



Guidance on running exams in the November 2022 series: A guide for exams officers and Heads of Centre

We know that many of you have questions about running exams in November 2022. To help answer your questions, we have produced this guide. Make sure you use this alongside the *Cambridge Handbook* when planning the exam series in your centre. To make it easier to use and understand, we have structured this guide around the phases of the Cambridge Exams Cycle.

We understand that disruptions caused by Covid-19 continue to be a concern for some centres. We want to help you to run the November exam series safely and securely. If you decide to hold exams, you must comply with any guidance or instructions from national and local governments, and healthcare authorities. You also need to follow the regulations in the *Cambridge Handbook*. Where these conflict, or are difficult to combine, please contact us for advice.

How do we know if it is safe to hold exams?

The safety of your candidates and colleagues is more important than running exams. To decide if it is safe to hold exams, you should first assess your national and local government regulations and advice. If you are allowed to meet in groups, it may be possible to hold exams. However, you will need to make sure that you follow any regulations, such as social distancing and hygiene procedures.

If your country is in lockdown, and has very restricted movement, you may not be able to hold exams. If this happens, or you are not sure whether the situation in your country means that exams can or cannot go ahead, you should contact us so that we can support you.

A If you work with us through another organisation, such as the British Council, you should contact your Cambridge Associate if you have questions about holding exams.

Important information

The health and safety of candidates and centre staff remains the responsibility of your centre. This guidance does not overrule or replace advice or regulations provided by any central or local government at federal or state level, including any public health authorities or regulators, in any country. Such regulations should be followed as normal. You must also follow the regulations set out in the *Cambridge Handbook*. Where these conflict or are difficult to combine, please contact us.

Important information

You must give clear information and instructions to candidates and to staff, including invigilators and examiners, in your centre. Before exam day, tell candidates, invigilators and examiners about any measures you need them to take, such as additional hygiene procedures. We cannot provide protective equipment, such as hand sanitiser or face masks, to centres – this is the responsibility of the centre.

What support is available to help me prepare candidates?

Wherever possible, you should try to deliver all exams, coursework, speaking and practical tests according to the syllabus requirements because this gives candidates the best chance of showing what they know they can do. We have different options available to help you run exams in November 2022:

- **Guidance** – This helps teachers and candidates adapt to the current circumstances. This is available to everyone; you do not need to apply. For more information, go to: www.cambridgeinternational.org/nov-2022-components
- **Adjustments** – Candidates take the component in a way that is easier to manage. You need to apply to use these. To find out more about the components where adjustments to the requirements are available, go to: www.cambridgeinternational.org/nov-2022-adjustments
- **Exemptions** – Candidates do not take a particular component but still receive an overall syllabus grade. You need to apply to use these. To find out more go to: www.cambridgeinternational.org/nov-2022-exemptions
- **Special consideration** – We adjust a candidate's mark to allow for adverse or unexpected circumstances. You apply for this. To find out more about special consideration, go to: www.cambridgeinternational.org/nov-2022-special-consideration

To help you understand the routes to grade options available for your candidates, we have prepared an interactive guide on our website: www.cambridgeinternational.org/nov-2022-interactive-guide

Phase 1: Preparation

Key Times and Full Centre Supervision

You can use our Key Time regulations to help you manage your exam timetable while still complying with any required social distancing arrangements. You must follow your usual Key Times when running exams in the November series. You must also make sure you are using the correct timetable for your administrative zone.

- Find your administrative zone: www.cambridgeinternational.org/adminzone
- Check your Key Times: www.cambridgeinternational.org/keytimes
- Find your timetable in the 'Support Materials' area of Direct: www.cambridgeinternational.org/direct

Full Centre Supervision can be conducted with candidates in lessons providing you follow our Full Centre Supervision guidelines, as outlined in the *Cambridge Handbook*.

Preparing your exam timetable

When planning your exams you should think about how you can fit all of your candidates into an exam while also maintaining your local social distancing arrangements. This may include running your exams in multiple exam rooms with extra invigilators. To help you with this, you can ask us for additional sittings, timetable deviations, or for candidates to take exams at an alternative venue. If you need to apply for a timetable deviation you must apply for each sitting separately.

