CAMBRIDGE
International Education

For exams officers

Cambridge Handbook 2027

Regulations and guidance for administering Cambridge exams

Includes:

- Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint
- Cambridge IGCSE™
- Cambridge O Level
- Cambridge International AS & A Level
- PDQ Cambridge Professional Development Qualifications.

Valid for exams in 2027

This is an interactive guide

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Chk

Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint information

For key information about the Checkpoint test series, see below.

- Preparing your exams timetable 32
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Introduction

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 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.

Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

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

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 of Secondary Education (Cambridge IGCSE (Core)).
- Cambridge General Certificate of Education (Cambridge O Level).
- Cambridge International Certificate of Education (Cambridge ICE).

Cambridge Advanced

- Cambridge International General Certificate of Education (Cambridge International AS Level).
- Cambridge International General Certificate of Education (Cambridge International A Level).
- Cambridge Advanced International Certificate of Education Diploma (Cambridge AICE Diploma).
- Cambridge International Project Qualification (CIPQ). Guidance for administering CIPQ is in the Administrative Guide: Using Submit for Assessment available from www.cambridgeinternational.org/eoguide

PDQ Cambridge Professional Development Qualifications

Regulations for conducting Cambridge Professional Development Qualifications (PDQs) (for teachers and leaders) are in this handbook. Guidance for administering the qualifications is in the Cambridge Professional Development Qualifications Administrative Guide, which is available from www.cambridgeinternational.org/eoguide

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 to 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.

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

UK If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027, which is available on our website: www.cambridgeinternational.org/eoguide, for information about the Joint Council for Qualifications (JCQ): www.jcq.org.uk

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.

Important information

If you are a centre in India or Romania, see the Cambridge Handbook Supplement (March 2027 series) for information about our March series: www.cambridgeinternational.org/march

If you are a Cambridge Early Years Centre, you should refer to the Cambridge Early Years Handbook, which is available on the School Support Hub: www.schoolsupporthub.cambridge.org

Key to icons

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

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

Be aware: Reminds centres about useful information.

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

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

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

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

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

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

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

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

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

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For centres and Cambridge Associates in the EU

Economic Operators Registration and Identification (EORI) number and VAT ID number for centres in the EU

If you are a centre or Cambridge Associate in the EU, you must apply for an EORI number at your own cost and provide us with that number promptly so that we can send exam materials you need and issue your results on time. This is an identification number used in all customs procedures when exchanging information with customs administrations. For guidance, visit www.cambridgeinternational.org/eori and the European Commission website www.ec.europa.eu

You must also provide us with a VAT ID number. If you do not provide this number (or tell us that your centre is exempt from VAT), it may delay your exam materials in customs. Look up the format of your country's VAT ID number in the 'Example of EU VAT identification numbers' table on this EU website: https://shorturl.at/oUGkn

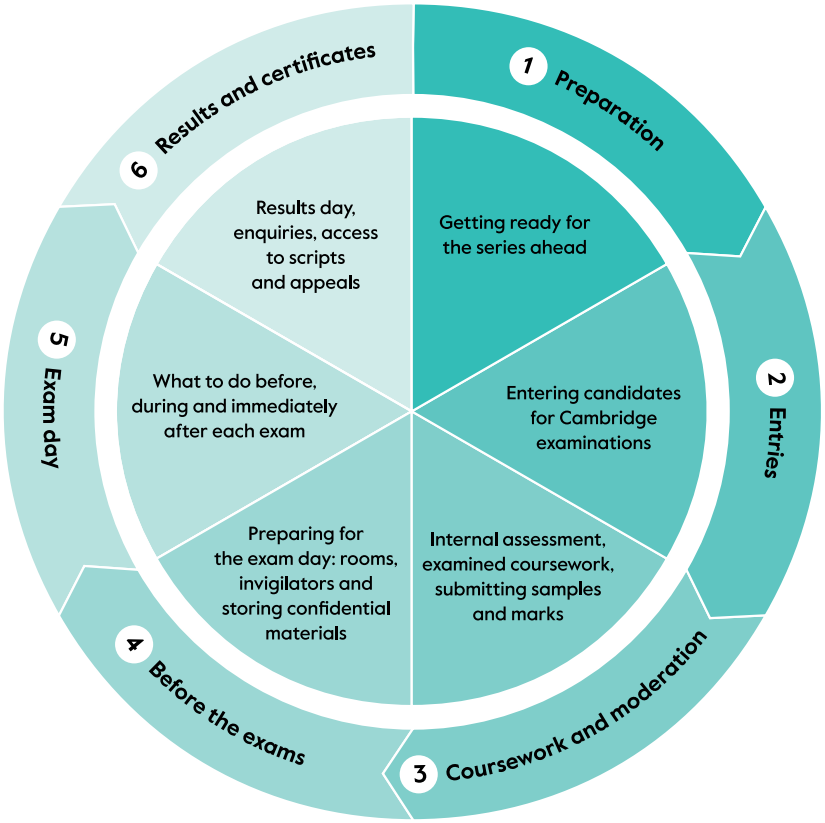
EU General Product Safety Regulation (EU GPSR)

EU rules, including the new General Product Safety Regulation (GPSR), require all products on the EU market to be safe, irrespective of their sale channel or country of origin. This means manufacturers must make sure that the products they place on the market are safe by design and comply with EU product safety rules. All businesses must follow these rules too.

For questions about EU GPSR, see www.cambridge.org/legal/eugpsr

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The Cambridge Exams Cycle



There are many different activities that need to take place to successfully deliver an exam. Sometimes, it can be challenging to remember what needs to happen when. 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.

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Centre and Cambridge Associate responsibilities

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Introduction

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

2 This 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 handbook apply to the examinations, assessments and qualifications provided by Cambridge International Education.

4 Throughout this handbook 'You' and 'Your' refer to the centre and, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre, and, in the case of an exam centre, the exam centre. 'Centre' refers to the centre approved by Cambridge International Education (including Cambridge International Schools – registered as online and Cambridge International Schools also approved to offer Cambridge programmes online) or, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre, or, in the case of an exam centre, the exam centre. 'Cambridge' and 'We' and 'Our' refer to Cambridge International Education. 'Agreement' refers to any contracts you have entered into with us for the provision of Cambridge qualifications and programmes (or, in the case of an exam centre, the contracts you have entered into with us for the provision of assessments for qualifications and certificates to private candidates), 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 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 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 of the Cambridge Handbook, which is available on our website: www.cambridgeinternational.org/eoguide

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 handbook is interpreted in accordance with the jurisdiction and governing law provisions as set out in our Agreement with you.

11 Where you are providing approved programmes as a registered fully online school, references in this handbook to assessments and examinations, or results, will not apply as you are not approved to run any assessments or examinations. The exception to this is if you are a Cambridge International School – registered as online (with exam venues) or are offering the Cambridge Professional Development Qualifications online. See page 166 for our definition of an online school, or schools approved to offer qualifications online.

UK If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027, which is available on our website: www.cambridgeinternational.org/eoguide, for information about the Joint Council for Qualifications (JCQ): www.jcq.org.uk

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Important information

Any fees referred to in this handbook are in our fees lists, which are published 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 lists on Direct. If you are a Cambridge Early Years Centre or Cambridge International School – registered as online, we send the fees lists to you.

A Centre responsibilities

A1 You are responsible for the administration and conduct of our assessments. For online schools see section 2.1.2.

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, acting through the Head of Centre, is responsible for appointing an appropriately qualified exams officer to effectively and securely administer our exams. **NEW** The exams officer is a crucial role for the administration of exams. We require them, or a suitably trained equivalent in the case of unforeseen absence, to be on your premises for all key tasks of the exam cycle.

A4 **NEW** Every member of a centre's staff, and any volunteer or contractor working for the centre, who has contact with students must be a suitable person to be working with children and, where relevant, adults at risk.

A4.1 **NEW** You must take all reasonable steps to satisfy yourself of each person's suitability before they have unsupervised contact with students and on an ongoing basis. The steps you take must be proportionate to the person's role and the nature, frequency and degree of their contact with the students.

A4.2 **NEW** You must keep and maintain up-to-date records demonstrating the checks and steps you have taken.

