

Getting Started

A guide to exam administration

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Welcome

Welcome to Cambridge International Education. We are delighted that you are now part of the Cambridge community.

Exams officers play a key part in the continuing success of schools around the world that take Cambridge tests and exams. We work very closely with exams officers and build strong relationships with them. Without you, it would be impossible to successfully run and administer our exams.

We provide detailed information about all aspects of the exams officer role and deliver all the support you need at each phase of the Cambridge Exams Cycle. You have access to digital guides and booklets, including the **Cambridge Handbook**, which explain our regulations and the administrative processes for our exams. Visit:

www.cambridgeinternational.org/examsofficersguide

This guide:

- gives you an overview of the Cambridge Exams Cycle and your responsibilities as an exams officer
- helps you get started with running Cambridge exams
- tells you where to find more information and support.

We hope you find the guide useful and we look forward to working with you.

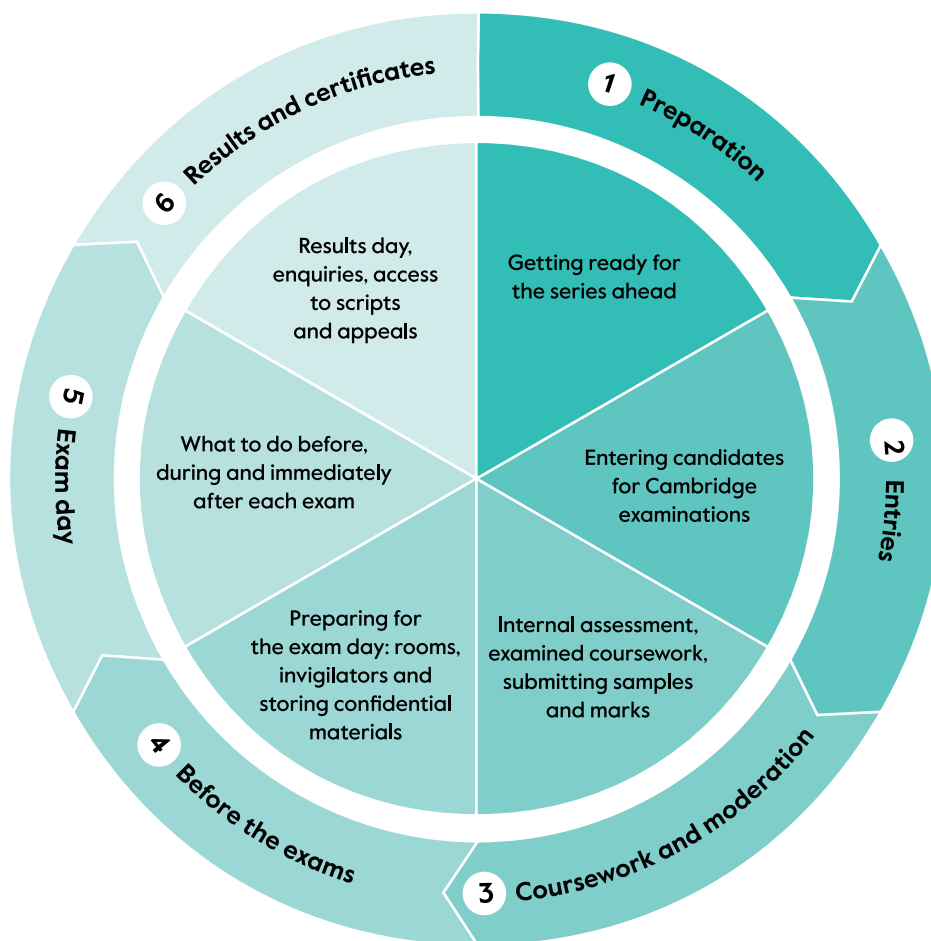
Online training for exams officers

Access our free, online, self-study course, 'Introduction to being a Cambridge exams officer', to understand more about running Cambridge exams. See page 18 for more details.



Cambridge Exams Cycle overview

Many different activities need to take place to successfully deliver an exam. To help exams officers manage their workload, we group the tasks and activities you may need to carry out in each exam series into six phases. We call this the 'Cambridge Exams Cycle'.



We run several exam series each year so many of our exams officers are administering more than one series at the same time.

The Cambridge Exams Cycle includes every stage of the exam administration process, from preparation before the series starts to giving your candidates their certificates.

All our support for exams officers is structured around the exams cycle, so you can see which phase of the cycle an activity or task relates to – helping you prioritise and manage your workload.

The Cambridge Exams Cycle has six phases:

1. Preparation

2. Entries

3. Coursework and moderation

4. Before the exams

5. Exam day

6. Results and certificates

The exams administration area of our public website is a dedicated area for our exams officers. It includes the information you need about the Cambridge Exams Cycle, specific online services you will use, and tasks you may need to complete. From these webpages you can access:

- regulatory documents: these explain our regulations and what you must do in your role

- administrative forms: to tell us about specific changes
- extra guidance documents: step-by-step guides and videos that explain how to complete particular tasks or use our secure websites (see page 12 of this guide).

Key to icons

To make it easier for you to find the information you need, we have developed a set of icons. You will see them throughout our emails and guidance documents. They will help you get to the information you need quickly.



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



Important information: Highlights key pieces of information important to the exam process.



Be aware: Reminds centres about useful information.



Important regulations: Highlights the most important regulations that you must follow.



