entries</td>
</tr>
<tr>
<td>Equalities Laws</td>
</tr>
<tr>
<td>Estimated entries</td>
</tr>
<tr>
<td>Exams officer</td>
</tr>
<tr>
<td>Fees</td>
</tr>
<tr>
<td>Fees list</td>
</tr>
<tr>
<td>Forecast grade</td>
</tr>
<tr>
<td>Full Centre Supervision</td>
</tr>
<tr>
<td>GMT</td>
</tr>
<tr>
<td>Group award</td>
</tr>
<tr>
<td>Head of Centre</td>
</tr>
<tr>
<td>Intellectual property rights</td>
</tr>
<tr>
<td>Internal Assessment Mark Sheet (MS1)</td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>-------------------------------</td>
</tr>
<tr>
<td>Internally assessed mark</td>
</tr>
<tr>
<td>Invigilator</td>
</tr>
<tr>
<td>Key Time</td>
</tr>
<tr>
<td>Malpractice</td>
</tr>
<tr>
<td>Marks</td>
</tr>
<tr>
<td>Moderation</td>
</tr>
<tr>
<td>Multiple-Choice Answer Sheet (MS4)</td>
</tr>
<tr>
<td>Non-coursework test</td>
</tr>
<tr>
<td>Online Learning Area</td>
</tr>
<tr>
<td>Option code</td>
</tr>
<tr>
<td>Premises</td>
</tr>
<tr>
<td>Private candidate</td>
</tr>
<tr>
<td>Provisional results</td>
</tr>
<tr>
<td>Qualification</td>
</tr>
<tr>
<td>Responsible Person</td>
</tr>
<tr>
<td>School Support coordinator</td>
</tr>
<tr>
<td>Term</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td><strong>Script</strong></td>
</tr>
<tr>
<td><strong>Secure Exchange</strong></td>
</tr>
<tr>
<td><strong>Series</strong></td>
</tr>
<tr>
<td><strong>Session</strong></td>
</tr>
<tr>
<td><strong>Special consideration</strong></td>
</tr>
<tr>
<td><strong>Special educational needs</strong></td>
</tr>
<tr>
<td><strong>Statement of entry</strong></td>
</tr>
<tr>
<td><strong>Statement of results</strong></td>
</tr>
<tr>
<td><strong>Syllabus</strong></td>
</tr>
<tr>
<td><strong>Syllabus number</strong></td>
</tr>
<tr>
<td><strong>Teacher-examiner</strong></td>
</tr>
<tr>
<td><strong>Timetable deviation</strong></td>
</tr>
<tr>
<td><strong>UCAS</strong></td>
</tr>
<tr>
<td><strong>UCLES</strong></td>
</tr>
<tr>
<td><strong>UTC</strong></td>
</tr>
<tr>
<td><strong>Venue</strong></td>
</tr>
<tr>
<td><strong>Verification of results</strong></td>
</tr>
</tbody>
</table>
Administrative forms

The majority of our administrative forms are available from the 'Exam administration' area of the Cambridge website: www.cambridgeinternational.org/forms. The name of the form tells you which phase of the Cambridge Exams Cycle it relates to.

You can access special consideration forms from the 'Support Materials' section of Direct. The forms you need to send with your coursework and speaking test samples are in the samples database (www.cambridgeinternational.org/samples).
Index

A

Access arrangements 1.3
appeals 7.4
applying 1.3.1
emergency 1.3.10
evidence of need 1.3.4
modified papers 1.3.3 and 1.3.8
principles 1.3.5
types 1.3.6
Additional exam materials list 4.2.2 and 5.1.6
Administrative forms page 140
Administrative zone 1.2
Alternative venue 2.6
Answer scripts (see Scripts) 7
Attendance register 5.1.3 and 5.4.1
Authorised materials 5.1.7.1