A4.3 **NEW** You must comply with all local laws and employment regulations that apply to you.

A5 You must provide a safe environment for your candidates. This includes while they are on your premises, as well as promoting online safety and wellbeing where applicable. You can find more guidance on our website: www.cambridgeinternational.org/about-us/our-standards/safeguarding. If we have concerns about the wellbeing of a learner or receive an allegation of a safeguarding nature, we may contact you about this. We may also contact you about how you are meeting your safeguarding responsibilities. **NEW** If we do this, you must promptly respond to the concerns raised and cooperate with us. Any retaliatory action by you towards a candidate, student or their family or friends following any concerns raised to or by Cambridge will be considered a significant breach of your safeguarding responsibilities.

A5.1 **NEW** If we determine that a centre has not responded appropriately or sufficiently to a safeguarding or wellbeing concern, or where we are concerned there is a conflict of interest with senior centre staff due to the content of the concern, we may escalate the matter where necessary. This may include raising the concern with the relevant school group, trust, parent organisation or other appropriate authority where the centre is part of a wider organisation.

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

A7 You must:

A7.1 have 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 have 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

A7.3 maintain staff in the key roles necessary to meet A7.1 and A7.2, and appoint appropriate and capable deputies to cover any absences for any reason.

A8 If you want to offer a type of qualification beyond those initially approved by us, for example, you are approved to offer Cambridge Primary and now want to offer Cambridge Upper Secondary and Advanced, you must request our approval by completing and submitting Additional qualification types: 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 Additional qualification types: Preparation – Form 5.

Administrative forms

Forms available on Direct.

- Change of school name or address: Preparation – Form 4
- Additional qualification types: Preparation – Form 5
- Change of school contact details: Preparation – Form 6
- Add eligibility to deliver Cambridge programmes online: Preparation – Form 9

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A9 If you want to offer Cambridge programmes online to students who would not normally attend your school's physical premises, you must apply to extend your eligibility. All your students studying fully online must still be registered with your school and sit their exams at your centre.

To extend your eligibility, complete Add eligibility to deliver Cambridge programmes online: Preparation – Form 9.

See page 166 for our definition of a Cambridge International School that is also approved to offer Cambridge programmes fully online.

You do not need to request approval if you are teaching your existing students online, who would otherwise attend your school in person, for a temporary period or as part of a blended approach to the curriculum.

A10 Some countries do not recognise online schooling as equivalent to traditional, in-person schooling. Therefore, universities in those countries may not accept students who have obtained qualifications at online schools. As a Cambridge International School – registered as online, it is your responsibility to make sure that any prospective student intending to apply to universities in a specific country is told about that country's current eligibility requirements for entry to university. The embassy (or relevant education authority) of the destination country can provide the most up-to-date information.

A11 You must tell us immediately about the following changes at your centre. We will not accept notification by telephone or email.

- Use Change of school name or address: Preparation – Form 4, available from the 'My centre details' section of Direct, to tell us about a change to your centre name, location, secure storage facilities or if the ownership or legal identity of your centre changes. If you are a Cambridge Early Years Centre or a Cambridge International School – registered as online, email info@cambridgeinternational.org to access the form.
- Use Change of school contact details: Preparation – Form 6, available from the 'My centre details' section of Direct, to tell us about changes to staff members' email addresses and telephone numbers. If you are a Cambridge Early Years Centre or a Cambridge International School – registered as online, email info@cambridgeinternational.org to access the form.

A12 You must make sure that:

A12.1 the correct version, including the year and series, of the syllabus is administered for each series, and

A12.2 all teachers and tutors involved in the delivery of qualifications understand the subject area concerned.

A13 If you do not keep to the processes and procedures set out in this handbook, we will be entitled to take appropriate action, which may include:

A13.1 requiring you to take remedial action

A13.2 requiring you to undergo further inspection and quality assurance visits

A13.3 removing your centre's eligibility to enter for some or all of our qualifications, or

A13.4 removing your centre status and terminating any Agreement we have with you.

Important information

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 immediately:

- tell parents or guardians, students and other awarding bodies
- remove all Cambridge branding from your website, social media accounts, marketing materials, any other documentation, and your premises
- make no further entries for students
- cooperate with us to minimise disruption to candidates.

See the Consequences of Termination clause of the Cambridge Standard Terms of School Registration (we share these with you once you are an approved Cambridge International School).

A14 UK It is your responsibility to pay for any outstanding customs duties, brokers' fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials when you receive them from us. 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 and for liaising with any such brokers or couriers. It will not be our responsibility to pay for, or communicate with, any such brokers or couriers on your behalf. We will not upload question papers via Digital File Despatch if your question papers are delayed in customs because you have not put the correct process in place with brokers or couriers. We will ask for evidence of your engagement with, and completion of, all necessary processes in your country before we upload any question papers to Digital File Despatch. We will not send you any materials via Digital File Despatch without this evidence.

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However, in some territories where you nominate UPS/DHL to act on your behalf, we will pay customs duties, brokers' fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials on your behalf and recharge these to you via an invoice payable under the usual terms.

It is not possible for us to pay these charges on your behalf:

- if you choose to allocate a broker that is not UPS/DHL
- if your country is not listed on our website, or UPS/DHL does not offer that service to us.

It is also not possible to opt in or opt out of Cambridge paying these charges, although you may nominate a broker that is not UPS/DHL and pay the charges directly to them.

This approach is entirely at the discretion of Cambridge and may be withdrawn at any time without notice, although we will endeavour to give as much notice as possible.

At all times, even where Cambridge will pay these charges on your behalf, it remains your responsibility to pay any charges and to liaise with any brokers or couriers.

A15 Tax and customs authorities worldwide require our centres' tax ID / VAT numbers to import our exam materials. You must provide us with your tax ID / VAT number. If you do not provide this number (or tell us that your centre is exempt from VAT), it may delay your exam materials in customs. If you are a new Cambridge centre, you must tell us your tax ID / VAT number when you register with us.

A16 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.

A17 Where we suffer loss or damage by your actions or inaction, particularly where such action or inaction relates to malpractice, whether negligent or otherwise, we are entitled to ask you to pay our costs and to reimburse us in accordance with the terms of our Agreement.

A18 You must establish, maintain, publish and at all times comply with a written complaints procedure. Your complaints procedure must include procedures for your candidates and timescales for responding to complaints, and dealing with the subject matter of complaints.

A19 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.

A20 If any of your teaching staff are also examiners for Cambridge University Press & Assessment (which includes Cambridge International Education), you must not, and make sure your staff do not:

A20.1 communicate this externally / to any candidates or third parties, or

A20.2 make any reference to this fact in any digital or printed promotional materials.

A21 You must comply at all times with all our instructions and any country-specific requirements.

A22 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.

A23 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 may not be accepted after the release of results.

A24 You must make sure you are aware of the deadlines we publish and follow these deadlines on behalf of your candidates.

A25 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.

A26 UK See the Cambridge Handbook (UK Supplement) 2027: www.cambridgeinternational.org/eoguide

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. Cambridge inspections may be conducted by an experienced inspector accompanied by a trainee. This has no impact on the inspection criteria or outcomes.

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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. If your centre does not respond by the given deadline, we may consider this malpractice and/or we may suspend your centre's ability to make entries for future series. We reserve the right to photograph the premises and material relating to assessments, including candidate work, as part of the inspection process. We may use any photographs we take to subsequently train our inspectors.

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 A13.)

B6 Inspectors must be accompanied by a member of centre staff at all times during their visit. **NEW** Cambridge representatives must be accompanied by an appropriate member of centre staff at all times during their visit to the centre's premises. Cambridge representatives must not be left alone to supervise any learners or other children at any time.

B7 Where exams are taking place on a day when your centre is otherwise closed (for example, at a weekend or on a public holiday), you must make sure that unannounced inspections can still take place and that visiting inspectors can access your centre. This may include making sure that reception staff are on-site and/or providing clear signage so that inspectors can find the exam room.

B8 UK 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.

B9 Inspection Report Forms and outcomes are confidential between centres and Cambridge and must not be shared outside of the centre, for example, on local news forums or social media.