For Cambridge Associates and their Associate Centres: Differences to processes for Cambridge Associates and their Associate Centres.



New or updated information: Highlights information that has changed from last year.



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



Check PDQ Administrative Guide: Highlights where a Cambridge PDQ centre needs to check the PDQ Administrative Guide.



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



Check UK Supplement: Highlights where a UK centre needs to check the UK Supplement.



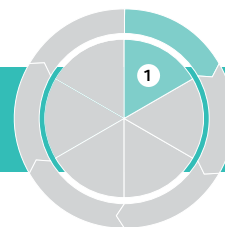
Important dates: Highlights all the key dates and deadlines for the exam process.

Key dates and activities

Our monthly calendars are a key resource. They show the key dates and deadlines for each exam series, and detail the tasks and activities you may need to complete each month. The Cambridge Handbook explains the regulations for running our exams and assessments. The Cambridge Handbook and monthly calendars are available at: www.cambridgeinternational.org/examsofficersguide

See also pages 11–12 for a sample overview of key dates and activities for an exam series. This will give you an idea of the activities you need to manage each series.

1. Preparation



This phase of the Cambridge Exams Cycle is about getting ready for the exam series by:

- understanding the key dates and activities
- drafting your exams timetable
- working with teachers to identify candidates who may need extra support, such as modified papers or access arrangements, during their exams.

Visit: www.cambridgeinternational.org/preparation

Preparing your exam timetable

We publish the final timetable for each exam series on our website at least six months before the exams. We allocate all exam centres to one of six administrative zones. Some of our documents, including the final timetable, are specific to the administrative zone.

Find out your centre's administrative zone in the 'Exams administration' section of our website.

Take the time to study the Cambridge timetable so you can create exam timetables for each of your centres. This will help you think about:

- the number of exams you will manage during the series
- the number of rooms you need to reserve
- the number of invigilators you need
- seating plans for each exam
- communicating your centre exam timetables to candidates and teachers.

Your exam timetables should show whether the exams will be in the morning or afternoon sessions. To help maintain the security of our question papers, we give you a Key Time (one for morning sessions and one for afternoon sessions).

There is also an evening session and Key Time for centres in administrative zones 4 and 5.

Key Times and Full Centre Supervision

You need to know your Key Times to work out your exam timetable. Candidates taking timetabled exams must either be in the exam or under Full Centre Supervision at the Key Times. To find out your Key Times:

- go to www.cambridgeinternational.org/keytime
- select the relevant location from the drop-down list.

Your Key Times are shown in local time and in GMT/UTC. If your country observes Daylight Saving Time (DST), this information is also shown.

Key Times for UK centres

The Key Times for UK centres work with the JCQ start times, except in specific situations. For more information, see section 1.2.2 of the **Cambridge Handbook**.



1. Preparation continued

Full Centre Supervision is a specific type of supervision for candidates. It means they must be supervised by teachers or invigilators and they cannot communicate with anyone who is not under Full Centre Supervision at the centre or outside the centre. They must also not have access to any form of external communication, for example, a mobile phone, laptop or computer, with or without internet access.

For more information about Key Times and Full Centre Supervision, see the **Cambridge Handbook**.

Access arrangements

Access arrangements are pre-exam arrangements made on behalf of a candidate with particular needs, for example, the use of a scribe, modified papers or extra time. There are two groups of access arrangements, each with their own application form and deadlines.

Group 1. Access arrangements: you must apply for these and keep a record of evidence of need.

Group 2. Modified papers: before you apply, you must have submitted a final entry for the relevant candidate, syllabus and component.

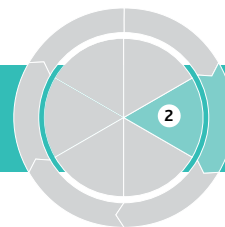
Read Section 1 of the **Cambridge Handbook** to understand each type of access arrangement and how to apply.

Access arrangements for UK centres

You must tell us about any access arrangements you plan to use through Apply for Access Arrangements, available via My Cambridge. You can still use your JCQ outcome letter as part of this evidence. Although some of our access arrangements may not be included on your JCQ outcome letter, we can use the additional information you submitted on JCQ Form 8 to help us make our decision. For this reason, we recommend that you provide us with your JCQ outcome letter and JCQ Form 8 when we ask for evidence.



2. Entries



This phase of the Cambridge Exams Cycle is when you tell us which exams your candidates will be taking. This is called 'making entries'.

Entries are an important part of the exams cycle. They allow us to personalise key documents with candidates' details, allocate moderators to centres and exam scripts to examiners, send you question papers, and give candidates their results.

Visit: www.cambridgeinternational.org/entries

Estimating entries

At least six months before each series, we will ask for your estimated entries for exams that take place before the main series starts. This helps us work out the number of question papers, pre-release materials and exam materials you will need for these exams. We do not charge a fee for estimated entries.

We do not collect estimated entries for all qualifications – only those where we send you printed pre-release materials.

You do not submit any candidate details with your estimated entries, so you still need to submit final entries.

Working out your final entries

It takes time to gather all the information you need to make your entries. Work closely with subject teachers and heads of department to make sure you enter the right candidates for the right combination of components for a syllabus.

- Start working out your entries at least two months before the deadline by referring to the Cambridge Guide to Making Entries. See page 17 for help using the guide.
- Set and share your internal deadlines well before ours so you have enough time to collect and submit all your entries.
- Display entry reminder posters to highlight your internal deadlines to teachers.
- Give your teachers a template for their entry information, along with an example of how to fill it in.