B

Bar-coded labels 4.2 and 5.4.1

C

Calculators 5.1.6.1
Cambridge Exams Cycle page 5
Candidate C and 2.1
absent (coursework) 3.2.6
absent (speaking tests) 3.4.9
communicating about 2.1.4
contagious disease 4.5.3.3
data C7
declaration of interest 2.1.5
disabilities or impairments 1.3
disqualification 5.2.4
elegibility 2.1.1
identifying 5.11
numbers 2.3.2 and 5.1.2
private 2.1.2
supervising 1.2.3.1 and 5.2.1
transferred 2.1.3
withdrawing 2.4.1
Candidate Results Service 6.1.2
Centre responsibilities A

Certificates 6.4
changes by Cambridge International 6.4.7
combining grades 6.4.4
damaged 6.4.6
grades 6.4.1
honorary 5.5.12
incorrect details 6.4.2
lost 6.4.5
name changes 6.4.3
replacement 6.4.2

Certifying statements 6.5
Change of contact details A10

Checkpoint, Cambridge Primary and Cambridge Lower Secondary 1.1.10
24-hour security rule 5.3.2
access arrangements 1.3
dictionaries 5.1.6.2
entry fees, late entries and entry changes 2.4
estimated entries 2.2.2
final entries 2.3.2.3
forecast grades 4.1
packing scripts 5.4.1
pre-exam and question paper despatches 4.2
preparing your exams timetable 1.2.5
private candidates 21.2
results 6.8
sending scripts 5.4.2
special consideration 5.5.12
storing confidential materials 4.4.2 and 4.4.3
submitting Cambridge Global Perspectives work 3.7
submitting marks for Cambridge Global Perspectives 3.5.1.1
withdrawing entries 2.4.1

Colour naming 1.3.7.1
Coloured overlays 1.3.7.2

Communication with Cambridge International H and I
Communications toolkit 1.1.11
Computer use 1.3.7.17
Copyright

candidates' work M
exam material L
### Coursework
- authenticating: 3.2.1 and 3.3.1
- choosing samples: 3.6.1
- damaged: 5.5.6
- examined: 3.3
- extra: 3.2.7
- incomplete: 3.2.7
- internally assessed: 3.2
- internally moderating your marks: 3.2.5
- lost: 5.5.6
- marking: 3.2.4
- materials to keep: 3.6.4
- not completing coursework: 3.2.6
- not meeting our requirements: 3.2.8
- presenting: 3.2.3
- resubmitting in later series: 3.2.10
- returning: 3.6.6 and N
- re-using (examined): 3.3.4
- special consideration: 5.5.5, 5.5.6, 5.5.7 and 5.5.8
- submitting: 3.6
- submitting for more than one syllabus: 3.2.9 and 3.3.3
- supervising: 3.2.2 and 3.3.2
- appeals: 7.2
- fees: 6.3.5
- outcomes: 6.3.4
- services: 6.3.1
- submitting: 6.3.2

### Entries
- amendments: 2.4
- confirming: 2.3.2
- deadlines: page 44
- estimated: 2.2 and 3.4.2
- fees: 2.4
- final: 2.3
- group awards: 2.5.1
- late: 2.4
- retake: 2.4
- staged assessment: 2.5.2
- unauthorised: 5.1.5

### Equal opportunities
- S

### Exam day
- beginning: 5.1
- during: 5.2
- end: 5.3

### Exam room
- clock: 4.5.2.1
- display material: 4.5.2.3
- Notice to Candidates and Candidate Warning poster: 4.5.2.2
- preparing: 4.5
- seating arrangements: 4.5.3
- venue: 4.5.1

### Exams officer
- eNewsletter: 1.1.3
- guide: 1.1.2

### Exemptions
- 1.3.7.4

### Extra sessions for practical and listening exams
- 1.2.4 and 5.7

### Extra time
- over 25 per cent: 1.3.7.6
- up to 25 per cent: 1.3.7.5

### F
- Fees: U
- Five-minute warning: 5.2.6
- Forecast grades: 4.1
- Full Centre Supervision: pages 19–21
Global Perspectives 3.7
Grades
    forecast 4.1
    on certificates 6.41
    on statements of results 6.15
Group awards 2.51