C Candidates

C1 We do not communicate directly with candidates or their parents/guardians about our programmes, qualifications or 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
- 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 results for each assessment, and
- C2.5 every result and every certificate we issue for them.

C3 **NEW** You should collect full payment of a candidate's entry fee before you enter them for any of our assessments (if this applies to your centre). You are responsible for paying the entry fee to us in every case, whether or not you have collected payment from the candidate or their parent or guardian. We will not stop a candidate sitting an exam or receiving their qualification because of non-payment of fees from a candidate or their parent or guardian, and we will not become involved in, or communicate with either party about, any fee dispute between you and the candidate or their parent or guardian.

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 handbook.

C6 We require Cambridge International Schools registered as online, or approved to offer Cambridge programmes online, to submit specific student data to us every year. If you are approved as an online school or to offer our programmes online we will contact you with details of how and by when you need to submit this data. See page 166 for our definition of an online school, or schools approved to offer qualifications online.

C7 You are responsible for submitting your candidates' work. As part of this responsibility you must make sure that:

- C7.1 the work in every candidate's assessment submission meets the criteria in the syllabus for the series

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C7.2 candidates' work is produced, and, where appropriate, marked internally, moderated and despatched according to our instructions, and

C7.3 every piece of work you submit is the candidates' own work and is clearly identified as such.

C8 We take the protection of personal data seriously. In this section, 'processing', 'personal data' and special categories of personal data (sensitive data) have the meanings given to them in the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018. 'Personal data' and 'sensitive personal data' are referred to as Candidate Data.

C8.1 **NEW** You must make sure that all your candidates (if they are at or above the age threshold for having capacity to give consent in their country) or their parent/guardian (as appropriate) understand that we will use their personal data (for example, their name, candidate number and where relevant audio or video evidence of a candidate's performance) for the purposes set out in our privacy policy. This includes processing exam entries and results, marking exam scripts, issuing certificates, processing enquiries about results and investigating cases of malpractice. You must also make sure that, when applications for access arrangements, special consideration or the withdrawal of entries are made, candidates (if they are at or above the age threshold for having capacity to give consent in their country) or their parent/guardian (as appropriate) understand that we will use their special categories (sensitive) of personal data for the purposes of processing these applications, and you must obtain their consent for such use and any other use of personal data as set out in our privacy policy that requires their consent. You must make sure that you keep a written record of the consent given. It is up to you to determine the format of that record; however, it must be made available to us if we ask for it.

C8.2 You must make sure that all your: (i) candidates (if they are at or above the age threshold for having capacity to give consent in their country) or their parent/guardian (as appropriate); and (ii) teachers, exams officer, Head of Centre, invigilators, School Support coordinator or anyone else involved in the administration and conduct of our assessments, understand that we will process their personal data for the following legitimate business purposes:

C8.2.1 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 and improvement, of our qualifications and the protection of candidates

C8.2.2 to understand the needs of candidates and other users of our qualifications and carry out marketing (although we will not contact candidates/parents/guardians by email without first seeking their consent)

C8.2.3 to provide training to those involved in providing educational services in relation to our qualifications, for example, teachers and examiners

C8.2.4 for internal business purposes, including managing our risks, protecting the security of personal data in our possession and carrying out internal record-keeping, audits and investigations, including into malpractice

C8.2.5 to share the personal data with other parts of our organisation, including the University of Cambridge, Cambridge University Press & Assessment, 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

C8.2.6 to share the personal data with the Universities and Colleges Admissions Service (UCAS), other universities and, where appropriate, potential employers in order to facilitate the candidate's relevant applications

C8.2.7 to share the personal data with government or regulatory authorities for the purpose of evidencing outcomes, progression and participation in relation to Cambridge's products and services

C8.2.8 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.

C8.3 You must make sure that: (i) candidates or their parent/guardian, as appropriate; and (ii) teachers, exams officer, Head of Centre, invigilators, School Support coordinator or anyone else involved in the administration and conduct of our assessments, understand that we 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 such anonymised or pseudonymised 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.

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C8.4 You must make sure that: (i) all candidates or their parent/guardian, as appropriate; and (ii) teachers, exams officer, Head of Centre, invigilators, School Support coordinator or anyone else involved in the administration and conduct of our assessments, understand that we may transfer Candidate Data outside the United Kingdom and/or European Economic Area (EEA), for example, for the processing of entries and results, and to provide support from Customer Support. Such transfers of data are conducted in accordance with the Standard Contractual Clauses approved by the European Commission or in accordance with the UK's equivalent Standard Contractual Clauses.

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 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 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 handbook.

D4 UK If your centre is in administrative zone 4 or 5, we 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/keytimes

D5 You must comply with any request from us 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 us in advance. See section 1.2.3.

D6 You must make sure that you limit access to My Cambridge and any other password-protected platforms to appropriate members of staff in your centre. You must also make sure that all staff accessing My Cambridge have read and comply with any relevant guidance produced for the action they wish to perform (for example, a relevant administrative guide or supplementary regulations). See section 1.1.16 for more information about My Cambridge.

D7 You must keep 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:

- D7.1 secure storage of all exam materials (see section 4.4)
- D7.2 distribution of exam papers to candidates (see section 5.1.9)
- D7.3 collection of scripts, question papers and any other exam materials at the end of each exam (see section 5.3), and
- D7.4 secure return of scripts (see section 5.4).

D8 You must appoint suitable invigilators and must make sure exams are carried out in accordance with this handbook. You are responsible for any costs associated with this.

D9 You must make sure all staff directly involved with the administration of exams understand Key Times 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 Times regulations.

D10 You will work with us to prevent malpractice and, in particular, you must:

- D10.1 make sure candidates and centre staff are aware of the actions that would constitute malpractice; see section 5.6
- D10.2 make sure centre staff understand the security window for confidential exam material; see section 5.3.2
- D10.3 immediately report any established, suspected or alleged cases of malpractice; see section 5.6.3
- D10.4 assist in any investigation into suspected malpractice
- D10.5 promptly provide information and advice we may require to assist with any investigation. This applies equally to all centres offering online programmes where the malpractice takes place before the exam (see section 5.6).

D11 You must submit and process any enquiries about results or appeals in accordance with the regulations set out in this handbook (see sections 6.3 and 7.2).

D12 You must keep unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue and not destroy them (see section 6.4).

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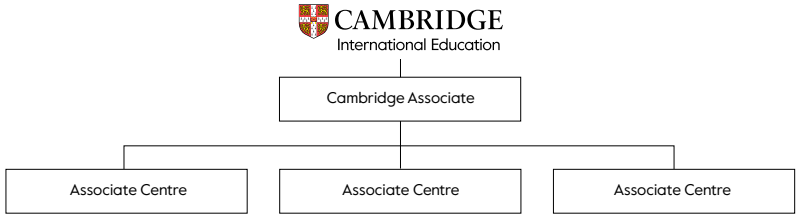
E A Cambridge Associate responsibilities

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 comply with all obligations of both centres and Cambridge Associates, as set out in this handbook or in any supplementary documentation, including the Associate Agreement. Cambridge Associates are fully responsible for administering all assessments in their Associate Centres.

E3 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 us in writing in accordance with the Associate Agreement.

E4 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.



E5 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. We can refuse such applications.

E6 As well as complying with all the duties of a centre (see sections A to 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:

- E6.1 inspect their Associate Centres in accordance with the regulations stated in this handbook
- E6.2 submit the Change of school name or address: Preparation – Form 4 if the Cambridge Associate or one of their Associate Centres wants to change their school name or address
- E6.3 submit the Additional qualification types: Preparation – Form 5 if the Cambridge Associate or one of the Associate Centres wants to change qualification or syllabus eligibilities.

E7 We will inspect Cambridge Associates and their Associate Centres to make sure they comply with the regulations in this handbook.

E8 We must approve in advance, and in writing, any extra obligations a Cambridge Associate wants to impose on its Associate Centres.

E9 The Cambridge Associate is responsible for paying its fees and the fees of its Associate Centres as set out in the fees lists and the Associate Agreement.

E10 The Cambridge Associate will give its Associate Centres reasonable notice of fees and of any changes to those fees.

E11 You cannot:

- E11.1 have a new Associate Centre approved by us; or
- E11.2 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.