Double-check your entries with candidates and teachers before you submit them.

Making final entries

Submit your entries at least two weeks before the closing date so you have time to check them and submit any amendments before the deadline, avoiding any late entry fees.

You need to submit your entries through **Direct**: www.cambridgeinternational.org/direct

Direct is password protected. After we register your centre, we send your login details by email. Keep these details secure. If you forget your password, please email info@cambridgeinternational.org

Confirming entries

If you submit your entries using **Direct**, you can download statements of entry at any point to confirm the status of your entries. A statement of entry is a document produced for each candidate showing their details and entry options.

Ask candidates to check that their personal and entry information is correct on their statements of entry. You may have to process a number of amendments or entry withdrawals once you and others have checked all the statements of entry.

Amendments and late entries

If you submit any entries or entry amendments after the final entries deadline, we will charge late entry fees. Details of late entry fees are shown in the fees list, which is available in the 'My Messages' section of **Direct**.

Entries for group awards

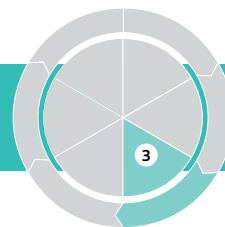
Cambridge ICE and the Cambridge AICE Diploma are 'group awards' which require candidates to study specific subjects. If your centre wants to enter candidates for a group award, the entry procedures are slightly different. Read the relevant sections of the Cambridge Guide to Making Entries before you make your entries.

UK
only

A2C

If you work in a UK centre, you can submit entries using A2C. Find the basedata compatible with your MIS package in the 'Support Materials' section of **Direct**.

3. Coursework and moderation



This phase of the Cambridge Exams Cycle is when you submit work and/or marks to us. This may include examined work or coursework, or internally assessed coursework.

- For examined coursework and some practical examined components, you submit all of your candidates' work to us and we mark it. Examples include coursework, projects, field work, art work, speaking tests and assessed practical work.
- For internally assessed coursework and non-coursework tests, you submit all the marks and a sample of your candidates' work to us for moderation.

Visit: www.cambridgeinternational.org/courseworkandmoderation

The samples database

The samples database explains how to administer internally assessed (also known as externally moderated) coursework, non-coursework tests, examined coursework and some practical examined components.

Use the database to find out:

- when and how to submit your marks for internally assessed coursework, non-coursework tests and some practical examined components
- when and how to submit your candidates' examined work
- which forms to complete and return with your candidates' marks, samples or examined work.

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

Submit for Assessment

You submit marks and/or work for most syllabuses using our Submit for Assessment service. Submit for Assessment is accessed via My Cambridge.

For a small number of syllabuses, you submit marks on **Direct** and send us the hardcopy work.

Submitting examined work

For examined coursework and some practical examined components, you submit the work of all your candidates to us and we mark it.

Internally assessed components

Submitting marks

You need to send us marks for all your candidates that are entered for internally assessed

components. The samples database gives you the submission criteria for each syllabus, as well as the submission deadline.

Selecting samples

We moderate work that is internally marked by teachers in your centre to check that candidates across all our centres have been assessed against the same standards. You submit samples of work for moderation. The samples database sets out the deadlines and criteria for submitting marks and work for internally assessed components. Submit for Assessment automatically generates an email telling you which samples to upload. Otherwise, you select samples following the criteria in the samples database.

Sending samples

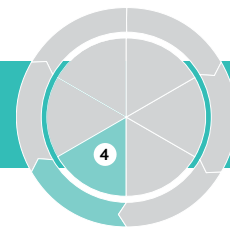
You use Submit for Assessment to submit most samples to us. However, for any components where you send us hardcopy samples, you must make sure they are packed appropriately and sent to us, with the necessary forms, before the deadline. The forms you need to complete and return with the samples are in the samples database.

Returning samples

Tell us if you would like us to return moderated work. 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.

4. Before the exams



This phase of the Cambridge Exams Cycle is about getting everything ready before the exam series starts. If you complete all the activities and tasks in this phase, you will reduce the number of issues you may have to deal with during the exam series.

Visit: www.cambridgeinternational.org/beforetheexams

Pre-exam despatches

So that you have all the materials you need, we send you pre-exam despatches:

- **Cambridge pre-exam despatch:** exam stationery, key administrative documents, despatch labels and script packets.
- **Cambridge bar-coded labels despatch:** bar-coded labels identify the contents of each script packet you send back.
- **Cambridge question paper despatch:** confidential question papers and supporting materials.

If you do not receive materials for any late or amended entries in the main despatches, they will arrive at a later date. You can find out more about your pre-exam despatches in the **Cambridge Handbook**, including what to do if a despatch does not arrive or if you are missing any items.

For some centres, we will send your pre-exam despatch (your administrative materials) together with your question papers.

Storing confidential materials

Before the exams start, we will send you question papers and other confidential materials. Do not open the packets. You must store them in a secure place at all times. Instructions about handling and storing question papers are in the **Cambridge Handbook**. Read them carefully, because the security of question papers is vitally important. Our videos provide further guidance at www.cambridgeinternational.org/beforetheexams

Preparing the exam room

To give all candidates the same experience, each exam room needs to be set up in exactly the same way. Maximising the distance between candidates' desks is essential to help prevent malpractice in an exam.