ICT and IT practical tests 5.7.4
Identity
    Cambridge International P and R
    candidate 5.11
    centre status Q
Inspections B and F
Internally assessed marks (see Marks)
    coursework 3.2.5
    non-coursework tests 3.4.7
Invigilation
    Art & Design exams 5.7.6.3
    ICT and IT practical tests 5.7.4.4
    requirements 4.6
    science practical exams 5.7.1.5
    separate 1.3.9
Invoices U
Irregular conduct 5.2.4

Malpractice 5.6
    appeals 7.3
    candidate 5.6.1
    centre staff 5.6.2
    investigations 5.6.4
    outcomes 5.6.7
    rights of individuals 5.6.5
    you discover 5.6.3

Marking
    coursework 3.2.4
    internally moderating 3.2.5 and 3.4.7
    non-coursework tests 3.4.6
Marks (internally assessed)
    carrying forward 2.5.3
    submitting 3.5.1
Materials
    authorised 51.71
    unauthorised 51.72
Media Studies exams 5.7.5

M"NO RESULT" outcome 6.1.5 and 6.3.1

Non-coursework tests
    absent candidates 3.4.9
    collecting candidates 3.4.8
    estimated entries 3.4.2
    internally moderating your marks 3.4.7
    marking 3.4.6
    materials to keep 3.6.4
    not meeting our requirements 3.4.10
    returning 3.6.6
    special consideration 5.5
    special instructions 3.4.5
    submitting marks 3.5.1
    submitting recordings 3.6.3
    teacher-examiners 3.4.3 and 3.4.4
    timetabling 3.4.1