E12 You must inform us in writing of any changes to the details we hold about your Associate Centres as soon as possible after the details have changed.

E13 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.

E14 If, in our sole opinion, an Associate Centre is failing to comply with any part of this handbook, 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:

- E14.1 suspend the Associate Centre's status, with any reinstatement being subject to any conditions we may require; or
- E14.2 terminate the Associate Centre's status; see section A13.

E15 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.

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E16 The Cambridge Associate may not approach or invite any Cambridge International School to be an Associate Centre at any time.

E17 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.

E18 The Cambridge Associate is responsible for all actions or inactions of their Associate Centres and for making sure they act in accordance with this handbook. We are not responsible for Associate Centres and we will not usually contact Associate Centres directly about operational matters, even if we suspend an Associate Centre or it is in breach of their obligation. However, we reserve the right to contact Associate Centres where necessary. If we revoke approval of an Associate Centre, the Cambridge Associate must make all arrangements with that Associate Centre.

E19 **NEW** The Cambridge Associate must make sure they have a written, binding contractual agreement with each of their Associate Centres.

E20 **NEW** In the contract between the Cambridge Associate and their Associate Centre(s), we require the Associate Centre to agree to and comply with the requirements of the current, applicable version of the Cambridge Handbook and any extra administrative or procedural documents, or instructions for the conduct of specific assessments (for example, written papers, coursework, orals and practicals) issued by Cambridge.

Administrative forms

Forms available on Direct.

- Change of school name or address: Preparation – Form 4
- Additional qualification types: Preparation – Form 5

F A 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 A Cambridge Associate is required 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. You must comply.

F3 A Cambridge Associate must 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.

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 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 handbook. No conflict shall allow either the Cambridge Associate or the Associate Centre to breach any regulation in this handbook or reduce any of Cambridge's rights or remedies.

G A Associate Centres

G1 Associate Centres must keep to the terms and conditions for centres in this handbook where applicable. Where it says 'centres' or 'You' in this 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 handbook. If there is a conflict they must keep to the terms of this 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).

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H3 (A) 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.

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. 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 Support
Cambridge University Press & Assessment
Cambridge International Education
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 on the form or instructions.

H7 You must make sure:

- H7.1 the centre is contactable during working hours (including during school holidays and school closures) via the communication lines (including email, telephone and post) you have provided to us
- H7.2 that when you receive a communication or an email from us which requires a response, you 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. We shall not be responsible for any loss you suffer if you send your financial details to us by an unsecured method.

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 Support team and we will add you to the distribution list.

I Telephone communication

I1 To telephone us, contact Customer Support 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 for that software or service, as provided on our website.

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

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 or person outside your centre, including any agent of Cambridge. 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 A13.

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 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.

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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 the materials we deliver to you under your Agreement. This includes 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 distribute copies of past question papers and other materials, including electronically (except audio files for listening tests), as well as provide access to digital content and resources for which we hold copyright, for your internal educational purposes only, provided that copies and/or access are:

- L2.1 limited to one copy and/or single access 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, trade marks, acknowledgements and notices intact
- L2.5 not subject to approval from Cambridge
- L2.6 not passed to any other third party, and
- L2.7 not uploaded or allowed to be uploaded to any external website or platform.

However, it is important you do not share question papers or other confidential materials with anyone outside your centre. You must not upload these materials to publicly accessible platforms, social media or chat groups.

You may store the materials in shared or cloud-based systems (such as Google Classroom or similar), provided that access to such systems is strictly limited to authorised staff and students within your centre.

L3 We cannot give permission to reproduce any third-party assets we do not own, even where such assets (for example, musical scores, maps, excerpts, photographs) are incorporated within Cambridge materials. Other than where provided within Cambridge materials and used in accordance with this handbook, it is your responsibility to make sure all texts and materials you use and provide to candidates are lawfully acquired and used in accordance with the relevant intellectual property laws.

L4 If staff at your centre want to use any Cambridge materials in any publications they are developing, they must ask for our permission to do so.

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 and their personal data is not shared) for:

- M2.1 educational presentations, materials or products that we may publish
- M2.2 educational purposes, for example, standards setting, training or to demonstrate standards in the recognition of our qualifications by universities or other organisations, and
- M2.3 maintaining the integrity of assessments or to identify plagiarism.

M3 You warrant that you will:

(i) inform candidates of the copyright provisions set out in this handbook, and

(ii) ensure candidates' compliance with such provisions.

You will indemnify Cambridge against any loss, harm or damage incurred by Cambridge as a result of any breach of the above warranty.

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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 UK copies of answer scripts as part of enquiries about results services.

N3 UK To request copies of answer scripts as part of enquiries about results services, see section 6.3.

N4 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 Return of moderated coursework: Coursework and moderation – Form 6, available from www.cambridgeinternational.org/forms, 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 Education

O1 You must refer to us as 'Cambridge' or 'Cambridge International Education'. You must not refer to us as 'Cambridge International', the 'University of Cambridge', 'Cambridge University', 'UCIE' or 'CIE'.

Cambridge International Education ✓

Cambridge ✓

Cambridge International ✗

University of Cambridge International Examinations ✗

University of Cambridge ✗

Cambridge University ✗

CIE ✗

UCIE ✗

O2 When translating 'Cambridge International Education' into another language, the most appropriate wording is Cambridge International Education, a provider of international school examinations and curricula that is part of the University of Cambridge (England).

P Cambridge Identity

P1 The 'Cambridge Identity' refers to the Cambridge Marks (see P4) and associated text. Centres, Cambridge Associates, Associate Centres, Professional Development Centres and approved exam centres are issued with official customer logos, descriptive text and customer logo guidelines when they register with us. We also send a plaque showing the relevant customer logo for display in or outside the centre.

P2 Cambridge grants you a non-exclusive, non-transferable, worldwide, royalty-free licence, without the right to sublicense, to use a Cambridge Identity during the period of your Agreement with us, on the terms set out in this handbook and the relevant customer logo guidelines. Your centre status dictates which Cambridge 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 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 Identity for your centre and not our standard organisation logo.

P3 You may:

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

P3.2 use your customer Cambridge Identity on printed and digital marketing materials, including leaflets and brochures, advertisements, posters, webpages, videos and social media posts, 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 trade marks, known in this handbook as the **Cambridge Marks**. Cambridge Marks includes any trade mark (registered or unregistered), registered mark or design, or any other identifier that is identified with Cambridge, Cambridge University Press & Assessment or the University of Cambridge.

P5 During the term of your Agreement with us, you agree not to register or attempt to register any trade mark which includes the word 'Cambridge' or which is similar or identical to any trade mark owned by the University of Cambridge (for example, 'IGCSE'). Cambridge 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 trade mark applications which contain the word 'Cambridge' or which contain any element similar or identical to Cambridge Marks.

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Q Regulations governing the use of the Cambridge Identity

Q1 If you do not follow the regulations in this handbook or misuse the Cambridge Identity or Cambridge Marks, your centre status may be withdrawn and the Agreement terminated; see section A13.

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

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

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

Q4 If you use the Cambridge Identity you must always:

- Q4.1 reproduce the Cambridge Identity in the format we have provided
- Q4.2 use the Cambridge Identity along with your own logo and name
- Q4.3 place the Cambridge 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 Identity is used, it is no more than 75% of the size of the logo and name of your centre, and lower than the logo and name of your centre and any other associated logo
- Q5.2 make sure there is no confusion regarding your identity as an organisation independent of us
- Q5.3 not let other people use the Cambridge Identity or Cambridge Marks
- Q5.4 not use parts of the Cambridge Identity separately
- Q5.5 not use the Cambridge Identity or Cambridge Marks in certification or financial documentation that you issue, for example, attendance certificates, receipts or invoices, and
- Q5.6 not use the Cambridge Identity or Cambridge Marks as part of your email or web address, or social media handle, avatar and account name.

Q6 This handbook does not transfer any copyright in the Cambridge Identity and does not assign any rights in the Cambridge Marks from us to you or any Associate Centre.