- The minimum distance between the centre of one candidate's chair to the centre of another must be 1.25 metres in all directions.
- No helpful display material must be visible.
- There must be a clock that all candidates can see.
- Our Notice to candidates and Candidate warning posters must be displayed inside and outside the exam rooms.
- There must be appropriate heating, lighting and ventilation.
- Noise levels outside the exam rooms must be kept to a minimum.
- The centre number and start and finish time must be displayed so all candidates can see them.

You must produce a seating plan before each exam. It must show the position of each table and chair, and where each candidate will sit. It must also show the position of the invigilator's desk and the direction the candidates will face.

Make sure you are aware of our regulations and have read and understood the **Cambridge Handbook**.

4. Before the exams continued

Training invigilators

You are responsible for training your invigilators. You need to make sure that they:

- understand what is expected of them
- know the regulations for conducting Cambridge exams
- feel confident and supported so they can invigilate all your exams effectively.

You must train all invigilators before the exam, even if they are experienced.

We have created seven training modules about the main aspects of the invigilator role. Each module is in PowerPoint format with training notes that you can adapt to train your invigilators or read to refresh your knowledge. Download the training from our website:

www.cambridgeinternational.org/training-invigilators

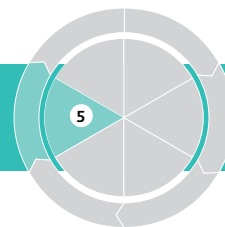
Forecast grades

We ask you to submit forecast grades for all of your candidates. A forecast grade is the grade the teacher expects each candidate to achieve for each syllabus they are entered for. We use forecast grades to help us:

- set syllabus grade thresholds
- make a post-exam adjustment to a candidate's mark to make allowances for any adverse circumstances, for example, illness, bereavement or temporary injury.

You submit forecast grades through **Direct**. Read section 4 of the **Cambridge Handbook** for instructions.

5. Exam day



This phase of the Cambridge Exams Cycle is when your candidates sit their exams.

Visit: www.cambridgeinternational.org/examday

Running exams

Before each exam, check that you and your invigilators are ready.

- Is the exam room set up correctly?
- Do you have the right question papers and candidate materials?
- Have you printed out sections 4 and 5, and the Key Times and Full Centre Supervision section from the **Cambridge Handbook**, and placed them in the exam room(s)?
- Do you have the right attendance register?
- Do you have the right number of invigilators?
- Do you have a tested method of calling for assistance?
- Do your candidates know where they need to be and when?
- Do you have any private candidates? You must make sure you check their photo ID.
- Do you know what to do when:
 - candidates enter the room?
 - candidates are seated?
 - a candidate asks a question during the exam?
 - the exam finishes?

Meet regularly with your invigilators to talk through any issues and check they are recording any incidents. Read section 5 of the **Cambridge Handbook** to make sure you feel confident about running Cambridge exams in your centre.

Malpractice

You are responsible for reporting any cases of suspected malpractice to your Head of Centre. Your Head of Centre must immediately report all cases of suspected malpractice to us using the correct form. See section 5 of the **Cambridge Handbook** for more details. Download the relevant administrative forms from www.cambridgeinternational.org/forms

Inspections

We inspect centres regularly to quality assure the delivery and conduct of our exams. Inspections are unannounced and usually,

but not always, take place while exams are being held. Cambridge inspectors look at your arrangements for the security of exam material and for conducting exams.

Inspections should be a positive experience, as our inspectors are there to help you get things right. If they see something that does not comply with Cambridge regulations, they will explain why and help you identify what you need to do to meet the regulations next time.

Special consideration

Special consideration is a change we make to a candidate's mark after an exam. You may apply for it when something unexpected happens to the candidate – for example, illness, bereavement, temporary injury to the candidate, or disruption to an exam. Apply for special consideration in the 'Special consideration' area of **Direct**.

You can submit applications for:

- candidates who are present but disadvantaged
- candidates who are absent for an acceptable reason
- coursework-related special consideration.

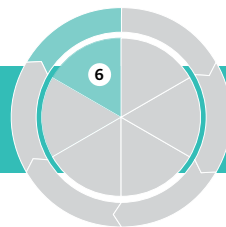
Packing scripts

Specific instructions for packing your scripts are in the **Cambridge Handbook**. Make sure you attach the correct bar-coded label to the front of each packet of scripts.

Sending scripts

You must send exam scripts to us as soon as possible after the exam has finished, preferably on the same day. If we do not receive returned scripts from you within this timeframe, it can delay marking and grading, and impact results being released on time. Keep scripts in your secure storage while you are waiting to send them. Do not read or make copies of them. For guidance about returning your scripts, visit: www.cambridgeinternational.org/scriptreturn

6. Results and certificates



In this final phase of the Cambridge Exams Cycle, we release results and you give them to your candidates. Visit: www.cambridgeinternational.org/results

Understanding and preparing for results

We release results on **Direct**, followed by results despatch through the post. The statement of results shows the subjects candidates were entered for and the grades we have awarded. We send printed statements of results to centres outside the UK in the results despatch.

- Check with your IT department that all the systems you need will be available on and around results days. Check you can access **Direct** and the Candidate Results Service.
- Book a room for distributing results.
- Arrange for other members of staff to help you distribute the results, if necessary.

Make sure your candidates know:

- what time to arrive and where to go to get their results
- what to bring with them (for example, private candidates must bring photo ID)
- what to do if they need someone else to collect their results
- about any alternative methods for receiving their results.

Results for group awards

Make sure you understand the grading system for group awards so you can answer candidates' questions when they receive their statements of results. See the relevant sections of the Cambridge Guide to Making Entries for more information.