Key Times pages 19–21

Late arrival 5.1.9
    appeals 7.4
Leaving the exam room 5.3.3
    while exam in progress 5.2.3
Listening exams 5.7.2
Live speakers 1.3.8
Logo (Cambridge International) P and Q
<table>
<thead>
<tr>
<th>Unsatisfactory practice</th>
<th>3.4.10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice to Candidates and Candidate Warning poster</td>
<td>4.5.2.2</td>
</tr>
<tr>
<td><strong>O</strong></td>
<td></td>
</tr>
<tr>
<td>Online Learning Area</td>
<td>1.1.8</td>
</tr>
<tr>
<td>‘Open book’ literature components</td>
<td>5.7.3</td>
</tr>
<tr>
<td>Outline Proposal Forms</td>
<td>3.1</td>
</tr>
<tr>
<td><strong>P</strong></td>
<td></td>
</tr>
<tr>
<td>Packing scripts</td>
<td>5.4.1</td>
</tr>
<tr>
<td>‘PENDING’ result outcome</td>
<td>6.1.5 and 6.3.1</td>
</tr>
<tr>
<td>Practical assistant</td>
<td>1.3.7.8</td>
</tr>
<tr>
<td>Practical exams</td>
<td></td>
</tr>
<tr>
<td>ICT and IT</td>
<td>5.7.4</td>
</tr>
<tr>
<td>science</td>
<td>5.7.1</td>
</tr>
<tr>
<td>Priority results information</td>
<td>6.2</td>
</tr>
<tr>
<td>Private candidates</td>
<td>2.1.2</td>
</tr>
<tr>
<td>Prompter</td>
<td>1.3.7.9</td>
</tr>
<tr>
<td>Provisional results</td>
<td>6.1</td>
</tr>
<tr>
<td><strong>Q</strong></td>
<td></td>
</tr>
<tr>
<td>Question papers</td>
<td></td>
</tr>
<tr>
<td>24-hour security rule</td>
<td>5.3.2</td>
</tr>
<tr>
<td>collecting</td>
<td>5.3.1</td>
</tr>
<tr>
<td>despatches</td>
<td>4.2</td>
</tr>
<tr>
<td>ownership</td>
<td>K</td>
</tr>
<tr>
<td>receiving</td>
<td>4.3</td>
</tr>
<tr>
<td>storing</td>
<td>4.4</td>
</tr>
<tr>
<td>wrong packet opened in error</td>
<td>5.1.8.1</td>
</tr>
<tr>
<td><strong>R</strong></td>
<td></td>
</tr>
<tr>
<td>Reader</td>
<td></td>
</tr>
<tr>
<td>computer</td>
<td>1.3.7.3</td>
</tr>
<tr>
<td>human</td>
<td>1.3.7.7</td>
</tr>
<tr>
<td>Reading aloud</td>
<td>1.3.7.10</td>
</tr>
<tr>
<td>Reading pens</td>
<td>1.3.7.11</td>
</tr>
<tr>
<td>Responsibilities</td>
<td></td>
</tr>
<tr>
<td>Associate Centre</td>
<td>G</td>
</tr>
<tr>
<td>Cambridge Associate centre</td>
<td>A</td>
</tr>
<tr>
<td><strong>Rest breaks</strong></td>
<td>1.3.7.13</td>
</tr>
<tr>
<td>Results</td>
<td></td>
</tr>
<tr>
<td>Candidate Results Service</td>
<td>6.1.2</td>
</tr>
<tr>
<td>enquiries</td>
<td>6.3</td>
</tr>
<tr>
<td>extra sets</td>
<td>6.1.4</td>
</tr>
<tr>
<td>‘NO RESULT’ outcome</td>
<td>6.1.5 and 6.3.1</td>
</tr>
<tr>
<td>online</td>
<td>6.1.1</td>
</tr>
<tr>
<td>‘PENDING’ outcome</td>
<td>6.1.5 and 6.3.1</td>
</tr>
<tr>
<td>priority</td>
<td>6.2</td>
</tr>
<tr>
<td>provisional</td>
<td>6.1</td>
</tr>
<tr>
<td>verification</td>
<td>6.6</td>
</tr>
<tr>
<td><strong>S</strong></td>
<td></td>
</tr>
<tr>
<td>Samples</td>
<td></td>
</tr>
<tr>
<td>choosing</td>
<td>3.6.1</td>
</tr>
<tr>
<td>database</td>
<td>3.1.3</td>
</tr>
<tr>
<td>filling in the forms</td>
<td>3.6.2</td>
</tr>
<tr>
<td>returning</td>
<td>3.6.6</td>
</tr>
<tr>
<td>submitting</td>
<td>3.6.3</td>
</tr>
<tr>
<td>School Support Hub</td>
<td>1.1.9</td>
</tr>
<tr>
<td>Science practical exams</td>
<td>5.7.1</td>
</tr>
<tr>
<td>Scribe</td>
<td>1.3.7.12</td>
</tr>
<tr>
<td>Scripts</td>
<td></td>
</tr>
<tr>
<td>collecting</td>
<td>5.3.1</td>
</tr>
<tr>
<td>packing</td>
<td>5.4.1</td>
</tr>
<tr>
<td>sending</td>
<td>5.4.2</td>
</tr>
<tr>
<td>Seating plan</td>
<td>5.1.4</td>
</tr>
<tr>