Q7 The name 'Cambridge' is synonymous with high standards of quality and integrity in education. To make sure we are able to maintain the integrity of the Cambridge name, we pay particular attention to those centres that already have it within the title of their school. Any centre that uses the Cambridge name must make sure they use it appropriately in order that we may continue to agree to its use by that centre.

Q8 We reserve the right to take action against any use of the Cambridge name which we do not consider suitable, or use of the Cambridge Identity by an organisation that may bring it, Cambridge or any part of the University of Cambridge into disrepute.

Q9 **NEW** Individual members of staff within Cambridge International Schools, Cambridge Associates, other approved Cambridge centres or any school group must not, without Cambridge's prior written consent, use the Cambridge name (or any part of it) or any other brand name or trade mark owned or controlled by Cambridge for personal purposes, whether commercial or non-commercial. This includes using their employment or role at a Cambridge International School, Cambridge Associate or other approved Cambridge centre to market themselves, their services or their expertise.

For the avoidance of doubt, this does not restrict individual staff from accurately stating their job title, place of employment and role at a Cambridge International School, Cambridge Associate or other approved Cambridge centre on CVs, application forms and professional networking sites.

Q10 We will not accept any new registrations from any school, Associate or other centre using 'Cambridge', 'Cambridge International', any part-form or derivative of 'Cambridge', or the name of any of our programmes or qualifications, such as IGCSE, in its name and/or brand unless it is located in a city or town called Cambridge and is only serving students in that location. We reserve the right to assess each registration on a case-by-case basis.

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

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Q12 Permission to use the Cambridge Identity is dependent upon your continued status as an approved centre. If your centre status is withdrawn, use of the Cambridge Identity must stop immediately; see section A13.

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).

Q14 We appreciate that schools going through the approval process will want to keep their community, including parents, informed of their progress and plans to offer Cambridge programmes and qualifications. Please be aware that, until your registration is complete and we confirm you are an approved school, you must not use any element of the Cambridge Identity or say that you are already offering our programmes and qualifications and are registered with us.

R Approval for the use of the Cambridge Identity

R1 We are the sole interpreter of the conditions for use of the Cambridge 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 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 with protected characteristics including, but not limited to, disability, gender, ethnic origin and religion.

S2 We aim to overcome inequality in relation to protected characteristics for all our qualifications in all areas of assessment activity. These activities include:

- S2.1 the assessment development process
- S2.2 the arrangements made for candidates who require reasonable adjustments (access arrangements or modified papers) in order to access 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 lists in the 'My Messages' section of Direct. If you are a Cambridge Early Years Centre or Cambridge International School – registered as online, we send the fees lists to you. 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 A The Cambridge Associate is responsible for paying their fees and those of their Associate Centres.

U6 Cambridge International Schools registered as online or approved to offer Cambridge programmes online must also pay a learner registration fee per student. We will invoice you for this fee based on the data you provide to us. If you do not provide this data by the date we specify, we will charge you an additional fee.

V Artificial intelligence

V1 Intellectual property rights in Cambridge materials, including, but not limited to, question papers, exam materials, textbooks and all materials available on or through any of our websites, continue to apply in respect of any use by you, your staff and your learners and candidates, including any artificial intelligence (AI) use.

V2 If you, your staff or your learners and candidates wish to use any Cambridge materials for any AI use, you must first obtain our permission.

V3 You must follow any guidance or communications that we issue in respect of AI use.

V4 Misuse of AI in any examined works, outside of any express permission granted by us, may constitute malpractice.

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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. Key Times do not apply for windowed exams, for example, speaking tests, art & design exams and Cambridge Checkpoint tests.

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 Key Times and Full Centre Supervision are covered in your invigilator training sessions. The people put in charge of running each exam must fully understand our Key Times regulations, to make sure that candidates are not allowed to leave before the Key Time. You must keep records of your exam timetable, including any periods of Full Centre Supervision, as well as your invigilator training. We may ask to see these at any time until we have issued certificates.

How do I use Key Times?

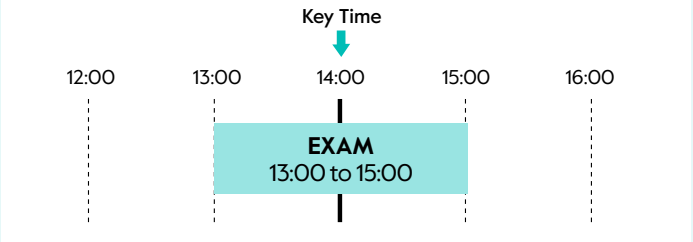
You can choose when your exams start as long as you make sure that your candidates are in the exam or under Full Centre Supervision at the Key Time.

- 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.

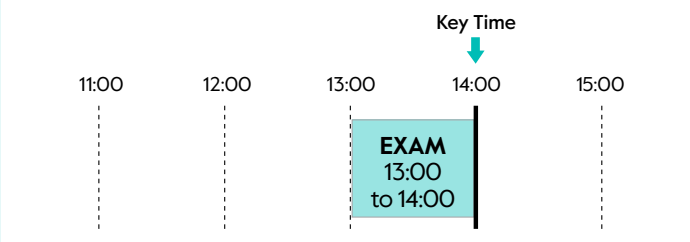
Example 1: The Key Time is in the middle of the exam. The exam starts at 13:00 and finishes at 15:00.



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.

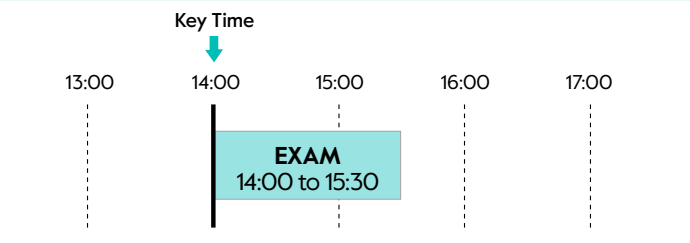
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Example 2: The Key Time is at the end of the exam. The exam starts at 13:00 and finishes at 14:00.



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 under 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:

- have access to telephones, mobile phones, laptops/computers, 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 Full Centre Supervision at the centre or outside the centre.

During Full Centre Supervision candidates can:

- have access to their printed books and notes. Candidates must not look at books and notes on an electronic device
- 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 candidates unattended. You must also make sure you have supervisors available to accompany any candidate, if required.

Other Full Centre Supervision regulations:

- Full Centre Supervision is designed to help you timetable your exams flexibly. However, when timetabling exams, you must limit the length of time that candidates spend under Full Centre Supervision to minimise the risk to question paper security and candidate wellbeing.

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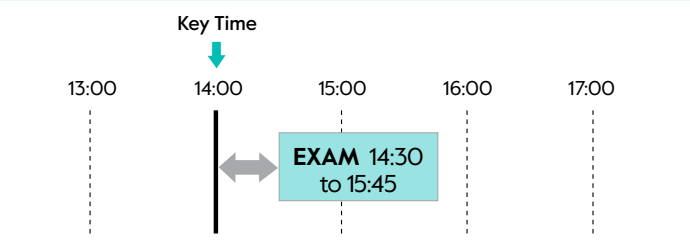
- Candidates under Full Centre Supervision who have already taken an exam that others in the group are due to take, for example, an ICT practical test, must be kept separate from those candidates who have not yet taken the test. See section 5.7.4.
- If a candidate arrives late for a period of Full Centre Supervision, either before or after an exam, see section 5.1.10.
- 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

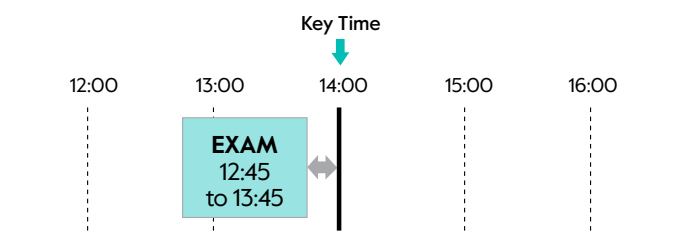
These are examples only, and are not necessarily the same as the Key Times for your centre.