Candidate Results Service

Candidates can access their results directly through our Candidate Results Service. You control which candidates can use the service through **Direct**. Find out more at www.cambridgeinternational.org/results

Priority results service

Candidates can ask us to send a provisional statement of results directly to their chosen educational institution on results day. Candidates must request this using Results and Certificates – Form 9.

Enquiries about results

If you would like us to check the result we have awarded to a particular candidate or group of candidates, we offer several enquiries about results services. We charge a fee for each enquiry. You submit enquiries about results through **Direct**.

For more information, read our enquiries about results guides at www.cambridgeinternational.org/ear

Certificates

Certificates confirm candidates' final results. We send you certificates up to eight weeks after provisional results are released. This allows time for us to resolve any enquiries about results.

We issue certificates after the deadline for enquiries about results has passed. This makes sure your centre has time to query their provisional results.

Certifying statements and verification of results

Candidates can apply to us if they would like a certifying statement – an official document showing the grades they achieved in a particular exam series (Results and Certificates – Form 7). Candidates can also apply to us to have their results verified (Results and Certificates – Form 8). Download the relevant forms from www.cambridgeinternational.org/forms

UK centres download their statements of results from **Direct**.



Online tools for Cambridge exams officers

We have a number of online exam administration tools to help you carry out many of your tasks.

Direct

Direct is the key online tool for all Cambridge exams officers. You use it to:

- create centre-specific timetables
- download the Cambridge Guide to Making Entries
- securely submit and amend your entries
- download statements of entry and a wide range of administrative and support materials
- submit your internally assessed marks and forecast grades
- download results
- control access to the Candidate Results Service
- submit enquiries about results
- download fees lists.

We email you login details when your centre registers with us. Keep these details secure. If you forget your password, email info@cambridgeinternational.org

School Support Hub

This resource contains past papers, mark schemes, examiner reports and schemes of work for many qualifications. We email login details to the nominated School Support Coordinator in each centre.

If you are a School Support coordinator, you are responsible for administering the website, including creating login details for teachers in your centre. To access the site, go to www.cambridgeinternational.org/support



Cambridge Primary and Cambridge Lower Secondary support sites

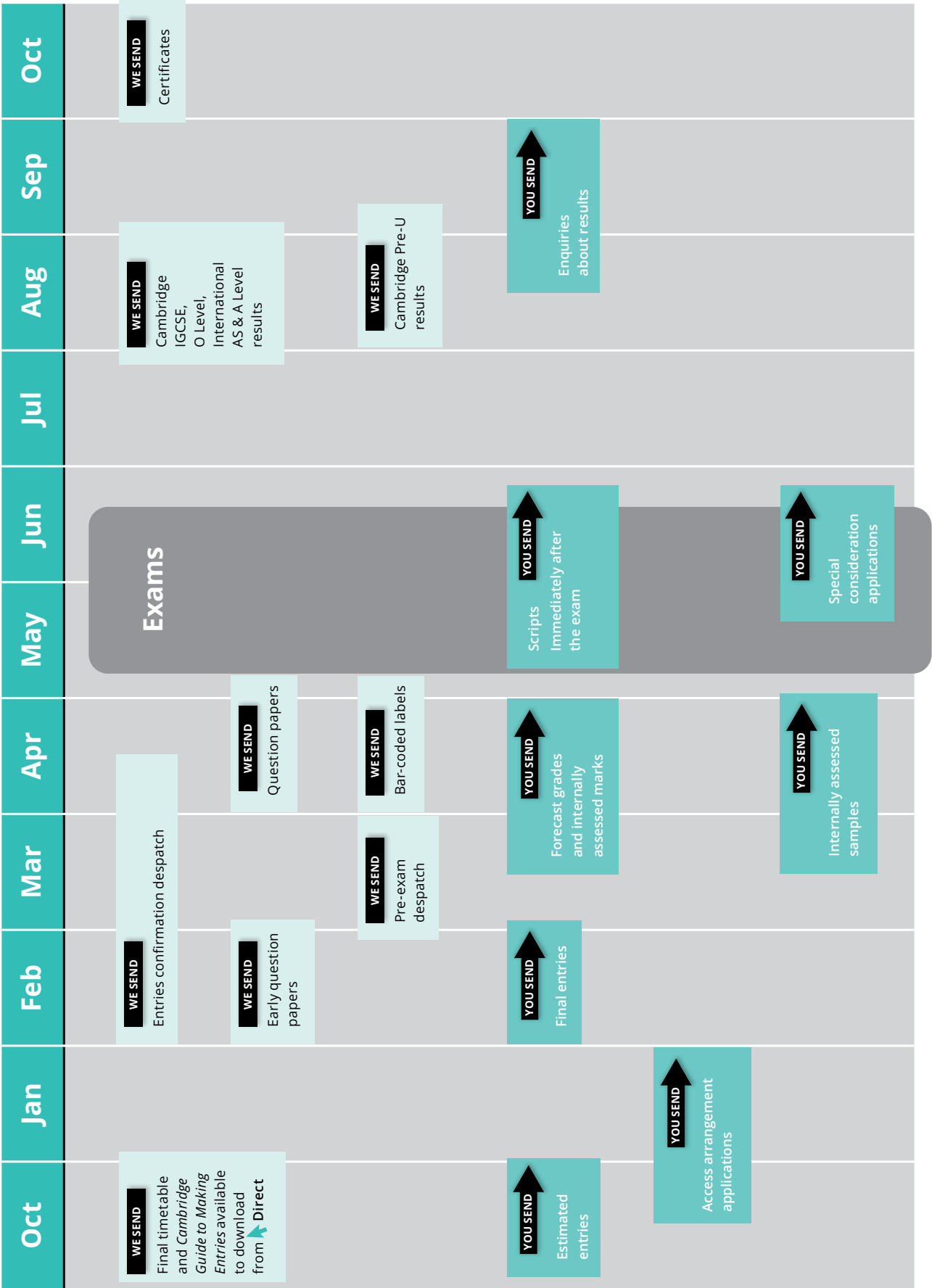
If your centre offers either the Cambridge Primary or Cambridge Lower Secondary programmes, we will give you access to the relevant password-protected websites.