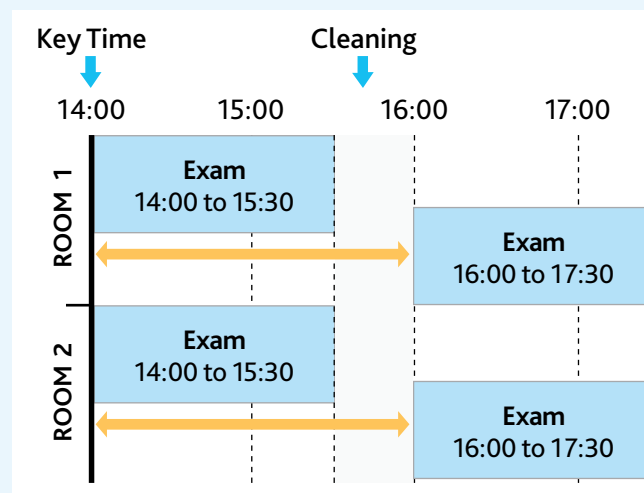
You must refer to the current *Cambridge Handbook* to find out how to apply, and the regulations you need to follow. You can also find out which form you need to complete, and the deadline for sending it to us. We recommend you schedule any windowed exams at the start of a window, in case your centre is closed at short notice. Exam timetables are available at: www.cambridgeinternational.org/direct

If you need to put candidates under Full Centre Supervision, you will also need to maintain your national or local social distancing arrangements. This may impact you in different ways, depending on how many candidates you have, and how much space is available in your centre:

- You may need to use more rooms for Full Centre Supervision because social distancing means you can fit fewer candidates into a room than normal.
- This may mean you need more trained supervisors available to watch candidates.
- You may wish to provide hand sanitiser in each of the rooms, and also allow time to clean the rooms between different periods of Full Centre Supervision.

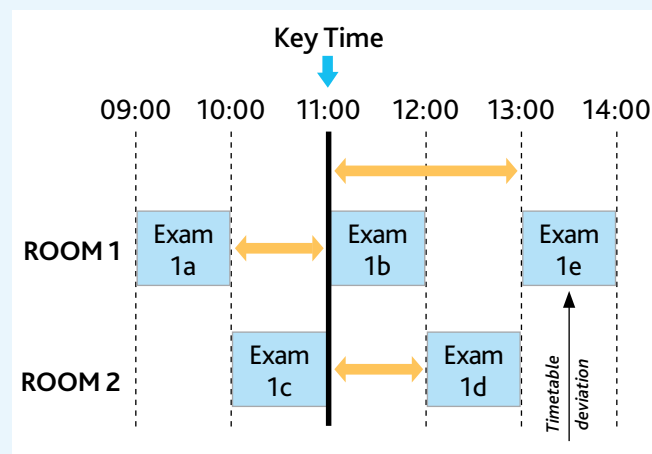
The diagrams below are examples only and not necessarily the same as Key Times for your centre. The yellow arrows show Full Centre Supervision.

Example 1



You may use multiple rooms for the same exam. If you need to clean the rooms between sittings, you may need to stagger start times and create additional sittings. You can do this, as long as the relevant candidates are under Full Centre Supervision. See section 1.2.4 of the *Cambridge Handbook* for more information about applying for additional sittings.

Example 2



You may be unable to fit your planned additional sittings into the relevant timetabled session. In this diagram, Exam 1e is no longer in the morning session. You will need to apply for a timetable deviation to have this start time approved. See section 1.2.3 of the *Cambridge Handbook* for more information about applying for timetable deviations.

Alternative venue

If you have approval to use an alternative venue, you must find out about any Covid-19 related restrictions or guidance at the new venue, before the day of the exam.

You should also check in advance what measures are being taken to protect your candidates. Measures may include a requirement to wear protective equipment, such as a face covering or gloves, or maintaining social distancing.

You should make your candidates aware of these kinds of requirements before they arrive at the venue on exam day so they feel reassured and they know what to expect.