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



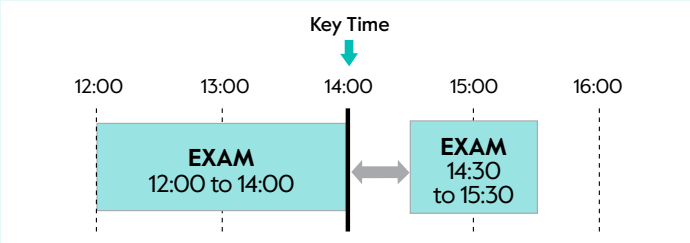
Candidates are not in the exam at the Key Time. They need to be under Full Centre Supervision from the Key Time until the exam begins. When the exam finishes, candidates can leave the exam room.

Example 5: The Key Time is after the end of the exam. The exam starts at 12:45 and finishes at 13:45.



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.

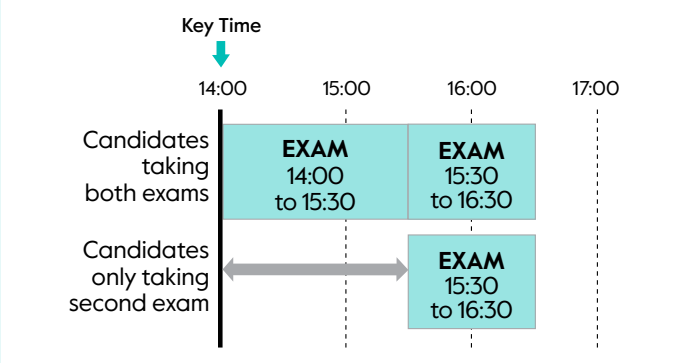
Example 6: The Key Time is at the end of one exam, but before the start of another exam timetabled for the same day. The first exam starts at 12:00 and finishes at 14:00, and the second exam starts at 14:30 and finishes at 15:30.



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.

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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 taking the first exam are in the exam at the Key Time. When the exam finishes at 15:30, candidates can leave the exam room and Full Centre Supervision is not needed. 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.

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Section 1: Preparation

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Cambridge Professional Development Qualifications

PDQ

There are some differences in this section for Cambridge Professional Development Qualifications (PDQs). Use the PDQ Administrative Guide at www.cambridgeinternational.org/eoguide, alongside this handbook.

1.1 Support from Cambridge

This section tells you about the support we offer and how to access it.

Website: www.cambridgeinternational.org

Address: Customer Support, Cambridge International Education, Shaftesbury Road, Cambridge, CB2 8EA, UK

Email: info@cambridgeinternational.org

Telephone: +44 1223 553554

Webchat: www.cambridgeinternational.org/help

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, where you can access administrative documents and forms, Direct, support materials, and monthly calendars showing key dates and activities.
Visit www.cambridgeinternational.org/eoguide

UK 1.1.3 Cambridge Exams Officer eNewsletter

We send you a newsletter at the start of each month. It includes:

- reminders about key dates and activities
- guidance about key processes
- updates about new versions of key documents
- updates about new services
- a look ahead to the next month.

If you work in a Cambridge International School or for a Cambridge Associate and do not receive the newsletter, contact us: info@cambridgeinternational.org

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

A We send the Cambridge Exams Officer eNewsletter to Cambridge Associates in a Word document so they can adapt it and send the relevant information to their Associate Centres.

BE AWARE

Be aware

If you do not read the newsletter, or if you unsubscribe, you will miss important information about administering our exams. To subscribe or resubscribe to the Cambridge Exams Officer eNewsletter, please email info@cambridgeinternational.org

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1.1.4 'Help' section of our website

The 'Help' section of our website contains answers to questions about our exams and services. Use the search box or menu to find information. 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 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 lists in the 'My Messages' section.

The site is password protected. After we register your centre, we email you login details. Keep these details secure. If you forget your password, contact Customer Support (info@cambridgeinternational.org). If your exams officer changes, complete the School Details Form in Direct.

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

A

Cambridge Associates / Associate Centres

Cambridge Associates can contact Customer Support to ask for access to Direct for their Associate Centres. Once the account is 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

We use Digital File Despatch to 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. Where a syllabus requires a supplementary answer booklet, we will upload it to Digital File Despatch for the duration of the exam series. Centres can also download the Supplementary answer booklet: Exam day – Form 13 from www.cambridgeinternational.org/forms. We will still send you printed answer booklets in your exam despatches. If you need access to Digital File Despatch, we will send instructions. See sections 2.2.3, 4.2.3 and 4.3.2.

1.1.7 Submit for Assessment

Submit for Assessment allows you to submit work online for some internally assessed and/or externally assessed components, instead of sending them on CD or USB. Find more information about Submit for Assessment at www.cambridgeinternational.org/submit-for-assessment
Access Submit for Assessment via My Cambridge (see section 1.1.16).

1.1.8 Global Listening

Global Listening allows you to access and download audio files for listening exams. See which syllabuses and components are available on Global Listening at www.cambridgeinternational.org/global-listening
Access Global Listening via My Cambridge (see section 1.1.16).

1.1.9 Apply for Access Arrangements

Apply for Access Arrangements allows you to apply for any access arrangements your candidates need. See section 1.3.1 for types of access arrangements. We are continuing to launch Apply for Access Arrangements in phases to better support you. When it is available for you to use, we will contact you by email.

Access Apply for Access Arrangements via My Cambridge (see section 1.1.16).

1.1.10 Access to Scripts

Access to Scripts allows you to download candidate exam scripts after results release and no later than two weeks after the enquiry about results deadline for the relevant exam series.

Access to Scripts is a service which may help support your future teaching, learning and exam preparation in your centre, as well as helping you decide whether to apply for an enquiry about results. Find more information about Access to Scripts at www.cambridgeinternational.org/access-to-scripts

Log into Access to Scripts via My Cambridge (see section 1.1.16).

Chk Access to Scripts is not available for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint.

1.1.11 School Support Hub

The School Support Hub is a valuable resource for teachers. We send login details to your School Support coordinator when your centre registers with us. The School Support Hub includes:

- syllabuses – providing teachers with all the information they need to deliver the subject and prepare candidates for the exam

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- 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 activities
- online discussion forums – for teachers to share ideas, resources, questions and answers
- Principal Examiner and Moderator Reports – written by Principal Examiners and Principal Moderators for some subjects at the end of each series, providing an overview of candidate performance
- early question papers and pre-release material for some qualifications.

The person at your centre with access to the School Support Hub is called the 'School Support coordinator'. They create logins for teachers. If a teacher forgets their password, they should contact their School Support coordinator. If the coordinator forgets their password, they should contact us: info@cambridgeinternational.org

Access the School Support Hub at www.schoolsupporthub.cambridge.org

1.1.12 Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

We will give you access to the relevant secure websites based on the qualifications you offer. These websites contain 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.

Visit: https://primary.cambridgeinternational.org
https://lowersecondary.cambridgeinternational.org

If you do not have login details for these sites, contact us: info@cambridgeinternational.org

1.1.13 Communications toolkit

The Communications toolkit helps you plan an open day or evening for parents/guardians or announce your status as a Cambridge International School. It includes presentations, videos, posters, event banners, press releases and more.

Everything is free to access. To download your customer logo, log in using your centre number.

Access the Communications toolkit at www.cambridgeinternational.org/toolkit

1.1.14 Syllabus updates

Sign up for syllabus updates at www.cambridgeinternational.org/syllabusupdates. We will email you details of any new syllabuses, syllabus changes and those we are withdrawing.

1.1.15 Exams officer training

We offer free training to exams officers to make sure you are supported throughout the Cambridge Exams Cycle.

NEW Our training includes regular webinars on all phases of the exams cycle, including Cambridge Checkpoint test series. We send webinar dates and registration information each month in the Cambridge Exams Officer eNewsletter. Sign up via www.cambridgeinternational.org/eo-training

Our self-study course for new exams officers with less than three years' experience covers key concepts, regulations and processes for Cambridge exams officers, checking your understanding throughout. The course is modular, with an interactive webinar to answer your questions at the end. Sign up to our next course via the Cambridge Exams Officer eNewsletter.

The self-study course and webinar recordings are accessible in the Online Learning Area, where exams officers can set up an account. Visit: www.cambridgeinternational.org/learningarea

All training includes a certificate of participation.