These websites contain materials to help teachers plan and deliver the programmes, including curriculum frameworks, schemes of work, past question papers and recommended published resources.

To access the sites, go to <https://primary.cambridgeinternational.org> or <https://lowersecondary.cambridgeinternational.org>

Key dates and activities for each exam series continued

Sample timeline of key activities for a June exam series

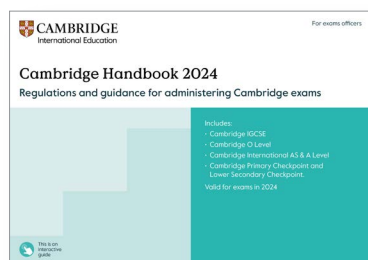


For more detailed information about key activities, refer to the monthly calendars for each exam series.

Key resources and support

We recommend you read the following documents. They explain our regulations and will guide you through the Cambridge Exams Cycle for each exam series.

Cambridge Handbook

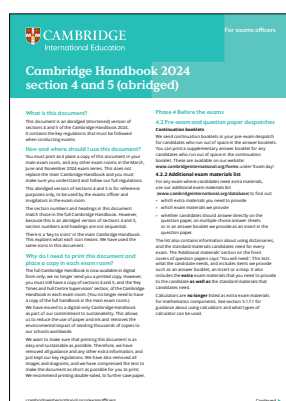


The Cambridge Handbook contains the regulations that centres must follow when conducting Cambridge exams. It forms part of the legal contract between us and your centre.

The handbook also explains the administrative tasks you may need to complete and the deadlines for each exam series. It is a key document for exams officers.

The handbook is available in digital format.

You must print out sections 4 and 5, and the Key Times and Full Centre Supervision section of the handbook, and place them in your exam room(s).



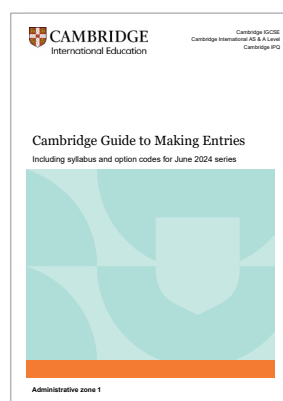
Cambridge final timetable

The final timetable lists the date, session and duration of each Cambridge IGCSE™, O Level and International AS & A Level exam, in date and subject order. It also shows the range of dates for practical exams and speaking tests. You can access a copy through **Direct** and at www.cambridgeinternational.org/timetables

You need to know your administrative zone(s) to download the correct timetable. To find your administrative zone, go to www.cambridgeinternational.org/timetablingexams, click 'Administrative zone', select your location and click 'Get Administrative Zone'.

Cambridge Guide to Making Entries

This contains all the information you need to make your entries for each exam series. Download a copy from the 'Support Materials' section of **Direct**. See page 17 for help using the guide.



There are print-ready files of these sections on our website: www.cambridgeinternational.org/examsOfficersguide

We update the handbook every year. The latest version is on our website:

www.cambridgeinternational.org/examsOfficersguide

Key resources and support continued

Cambridge Exams Officer eNewsletter

We send you the Cambridge Exams Officer eNewsletter at the beginning of each month. It is essential reading for exams officers, and includes:

- reminders about key dates and activities for that month
- important alerts
- guidance about key tasks and processes
- updates about new services you may need to use.

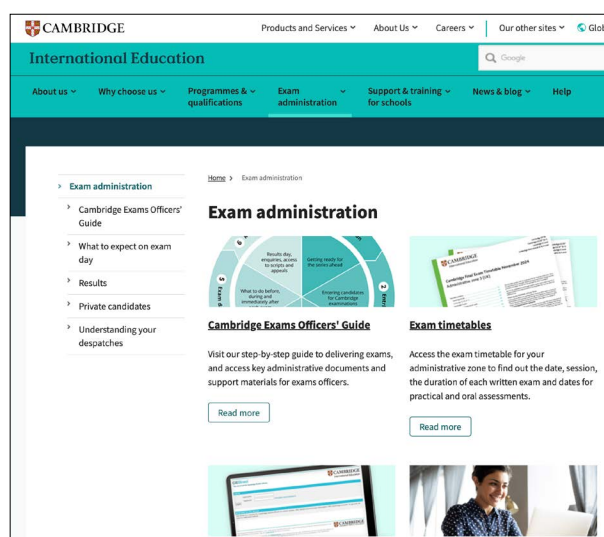
You should automatically receive the eNewsletter. If you do not, email us and we will add you to our distribution list: info@cambridgeinternational.org. Tell us if you change your email address or if there is a change of exams officer.