Examples of an alternative local venue could include:

- a Cambridge International registered centre
- a college or university
- a school
- a hotel conference room
- a conference centre
- a hall or sporting venue.



Administrative forms

All forms are available on our website:

www.cambridgeinternational.org/forms

- Timetable Deviation: Preparation – Form 2
- Additional Sittings: Preparation – Form 8
- Using an Alternative Venue: Entries – Form 5.

Contingency plans for running exams

We recommend you make the following contingency plans before the exam series:

- Check that all contact details for staff, students and invigilators are up to date in case there is a last-minute change. Is everyone aware of how they will be contacted (phone or email)?
- Make sure you have additional invigilators trained in our regulations so they can step in at the last minute if another invigilator becomes ill, or social distancing measures are increased and more exam rooms are needed.
- Think about which additional exam rooms may be suitable if social distancing or other government restrictions mean that more rooms need to be used as exam rooms.
- Make sure that more than one member of staff understands how to contact us and knows which forms to use to ask for emergency alternative venues, timetable deviations etc.
- Plan what will happen if you suspect a candidate or member of staff has symptoms of Covid-19 in the exam room.

Access arrangements

If you have candidates who need access arrangements then you might need to put in place extra provisions when planning exams in your centre. You may also consider using a computerised alternative for the following access arrangements:

Access arrangement	Alternatives
Human reader	<ul style="list-style-type: none"> • Computer reader • Reading pen • Reading aloud • 25 per cent extra time.
Scribe	<ul style="list-style-type: none"> • Voice-activated software • Word processor.

In all cases, you must make sure you follow your national or local government advice. This may include a minimum space between your candidate and the person assisting them. This advice must be followed if it is a regulation in your country.

Candidates should be allowed their approved access arrangements – even if these arrangements involve extra time in the exam room. During extra time, or rest breaks, candidates must remain supervised and social distancing regulations must be maintained. If this contradicts any local or national regulations, please contact us so we can advise you.

Modified question papers

Every modified paper is made to order, to make sure that each candidate's specific needs are met. Our deadline for modified paper applications is 1 July 2022. It reflects the time it takes to produce and deliver these papers.

Due to Covid-19, we have also faced our own restrictions and limitations in producing some of our modified papers. As a result, we are unable to guarantee some of the modifications we have previously been able to produce.

If we cannot fulfil your request, you should contact us; we may be able to work with you to find an alternative. If you are using an alternative venue to help with social distancing during exams, you must make sure you transport any modified papers to your alternative venue.

Syllabus changes

If you are running exams in the November 2022 series that you would normally have run in an earlier series, you need to know about any changes in syllabus content. Syllabuses do not change within the same calendar year.

You can find syllabus information for each exam series on our website: www.cambridgeinternational.org/news/whats-new/syllabus-changes

Phase 2: Entries

Entries

Given the challenges of sending question papers to you during this changing situation, it is particularly important that you submit your entries to us by the deadlines below, or earlier wherever possible:

- Final entries deadline for first-time entries (international centres): **16 August 2022**
- Final entries deadline for first-time entries and retakes (UK centres): **21 September 2022**
- Late entries deadline for first-time entries: **21 September 2022**

Centres can make first-time entries until **16 August 2022**. After 16 August, changes you make to your entry options are charged, but you can still amend your candidate information, without charge, until the late entries deadline on **21 September**. See section 2.4 of the *Cambridge Handbook* for our full entry regulations.

If you are a UK centre, you may have different entry deadlines. See our website: www.cambridgeinternational.org/examsOfficersKeydates

Withdrawals

You can withdraw entries until seven days after the exam series. You will receive a credit for these withdrawn entries.

We recommend that you keep your entries on Direct until as close to 21 September 2022 as possible, to reduce the administration work you may need to do if you withdraw candidates early and then re-enter them. Until 21 September 2022 you can withdraw candidates on Direct. After this date you can withdraw entries by contacting us directly at info@cambridgeinternational.org

We generate invoices weekly. We recommend you pay for the entries you know you have made within normal payment terms and the credit will follow.