1.1.16 My Cambridge

My Cambridge is a 'single sign-on' service, which allows you to access Cambridge services with one set of login details. Access the services directly or via links on the My Cambridge 'landing page': https://sso.cambridge.org. For more information, visit the My Cambridge page on our website: www.cambridgeinternational.org/my-cambridge

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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.

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 Times 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 1.2.2 for more information.

As soon as the final timetable is available, work out how many exam rooms you need and book them. Make sure your candidates know where and when their exams will take place. 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 countries.

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 tell us if you have any major concerns. Email comments to info@cambridgeinternational.org with 'June/November series provisional timetable' and your centre number in the subject line. As the timetables account for 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 in the 'Support Materials' section of Direct and on our website (www.cambridgeinternational.org/timetables). After the final timetable is published, exam dates only change in exceptional circumstances.

Some subjects, for example art & design, do not have a timetabled date. Instead, teachers have a window in which to schedule the assessment.

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.

PDQ Important dates

Final timetable published:

- June 2027 series: end of October 2026
- November 2027 series: end of March 2027

Provisional timetable published:

- June 2028 series: end of May 2027
- November 2028 series: end of October 2027

1.2.2 UK Timetabling exams

(a) The timetable shows test date windows and a session for each timetabled exam. When timetabling exams, you must use the Key Time for the correct session.

- 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.

(b) Candidates must take exams in accordance with the final timetable.

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

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1.2.2.1 Creating your exam timetable

When the final timetable is available, you must create an exam timetable for your centre, regardless of the number of exams being taken. A staff member who understands our Key Times regulations must prepare this timetable. When you have created your own timetable, a second experienced staff member must check it to make sure all exam details are correct. You must keep a copy of your timetable, as we may sample it for quality assurance or require it if we need to investigate a malpractice allegation.

Your exam timetable must include every exam you are entered for in the exam series, including any windowed exams. Your centre's timetable must also include:

- syllabus
- component
- exam date
- exam session
- scheduled start and finish time
- exam duration
- any periods of Full Centre Supervision
- your centre's Key Times
- your invigilator details.

We also recommend you include the number of candidates.

For help timetabling your exams, see the guidance notes on page 3 of the timetable we publish. We also have a video and a 'Create your centre's exam timetable' template: www.cambridgeinternational.org/timetablingexams

There is also a timetable generator on Direct, which you can use to generate a downloadable file containing useful information based on your entries. You can refer to this file when you create your own timetable. To find it, log into Direct, then go to the 'Timetables' link on the relevant series dashboard.

The downloadable file is not a replacement for your centre's exam timetable. It is your responsibility to make sure that all necessary details are recorded in accordance with our guidelines on your final exams timetable.

1.2.3 Timetable deviations

(a) **NEW** Candidates with a timetable clash must still follow our Key Times and Full Centre Supervision regulations. See the 'Key Times and Full Centre Supervision' section. If you have a timetable clash which cannot be resolved within our regulations, you may apply for a timetable deviation using Timetable deviation: Preparation – Form 2, available from www.cambridgeinternational.org/forms. 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) more than 24 hours after the Key Time of the timetabled session.

(c) **NEW** Here are examples where you may consider applying for a timetable deviation:

- A clash of exams resulting in a candidate sitting more than six hours of exams 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 wellbeing. The exam moved to the next day must be the exam with the latest Key Time.
- A single period of Full Centre Supervision that is more than four hours long.

(d) These 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
- transport arrangements.

(e) **NEW** For applications made on a candidate welfare basis, and not because exam time exceeds six hours in a day, you must hold documentation to support your application until we issue certificates. We may ask to review this at any time as part of our quality assurance process. Documentation must outline how the particular circumstances prevent the candidate(s) from sitting the exam(s) as timetabled.

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1.2.3.1 NEW Transporting candidates and overnight supervision

(a) If you need to transport a candidate from one centre to another, or when we have approved the overnight supervision of candidates, this must be under Full Centre Supervision. See the 'Key Times and Full Centre Supervision' section.

(b) You must report any known or suspected breaches of any agreed supervision arrangements using Suspected candidate malpractice report: 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 Candidate supervision declaration: Preparation – Form 7 beforehand. Keep this form until the end of the enquiries about results period. We may ask you for a copy.

1.2.3.2 Applying for a timetable deviation

(a) To apply for a timetable deviation, send us Timetable deviation: 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.

1.2.3.3 Our decision

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

Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Timetable deviation: Preparation – Form 2
- Candidate supervision declaration: Preparation – Form 7
- Suspected candidate malpractice report: Exam day – Form 9c

Important dates

- Apply for timetable deviations at least four weeks before the exam.

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

(a) You can only run additional 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 prepare detailed plans of the additional sittings, including:

- timings of additional 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
- how you will keep confidential material secure between sittings.

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.

(d) To apply for additional sittings, send Additional sittings: Preparation – Form 8 to info@cambridgeinternational.org with 'Additional sittings – Compliance' in the subject line.

(e) Apply for additional sittings at least four weeks before the exam.

(f) You must report any known or suspected breaches of agreed supervision arrangements using Suspected candidate malpractice report: Exam day – Form 9c.

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1.2.4.1 Our decision

We will write to you with our decision about additional sittings. A If you are an Associate Centre we will write to your Cambridge Associate.

Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Additional sittings: Preparation – Form 8
- Suspected candidate malpractice report: Exam day – Form 9c

1.2.5 Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

(a) You must run Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint tests on the day they are timetabled. See the final timetables on our website www.cambridgeinternational.org/timetablingexams

(b) Decide when your candidates will take the test on each timetabled day and how many rooms you need.

(c) If you do not have enough space for all candidates to take a test at the same time, you may arrange one or more sittings on the same day. You do not need to tell us that you will do this. However, you must show all sittings on your exam timetable and make accurate attendance registers for each sitting. You must keep these records until after we release the results.

(d) Staff must supervise the candidates to keep the test secure. There must be no contact between groups taking exams in different sittings 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 section 5.4.

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

Important dates

Final timetable published:

- March 2027 test series: mid-June 2026
- May 2027 test series: end of October 2026
- October 2027 test series: end of March 2027

Provisional timetable published:

- March 2028 test series: mid-April 2027
- May 2028 test series: end of May 2027
- October 2028 test series: end of October 2027

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1.3 Access arrangements

Access arrangements, including modified papers, are pre-exam arrangements that minimise access barriers for candidates with special educational needs, disabilities or temporary injuries/illnesses. Used appropriately, access arrangements and modified papers can enable candidates with specific needs to demonstrate their knowledge, skills and understanding without changing the demands of the assessment.

1.3.1 Types of access arrangement

Access arrangements	Section	Modified question papers	Section
Colour naming and labelling	1.3.5.1	Braille paper	1.3.6.1
Computer reader	1.3.5.2	Coloured paper	1.3.6.2
Exemptions	1.3.5.3	A4 18 point bold	1.3.6.3
Extra time	1.3.5.4	A4 24 point bold	1.3.6.3
Human reader	1.3.5.5	A4 18 point bold enlarged to A3	1.3.6.3
NEW Medical devices	1.3.5.6	A3 24 point bold	1.3.6.3
Practical assistant	1.3.5.7	A3 36 point bold	1.3.6.3
Prompter	1.3.5.8	A3 unmodified	1.3.6.4
Reading aloud (candidate)	1.3.5.9	Modified carrier language	1.3.6.5
Reading pens	1.3.5.10	Tactile diagrams	1.3.6.6
Scribe	1.3.5.11	Transcript of audio files (Live speaker)	1.3.6.7
Supervised rest breaks	1.3.5.12		
Supplementary aids	1.3.5.13		
Transcript	1.3.5.14		
Voice-activated software	1.3.5.15		
Word processor	1.3.5.16		

1.3.2 Principles of access arrangements

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

(b) 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.

(c) We assess all candidates according to the same assessment objectives, so their grades and certificates have the same validity and are a true reflection of each candidate's attainment.

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

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

(f) 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.

(g) 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.

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

(i) The following 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 must not be a private tutor for related Cambridge qualifications, the candidate's own subject teacher, a relative, friend or peer, or have an 'interest' in the candidate (see section 2.1.5).