'Exam administration' section of our website

Visit the 'Exam administration' section of our website to:

- download key resources, including timetables, the **Cambridge Handbook** and the latest eNewsletter
- find your centre's administrative zone and Key Times
- view our online tutorials to help you through specific processes, such as making online entries and storing confidential materials
- download our key dates documents.



Visit: www.cambridgeinternational.org/exam-administration

The 'Help' section of our website

An online resource with answers to frequently asked questions about Cambridge exams and services:
www.cambridgeinternational.org/help

Customer Support

Our team of experienced staff are dedicated to providing quick, clear and accurate responses to any questions you have:
info@cambridgeinternational.org

Cambridge Guide to Making Entries

The Cambridge Guide to Making Entries contains all the information you need to make entries. Download it from the 'Support Materials' section of Direct. Each entry has two pieces of

information: a syllabus code and an option code. Below is an example of how this information is displayed in the guide.

The guide lists all the syllabuses that you can make entries for alphabetically and by qualification type.

The 'Candidates take components' column lists the combinations of components candidates are allowed to take.

The 'Component title' and 'Component code' columns list all the components (individual assessments) in the syllabus. You need to find out from teaching staff at your centre which components they want their candidates to take.

Art & Design																							
Option code	Candidates take components	Available to private candidates?	0400																				
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GZ	13, 33, 63 (Core)	Yes																													

Notes Candidates may not sit this syllabus in the same series as 0653 or 0654.

Business Studies															
Option code	Candidates take components	Available to private candidates?	0450												
Z	13, 23	Yes	<table border="1"> <thead> <tr> <th>Component code</th> <th>Component title</th> <th>Duration</th> <th>Weighting</th> </tr> </thead> <tbody> <tr> <td>13</td> <td>Short Answer & Data Response 13</td> <td>1h 30m</td> <td>50%</td> </tr> <tr> <td>23</td> <td>Case Study 23</td> <td>1h 30m</td> <td>50%</td> </tr> </tbody> </table>	Component code	Component title	Duration	Weighting	13	Short Answer & Data Response 13	1h 30m	50%	23	Case Study 23	1h 30m	50%
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Once you have worked out the combination of components for each candidate, you need the corresponding 'option code' to make your entries.

Any restrictions relating to the syllabus will be listed under 'Notes'.

Online training

We recommend you complete our exams officer training to keep up to date with our regulations.

All our online exams officer training is free and available via our Online Learning Area: www.cambridgeinternational.org/learningarea

You create and manage your profile in the Online Learning Area.

When creating your account, add your centre number to your profile to track your progress.

Exams officer webinars

We run regular webinars throughout the year for new and experienced exams officers.

The webinars give up-to-date, series-specific overviews of our regulations and processes, and you can ask questions throughout.

All webinars are free to attend and you register through our Professional Development Calendar: www.cambridgeinternational.org/eo-training

Webinar topics include:

- exams officer focus webinars
- how to prepare for the series ahead
- how to administer phases 3 and 4 of the series ahead
- how to run exams for each series
- how to prepare for results release for each series.

Self-study course

Our 'Introduction to being a Cambridge exams officer' is a free-to-access online self-study course for new exams officers which takes approximately 1–2 hours of study each week.

Throughout the course, you complete a portfolio of work that you can use to support you in your role once the course finishes. As part of the course, we run a webinar which gives you the opportunity to ask questions.

To access the course, set up an Online Learning Area account. Then, register using the booking link in the Cambridge Exams Officer eNewsletter. When you register, we send you a confirmation email and joining instructions.

Cambridge Exams Officer webinars	
Welcome to our exams officer webinars. From here you will be able to access all of our regular live webinars. Each webinar has its own page containing webinar aims, links and post-webinar resources as well as the recordings of previous webinars. Each webinar time is advertised in Coordinated Universal Time (UTC), please convert this to your local time to get the correct time of the webinar. We recommend using timeanddate.com to do this.	
Your certificate You can download a certificate of participation after every webinar you attend. You can find the certificate on each individual webinar page in the 'certificate' section. Once issued, your certificate will allow you to download a certificate of participation after every webinar you attend.	
Exams officer webinars All our webinars contain information on both Cambridge Primary and Lower Secondary Checkpoint tests series and Cambridge IGCSE, O Level and Cambridge International AS & A Level exams series. Webinars which focus on the India and Romania only March exam series can be found under the relevant webinar page. Click the link in the webinar details column to access each webinar page. Each page contains webinar aims, links and post-webinar resources as well as the recordings of previous webinars and certificates of participation.	
Webinar title	Webinar details
Exams officer focus webinars	Attend this webinar to find out the latest updates and information on our general regulations including carry forward entries and access arrangements. Go to webinar page
How to prepare for the series ahead	Attend this webinar to find out more about how to prepare for the upcoming series. Our new webinar focuses on key deadlines, timetabling, access arrangements, and more. Go to webinar page
How to administer phase 3 and 4	Attend this webinar to find out more about how to administer phase 3 and 4 for the upcoming series. Our new webinar focuses on internally assessed components and more. Go to webinar page
How to run exams and / or tests	Attend this webinar to find out more about running exams and / or tests in the upcoming series. The webinar focuses on the regulations and processes for successfully running exams and / or tests. Go to webinar page

Thank you for enrolling onto the 'Introduction to being a Cambridge Exams Officer' course. This fully online, comprehensive training introduces the course and the role of an exams officer.