Statements of entry

You can download your statements of entry from Direct. We no longer send printed copies. Instead, you must use the electronic statements of entry generated on Direct. You can find them by selecting the 'Reports' tab. Share them with your candidates, including private candidates, so they can check their entry details.

Let us know if there are any errors before the final entries deadline to avoid late entry fees. Where your region has told us that it is critical for you to receive printed statements of entry, we will continue to send them to you in print.

Phase 4: Before the exams

Submitting forecast grades and internally assessed marks

You need to submit your forecast grades and internally assessed marks electronically using Direct. This means that you cannot use an Internal Assessment Mark Sheet (MS1) to submit your internally assessed marks to us. Please include a copy of the marks you have submitted in the packet you send to us with your candidates' work. This can be a print-out of the marks you have submitted on Direct.

Pre-exam despatches

Your pre-exam despatch will not include Forecast Grade Forms or Internal Assessment Mark Sheets. We will send your pre-exam despatch in mid to late September 2022.

Receiving and storing question paper despatches

Security of your question papers is a priority. You must follow the regulations in sections 4.3 and 4.4 of the *Cambridge Handbook* when you receive and store your question paper despatches. You must make sure you comply with any local or national requirements, such as wearing personal protective equipment and maintaining social distancing, when working alongside others.

You must not quarantine the despatches we send you. Our question papers are packed in a Covid-19-secure environment. If you wish to disinfect the packets when they arrive you may do so, but you must not open the blue packets. The contents of all despatches must be checked as soon as possible once you receive them. Two suitably trained people must still check all your question paper despatches. If your secure storage does not allow two people to be in the room while still maintaining local social distancing requirements, you may need to change the way you check your question papers. For example:

- Check your question papers in a different room from your current secure storage.
- Once you have checked them, one person must move the papers to your secure storage.

You must not move or change your secure storage facilities to allow social distancing without written permission from us. If you have questions about this, please contact us to discuss your secure storage arrangements.

If, for any local or national reasons, our couriers cannot deliver to your centre, they will return your question paper despatches to us. If this is because your country is currently closed for despatches, we will send your despatch at a later date. If you have not received your question papers within two working days of the exam, you should contact us. If we cannot send question papers to you in time for the exam we will discuss with you whether alternative arrangements can be made. **We are unable to deliver your question papers to a different address.**



Important information

The warehouse where we pack your question papers is a Covid-19 secure environment and complies with UK government regulations. We provide all our staff who pack your question papers with protective equipment, such as masks and gloves.

Speaking tests

If you are running speaking tests, you may need to think about additional steps to keep you and your staff, your examiners and your candidates safe.

You should comply with national or local guidance on social distancing, but make sure that examiners and candidates are near enough to the recording device so they can still be clearly heard. If face masks need to be worn during speaking tests, you should remind examiners and candidates to speak loudly and clearly to make sure there are no issues with the quality and clarity of the recording.

You can photocopy your Role Play cards – we understand that you may wish to dispose of the cards after each use. If you make copies of your Role Play cards, you must keep a record of how many copies you make, keep them in your secure storage until they need to be used and dispose of them **securely** after use.

For speaking tests with confidential materials, the test must be conducted face to face with the examiner and cannot be conducted remotely. This is because of the security of the confidential materials, and how they are used during the test.

See our website for which components have confidential material: www.cambridgeinternational.org/nov-2022-components



Important information

You must give clear information and instructions to candidates and to staff, including invigilators and examiners, in your centre. Before exam day, tell candidates, invigilators and examiners about any measures you need them to take, and any measures that you are putting in place, such as additional hygiene procedures. Tell candidates to arrive early for their exam – they may need to think about local traffic restrictions and allow more time for their journey.

We cannot provide protective equipment, such as hand sanitiser or face masks, to centres – this is the responsibility of the centre.

Practical exams

If you have candidates sitting practical exams, you may need to consider putting extra measures in place to make sure your candidates feel safe, that you comply with any local or national regulations in place due to Covid-19, and that you are also able to comply with our regulations.