<td>Secure Exchange</td>
<td>1.1.7</td>
</tr>
<tr>
<td>Security</td>
<td></td>
</tr>
<tr>
<td>24-hour rule</td>
<td>5.3.2</td>
</tr>
<tr>
<td>question papers</td>
<td>4.3 and 4.4</td>
</tr>
<tr>
<td>Sending scripts</td>
<td>5.4.2</td>
</tr>
<tr>
<td>Software</td>
<td>J</td>
</tr>
<tr>
<td>Special consideration</td>
<td>5.5</td>
</tr>
<tr>
<td>appeals</td>
<td>7.4</td>
</tr>
<tr>
<td>applying</td>
<td>5.5.9</td>
</tr>
<tr>
<td>candidate absent</td>
<td>5.5.3</td>
</tr>
<tr>
<td>candidate present</td>
<td>5.5.2</td>
</tr>
<tr>
<td>coursework extension</td>
<td>5.5.7</td>
</tr>
<tr>
<td>lost or damaged coursework</td>
<td>5.5.6</td>
</tr>
<tr>
<td>principles</td>
<td>5.5.1</td>
</tr>
<tr>
<td>shortfall in coursework</td>
<td>5.5.5</td>
</tr>
<tr>
<td>unacceptable reasons</td>
<td>5.5.4</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Special instructions for particular exams</td>
<td>5.7</td>
</tr>
<tr>
<td>Art &amp; Design</td>
<td>5.76</td>
</tr>
<tr>
<td>ICT and IT practical tests</td>
<td>5.74</td>
</tr>
<tr>
<td>listening exams</td>
<td>5.72</td>
</tr>
<tr>
<td>Media Studies</td>
<td>5.75</td>
</tr>
<tr>
<td>non-coursework tests</td>
<td>3.45</td>
</tr>
<tr>
<td>'open book' literature components</td>
<td>5.73</td>
</tr>
<tr>
<td>science practical exams</td>
<td>5.71</td>
</tr>
<tr>
<td>Staged assessment</td>
<td>2.5.2</td>
</tr>
<tr>
<td>Starting the exam</td>
<td>5.1.8</td>
</tr>
<tr>
<td>Statement of entry</td>
<td>2.3.2.2</td>
</tr>
<tr>
<td>Statement of results</td>
<td>6.1.3</td>
</tr>
<tr>
<td>Stationery, materials and other equipment</td>
<td>5.1.6</td>
</tr>
<tr>
<td>additional exam materials list</td>
<td>4.2.2 and 5.1.6</td>
</tr>
<tr>
<td>science papers</td>
<td>5.1.6.3</td>
</tr>
<tr>
<td>unused</td>
<td>5.3.2</td>
</tr>
<tr>
<td>Storing confidential materials</td>
<td>4.4</td>
</tr>
<tr>
<td>Submitting</td>
<td></td>
</tr>
<tr>
<td>Cambridge Global Perspectives work</td>
<td>3.7</td>
</tr>
<tr>
<td>coursework</td>
<td>3.6</td>
</tr>
<tr>
<td>forecast grades</td>
<td>4.1.1</td>
</tr>
<tr>
<td>marks for internally assessed coursework</td>
<td>3.5</td>
</tr>
<tr>
<td>marks for non-coursework tests</td>
<td>3.5</td>
</tr>
<tr>
<td>non-coursework tests</td>
<td>3.6</td>
</tr>
<tr>
<td>Supervision arrangements</td>
<td>1.2.3.1 and 5.2.1</td>
</tr>
<tr>
<td>Support from Cambridge International</td>
<td>1.1</td>
</tr>
<tr>
<td>Syllabus</td>
<td></td>
</tr>
<tr>
<td>grades</td>
<td>6.1.5 and 6.4.1</td>
</tr>
<tr>
<td>updates</td>
<td>1.1.12</td>
</tr>
<tr>
<td>T</td>
<td></td>
</tr>
<tr>
<td>Teacher-examiners</td>
<td></td>
</tr>
<tr>
<td>appointing</td>
<td>3.4.3</td>
</tr>
<tr>
<td>support</td>
<td>3.4.4</td>
</tr>
<tr>
<td>Timetable</td>
<td></td>
</tr>
<tr>
<td>deviation</td>
<td>1.2.3</td>
</tr>
<tr>
<td>final</td>
<td>1.2.1</td>
</tr>
<tr>
<td>preparing</td>
<td>1.2</td>
</tr>
<tr>
<td>provisional</td>
<td>1.2.1</td>
</tr>
<tr>
<td>Transcript</td>
<td>1.3.7.4</td>
</tr>
<tr>
<td>Transferred candidates</td>
<td>2.1.3</td>
</tr>
<tr>
<td>Twenty-four hour security rule</td>
<td>5.3.2</td>
</tr>
</tbody>
</table>

- Unauthorised entries: 5.1.5
- Unauthorised materials: 5.1.7.2
- University entrance: 6.7

- Verification of results: 6.6
- Visual aids: 1.3.7.15
- Voice-activated software: 1.3.7.16

- Withdrawing a candidate: 2.4.1
- Word processor: 1.3.7.17