As an exams officer you play a key role in making sure Cambridge exams and assessments are administered and delivered smoothly. The course gives you the opportunity to ask questions.

To begin the course, read the 'Course introduction' book below.

 [Course Introduction](#)

 Available but not shown on course page

Cambridge Handbook

To successfully participate in this course, you must have the Cambridge Handbook open whenever you are working through this course.

As an exams officer, the Cambridge Handbook is an essential resource. Updated every year, the Cambridge Handbook contains all our regulations and processes. To access the Cambridge Handbook go to our [website](#). You will need to click the link for the Cambridge Handbook and have it open in a different window to the course.

- 1. About the Handbook
- 2. About the Handbook
- 3. About the Handbook
- 4. About the Handbook
- 5. About the Handbook
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- 7. About the Handbook
- 8. About the Handbook
- 9. About the Handbook
- 10. About the Handbook



A to Z of terms

Below is an introductory A to Z of key terms. There is a more detailed A to Z of terms in the **Cambridge Handbook**.

A

Access arrangements

A pre-exam arrangement made on behalf of a candidate with particular needs, for example, the use of a scribe, modified papers or extra time.

Administrative zone

An administrative zone is a part of the world where the clocks read similar times. We have six administrative zones and allocate every centre to one, depending on their country and location. We publish a different version of the timetable and Cambridge Guide to Making Entries for each administrative zone for each series.

Using Key Times and administrative zones together helps us make sure countries in similar time zones have their candidates under exam or supervisory conditions at the same time to maintain the security of question paper content. Check your administrative zone and Key Times at www.cambridgeinternational.org/timetablingexams

C

Cambridge International Education

Cambridge International Education is the name of our awarding body and a part of Cambridge University Press & Assessment, which is a department of the University of Cambridge.

Candidate

A person who has been entered for an assessment.

Candidate Results Service

A service that gives candidates access to their results directly through a secure website. You can control which of your candidates have access to the site and what they can view through the 'Administer Exams' page on **Direct**.

Centre

A school, institution or organisation approved by and registered with us to enter candidates for Cambridge programmes and qualifications, and to carry out related assessments.

Component

A component is part of a syllabus. An individual syllabus is usually comprised of two or more components. A component is sometimes referred to as a paper.

Coursework

Any component specified in a Cambridge syllabus that is assessed in the centre and then moderated by Cambridge International Education.

A to Z of terms continued

D

Direct

The key online tool for all Cambridge exams officers. Exams officers use **Direct** to securely submit and amend entries, and to carry out administrative tasks throughout the exam series.

E

Enquiries about results

Services available to centres after the release of provisional results if they want to have a candidate's script reviewed or their candidates' coursework re-moderated.

Entries

The candidates you have entered for a Cambridge qualification in a particular exam series.

Estimated entries

An approximation of the number of candidates a centre will enter for assessments.

Exams officer

The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for administering Cambridge exams. The Head of Centre may also be the exams officer.

F

Forecast grade

The grade a teacher expects a candidate to achieve for a syllabus.

Full Centre Supervision

A specific type of supervision for candidates. If candidates are not in their exam at the Key Time, they must be under Full Centre Supervision. This means they must be supervised by teachers or invigilators. They cannot have access to any form of external communication, for example, a mobile phone or the internet. For a full definition, see section 4 of the **Cambridge Handbook**.

G

Group award

An award given to a candidate who has studied and passed assessments from a specified number of subject groups. Examples are Cambridge ICE, a group award for Cambridge IGCSE, and the Cambridge AICE Diploma, a group award for Cambridge International A Level.

I

Internally assessed mark

A mark awarded by the centre for an internally assessed coursework or speaking test component.

Invigilator

A suitably qualified person, sometimes referred to as a supervisor, who is appointed by the Head of Centre to be responsible for the proper conduct of a particular exam in line with Cambridge regulations. Invigilators work closely with, and often report to, the exams officer.

K

Key Time

A time, defined by the location and country of a centre, specified by Cambridge, when all candidates taking timetabled exams must be either in an exam or under Full Centre Supervision. The Key Time will always be expressed as GMT/UTC. Find your Key Times at www.cambridgeinternational.org/keytime

M

Malpractice

Any action that breaks Cambridge regulations and potentially threatens the integrity of our exams and certification.

Moderation

The process to bring the marking of an internally assessed component to an agreed standard in all participating Cambridge centres.

P

Private candidate

A candidate taking Cambridge exams who is not a registered student with your centre.

A to Z of terms continued

S

School Support Coordinator

The designated person who is responsible for creating and maintaining access to the School Support Hub for staff in their centre. They are also responsible for authorising Cambridge training bookings for teachers.

Script

A candidate's response to a whole question paper or component.

Series

A group of exams in the same range, for example, Cambridge IGCSE and Cambridge International A Level, with the same closing date for entries and timetable period. A series is identified by a month and year, for example, June 2026.

Session

A period in a day in which an exam takes place, either in the morning, afternoon or evening. The evening session only applies to centres in administrative zones 4 and 5.

Special consideration

A post-exam adjustment made to a candidate's mark, by Cambridge, to make allowances for any adverse circumstances, for example, illness, bereavement or temporary injury.

Statement of entry

A document showing a candidate's details and the entry options they have been entered for.

Statement of results

A document showing a candidate's details and the syllabus grades they have been awarded.

Syllabus

A complete description of the content, assessment arrangements and performance requirements for a qualification. A course leading to an award or certificate is based on a subject syllabus.