To help you plan your practical exams you may want to think about the following:

Cambridge IGCSE™ Art & Design (0400/02)

You must provide all candidates with the equipment they need for their practical exams, such as brushes, paints and pencils. Candidates should not need to share basic art equipment. We give centres a final date by which the exam must be completed and you can schedule the exam date(s) within that period. In some cases it may be necessary for centres to schedule different groups of candidates to take the same exam on different days. For example, candidates with names beginning *A to M* take the exam on 3, 4 and 5 October and candidates with names beginning *N to Z* take the same exam on 10, 11 and 12 October. This may also help to support social distancing, or any other local or national regulations in place due to Covid-19.

Cambridge International AS & A Level Chemistry

If candidates need to share a weighing balance you should try to place this in an area with lots of space around it. If candidates need to queue to use it, you should maintain social distancing and make sure you comply with your local or national government regulations. If you are not able to find the equipment or chemicals you need for your practical exam please contact us as soon as you become aware of any difficulties so we can advise you.

Cambridge International AS & A Level Physics and AS & A Level Biology, and Cambridge IGCSE Physics

We know that candidates usually swap equipment, such as microscopes for biology and whole sets of apparatus for physics during their practical exams. If possible, and you have enough room in your centre, you may want to set out more workstations for your candidates so they do not have to share equipment. If you do provide extra workstations and equipment, you must still follow the timings for the use of each piece of equipment as set out in the confidential instructions for each exam.

However, we understand many centres will not have the space to do this. Instead, you may wish to clean equipment between candidates using it, or encourage candidates to wash their hands or use hand sanitiser before and after using any equipment.

Please note: For A Level Biology we supply one slide for every two candidates. You should make sure there is one microscope per candidate and the slide is cleaned between candidates using it.



Preparing the exam room

You must make sure your candidates and invigilators feel as safe and as comfortable as possible before, during and at the end of an exam. You should also follow local social distancing measures.

This may include:

- allowing time between exams to clean the rooms and desks
- increasing the distance between exam desks – you must follow the regulations in section 4.5 of the *Cambridge Handbook*. If national or local regulations mean that desks have to be further apart, you should include this extra space even if it means you can fit fewer candidates into the exam room
- requiring invigilators and candidates to wear masks
- having a one-way system for invigilators and candidates to move through the exam room.

To further reduce movement in the room, you can put question papers face up on the desks before the exam starts. Once you have done this, two invigilators or members of staff from your centre must remain in the exam room with the question papers until the exam has started. This is to make sure the question papers remain secure.

Invigilator requirements

It is the responsibility of the centre to make sure invigilators are fully trained and understand our regulations. An invigilator does not have to be a member of centre staff. The behaviour of your invigilators should be the same as it normally is during exams, and you should follow the regulations in section 4.6 of the *Cambridge Handbook*. If national or local government regulations mean your invigilators cannot work in the usual way, please contact us so we can support you.

You must make sure **all** your invigilators receive training on any new procedures and you should update your training materials. For example, make invigilators aware of any additional hygiene procedures, and make sure you have a plan in place so that invigilators can deal with any suspected malpractice before or during the exam. If you need more invigilators than usual, you will need to train them and make sure they understand our regulations. You must also follow our invigilator ratios.

Your invigilators can wear masks while in the exam room. It is important that candidates still receive all the instructions and information they need, and can hear the invigilator. Candidates must not miss out on important information about their exam because your invigilators are wearing masks. If they do wear masks, make sure candidates can hear them clearly.

You must make sure candidates have access to the instructions in the *What to Say to Candidates in an Exam* document. To do this, you could:

- pre-record the content and then play it to your candidates at the start of the exam
- give candidates a printed copy of the document
- use a microphone.



Important information

Make sure your invigilators understand any Covid-19 safety measures which are in place in your centre and particularly in the exam room. Invigilators must feel safe, be prepared to deal with candidates and run the exam.

If your exams officer or your invigilators suddenly become unwell, or need to self-isolate, you should use your contingency plan so that exams can still take place.

If you need to keep candidates under Full Centre Supervision you might need to use extra rooms so that social distancing between candidates can be maintained. Therefore, you may need extra supervisors. You will need to train your supervisors so they understand our regulations and feel confident keeping candidates safe and secure.

A If you work with us through another organisation, you should contact your Cambridge Associate if you have questions.



Extra guidance

Extra documents are available on our website:

- *What to Say to Candidates in an Exam* document: www.cambridgeinternational.org/examday
- *Invigilating Cambridge exams: A training presentation for exams officers to train invigilators*: www.cambridgeinternational.org/beforetheexams



Phase 5: Exam day

Important information



All unused question papers and answer booklets must be stored securely until at least **24 hours** after the Key Time for the exam. After this time you can dispose of the unused question papers or you can give them to candidates/centre staff if you want to.

At the beginning of an exam

It is your responsibility to make sure your candidates feel as safe and as comfortable as possible. You must follow the regulations in the *Cambridge Handbook* and also comply with any national or local social distancing regulations.

Face coverings

Candidates may wear face coverings during their exam. Remember to tell your invigilators that masks and face coverings might be used by candidates to conceal unauthorised materials such as notes or communication devices. Your invigilators must monitor candidate behaviour closely during the exam. They should particularly look for candidates who may be talking, or any activity which suggests a candidate has concealed unauthorised materials in their face covering.

Identifying candidates

You must still identify candidates, even if they are wearing a face covering. If you have questions about this, please contact us at least three days before the exam so we can discuss different options with you.

Authorised materials

Candidates can take hand sanitiser and medication into the exam room. Your invigilators should check that it follows the regulations in the *Cambridge Handbook* – for example, that the packaging does not contain any notes or communication devices.

Tell candidates that if they leave anything behind after the exam (such as a pencil case), these items may be thrown away or destroyed for hygiene reasons. Candidates must make sure they take all their belongings with them when they leave the exam room.

Checking washrooms

We understand that centres have concerns about hygiene; however, you must still check the washrooms before the start of an exam to make sure no unauthorised materials are hidden there.

Inspections

We are planning to carry out inspections in the November 2022 series where it is safe and practical to do so. Therefore, we may inspect your centre during the exam series. Find out more about our exam security inspections on our [website](#).

Entering the exam room

To help candidates enter the exam room safely, and to support social distancing, you may wish to put some extra measures in place. This could include:

- making sure candidates maintain social distancing before they enter the exam room
- having a one-way system to allow candidates to move through the exam room to their desk
- allowing candidates whose exam desks are furthest away from the entrance to enter the exam room first
- allowing candidates to enter the room gradually, in smaller groups.

During the exam

If candidates need to use the washroom during the exam, they must be accompanied by an invigilator and social distancing should be maintained.

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 may wish to use the same method as you used at the start of the exam e.g. a pre-recorded version (see page 6 of this guide).

You must collect all candidate scripts and question papers before candidates leave the room. You may wish to provide your invigilators with extra equipment to help them collect exam materials safely e.g. gloves or hand sanitiser.

Candidates must leave any additional exam materials on their desks but make sure they take all their personal belongings with them.

To help candidates leave the exam room safely, and to support social distancing, you may wish to put some extra measures in place. This could include:

- having a one-way system to allow candidates to move through the exam room to the exit
- allowing candidates nearest the exit to leave first
- allowing candidates to leave the room gradually, in smaller groups.

Extra guidance

Watch our 'Packing and despatching scripts' video at: www.cambridgeinternational.org/examday

Fill in our Script Return Form at: www.cambridgeinternational.org/scriptreturn



Packing and sending scripts

You must send your exam scripts back to us as soon as possible, following the regulations in section 5.4 of the *Cambridge Handbook*. You should not quarantine or make copies of your scripts before you send them to us. If it is difficult for you to send us your scripts because of restrictions in place due to Covid-19 e.g. your postal service is unavailable, then please contact us so we can support you. You should also tell us if your script collection is delayed for any reason.

It is really important that you complete our Script Return Form every time you send scripts to us. It will help us track the progress of your scripts, and quickly identify any disruptions or delays in transit caused by Covid-19.

A Cambridge Associates are responsible for sending scripts from their Associate Centres to us. Cambridge Associates should make arrangements with their Associate Centres for receiving their scripts safely and securely, complying with any national or local Covid-19 regulations.

Candidates with a contagious disease

Section 4.5.3.3 of the *Cambridge Handbook* explains how to deal with candidates who may have a contagious disease. Please check your local or national government guidance for current Covid-19 regulations and contact us if you need support with this: info@cambridgeinternational.org

What should I do if I think someone has symptoms of Covid-19 during an exam?

You should develop your own plan in case someone displays symptoms of Covid-19 during the exam. If this happens, it is very important to handle the situation sensitively. It may be upsetting for the candidate, and for the other candidates and staff in the exam room.

Candidates and staff in the exam should follow your local or national regulations for anyone who has been in contact with a suspected case of Covid-19. You must also make sure the security of the exam is maintained.

Special consideration

The special consideration process is for candidates who unexpectedly, for an acceptable reason, cannot take some components they were entered for. As long as these candidates have taken at least one eligible component in the June 2022 series they can receive a grade. See our website for guidance: www.cambridgeinternational.org/nov-2022-special-consideration

Malpractice

We want all candidates to feel safe and secure during their exams. We also understand that the majority of candidates wish to sit their exams fairly and honestly. However, some of the regulations which have arisen because of the Covid-19 outbreak, such as social distancing and the need to wear face coverings, may provide an extra opportunity, and make it easier, for a small number of candidates to try to bring unauthorised materials into the exam room. It is very important that your invigilators are aware of this. Invigilators must have a plan in place to deal with any suspected malpractice. As detailed in the 'Before the exams' section of this supplement, invigilators should monitor candidates closely during their exam.

You must still follow the regulations in section 5.6 of the *Cambridge Handbook*. Please make sure you familiarise yourself with this section.

Will there be any allowance for loss of teaching time?

We are not able to offer special consideration to centres or candidates to compensate for lost preparation and teaching time.

An exam grade on a certificate indicates to users of the grade (such as universities and employers) that the candidate has demonstrated a particular level of achievement to us in their exam. If we awarded grades to some candidates who had *not* shown us that level of achievement, that would be unfair to other candidates, disadvantaging them as they compete for opportunities in education or employment.

Perhaps more fundamentally, awarding grades to some candidates who have not demonstrated the necessary level of achievement would be misleading the employers and universities that use the grades. Public trust in qualifications can evaporate if exam boards dilute their standards. If we allowed that to happen, then all of our candidates, past, present or future, would be cheated of the recognition their achievements deserve.

The purpose of special consideration is to make a small allowance for circumstances on the day of the exam which prevent a candidate from demonstrating fully what they know and can do. This does not undermine the standard – we have reason to believe that the candidate's knowledge and skills are there, it is the *demonstration* of them that has been affected.

Making a small allowance under these circumstances does not threaten the integrity and recognition of the grades. This is not the same as making allowances for a loss of learning. To award grades to candidates who do not have the knowledge and skills required for the grade is to undermine the standard, and risks the recognition and value of everybody's grades.



More support

More information about Covid-19 and the different ways we are supporting our centres is available on our website:

- Our [website](#) contains lots of useful guidance and information to support you throughout the Covid-19 outbreak
- Read our [weekly update to schools](#)
- Make sure you are receiving our [monthly exams officer eNewsletter](#)
- We are running [monthly webinars](#) to support our exams officers, and to give you a chance to ask us questions
- The '[Help](#)' section of our website contains our FAQs, which are updated regularly, and lots of other information to help and guide you
- You can contact us 24 hours a day, Monday to Saturday: info@cambridgeinternational.org

Learn more! For more information please visit www.cambridgeinternational.org/examsOfficers or contact Customer Services on +44 (0)1223 553554 or email info@cambridgeinternational.org

We are committed to making our documents accessible in accordance with the WCAG 2.1 Standard. We are always looking to improve the accessibility of our documents. If you find any problems or you think we're not meeting accessibility requirements, contact our team: info@cambridgeinternational.org

If you need this document in a different format contact us at info@cambridgeinternational.org telling us your name, email address and requirements and we will respond within 15 working days.