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The Head of Centre appoints and manages the person(s) performing these roles. The person appointed must be a responsible adult who understands and follows our regulations and is capable of performing the role.
The candidate must know and accept the person(s) performing these roles.
The person performing these roles cannot also act as an invigilator:

- a colour naming assistant who sits with a single candidate (see section 1.3.5.1)
- human reader
- practical assistant
- scribe
- live speaker.

See section 1.3.5.8 for information about prompters.

(j) Contact us if you need advice about implementing any access arrangement.

(k) Our access arrangement regulations apply to both school candidates and private candidates.

You may need to complete an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, for some access arrangements. We will tell you which arrangements need this when we respond to your notification. You must make sure the cover sheet is attached to the candidate's answer script before despatching it.

Do not send the cover sheets by email.

1.3.3 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 for the requested arrangements. The evidence of need will vary depending on the disability and the access arrangements you are applying for. Evidence must meet the following criteria:

(a) It should clearly outline how the disability, illness or learning difficulty presents a barrier to the assessment.

(b) It must be dated within four years of the exam. Where evidence contains a validity period, it must be dated within four years of the exam and the validity period must cover the exam. For temporary injuries or illnesses, evidence must be dated within a reasonable time frame before the exams, relevant to the candidate's need.

(c) It must be verified by a suitable professional, for example, a medical professional, an educational psychologist, a clinical psychologist, an occupational psychologist or an appropriately qualified specialist teacher.

(d) The professional must sign and date the evidence and include details of their relevant qualifications. We may accept a report from a teacher with no formal special needs qualifications if they have evidence of at least five years' work experience in special educational needs.

(e) Supporting evidence must be in English. Any translated evidence must be signed by the translator, a legal representative, or by the Head of Centre and one other member of staff.

(f) Where relevant, the supporting evidence must contain scores from psychometric assessments for the candidate.

- These tests should provide standardised scores for candidates showing them to be 'below average'.

  'Below average' is represented by:

  - a standardised score of 84 or below
  - a scaled score of 6 or below
  - a percentile score of 15 or below
  - a stanine score of 3 or below.

  Psychometric assessments must have been taken within four years of the exam series. 'Below average' does not mean 'below average standard' in a centre.

  NEW Psychometric assessments should be conducted in the candidate's first, or most proficient, language to accurately reflect a candidate's needs, wherever possible. Where this is not possible, assessors must consider whether language proficiency may have affected the results.

- We will not accept other types of scores from psychometric assessments, for example, age equivalent, percentile rank, composite scores, or raw scores.

- When you use the Detailed Assessment of Speed of Handwriting (DASH) to assess a candidate's writing speed, please provide the Total Standard Score, which is calculated from the sum of the following four subtests: Copy Best, Copy Fast, Alphabet Writing and Free Writing. We may accept 'below average' standardised scores on individual subtests. Contact us if you have any questions.

(g) Where an exemption is needed, you must hold evidence showing the candidate has covered the content of the whole syllabus, including the component from which they are exempt. This may include evidence of their classwork, coursework, mock exams or assignments. You should still have evidence of need that meets the criteria within this section. See section 1.3.5.3.

(h) Where a word processor is needed solely due to illegible handwriting, or a transcript of a candidate's illegible handwriting is needed, you should keep samples of the candidate's handwritten classwork as evidence.

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(i) We may ask to review your evidence as part of our quality assurance process. We may ask you to provide us with the evidence you have used to support your access arrangement applications and/or modified paper requests. The evidence must meet the criteria listed in this section and the corresponding regulations for the relevant access arrangement. We may ask for this at any time, so you must keep the evidence on file until we issue certificates. Please provide electronic evidence only and make sure each file is clearly labelled with the relevant candidate number. See section C8 for information about data protection.

1.3.4 How to apply for access arrangements and modified papers

(a) You must decide whether access arrangements and/or modified papers are needed, and if so, which type each candidate needs. See section 1.3.1 for types of access arrangement.

(b) Other arrangements that are not listed may be available. However, we ask that centres trial the arrangements and modified papers listed in section 1.3.6 before contacting us about other arrangements. Contact us at the start of the course if there is a strong justification for a candidate requiring other arrangements.

(c) For candidates with a permanent or long-term disability, illness, or learning difficulty, access arrangements should reflect their normal way of working and be based on any difficulties they have had when taking exams.

(d) Access arrangements must be based on evidence of the candidate's barrier to assessment and evidence of the candidate's need for the requested arrangements. See section 1.3.3.

(e) You must tell us about any access arrangements your candidates need by submitting an application using either Access arrangements: Preparation – Form 1 or our Apply for Access Arrangements service by the deadlines in this section. We will write to you about each application. So that we can support all our centres, we are continuing to launch Apply for Access Arrangements in phases throughout 2027. When it is available for you to use, we will contact you by email. Until you hear from us, continue to submit applications using Access arrangements: Preparation – Form 1.

You must ask for modified question papers by sending us Modified papers: Preparation – Form 3 by the deadlines in this section. We will write to you about each application. A Cambridge Associates should agree earlier deadline dates with their Associate Centres so there is enough time to process the applications and send them to us.

(f) You must keep the evidence of your candidate's need until we issue certificates because we may ask to review this at any time as part of our quality assurance process. If you are unable to support your use of access arrangements or modified papers with appropriate evidence, it may be considered malpractice, or we may refuse the requested access arrangement.

(g) You must submit an application for each exam series. We cannot carry over approval from an earlier exam series.

(h) For emergency access arrangements for candidates with temporary illnesses, injuries or disabilities, see section 1.3.10.

(i) The Head of Centre must make sure you follow the regulations for using access arrangements. If you do not do this, it may be considered malpractice.

	Form	March test series (Checkpoint) application deadline	May test series (Checkpoint) and June exam series application deadline	October test series (Checkpoint) application deadline	November exam series application deadline
Access arrangements	Access arrangements: Preparation – Form 1 or Apply for Access Arrangements, available via My Cambridge	27 November 2026	21 February 2027	21 July 2027	21 July 2027 for new entries 10 September 2027 for June 2027 series retake entries
Modified question papers	Modified papers: Preparation – Form 3	6 October 2026	21 January 2027	1 July 2027	1 July 2027

Administrative forms and services

Forms available from www.cambridgeinternational.org/forms

- Access arrangements: Preparation – Form 1 or Apply for Access Arrangements, available via My Cambridge
- Modified papers: Preparation – Form 3
- Access arrangements cover sheet: Exam day – Form 4

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1.3.5 Access arrangements

1.3.5.1 Colour naming and labelling

Most visuals used in our assessment materials are presented in black and white; however, a very small number of task types may require candidates to perceive colour, for example, certain maps in geography, or certain science tasks. We offer two access arrangements to support candidates with colour vision deficiency (colour blindness).

- Colour naming: We allow candidates to ask for colours to be named. An invigilator or a dedicated colour naming assistant may do this. A colour naming assistant may sit with the candidate throughout the exam. The colour naming assistant or invigilator can only name the colour and must not provide the candidate with any other information. If a candidate needs to have a colour identified at a particular moment (for example, during a practical exam), they should use colour naming. A dedicated colour naming assistant cannot act as an invigilator.
- Colour labelling: We allow an appropriate member of staff to annotate the question paper with the names of any colours used. Colour labels should be in English. Labels can only state the colour and must not provide any other information. Where candidates respond in separate answer booklets or on paper, you must make sure you return the annotated question paper to us, along with the candidate's answer script. The member of staff should annotate the question paper with colour labels in a secure location, supervised by another member of staff. The question paper packet should be opened no more than 90 minutes before the start of the exam, and question papers must always remain supervised. You must follow our Key Times and Full Centre Supervision regulations.

We also allow candidates with colour vision deficiency to use labelled colour charts alongside colour naming and/or colour labelling. We allow this in written and practical exams.

Colour naming and colour labelling may need to be used at the same time in certain exams. For example, in a chemistry practical exam, a candidate may need to compare a solution to a coloured pH scale. The candidate may use a combination of a colour labelled pH scale and have an invigilator name the colour of their solution. The candidate can then independently compare the colours based on the information provided.

You must attach an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, to each script. Use this to tell us when colour labelling has been used and give any other relevant information. The colour labeller must sign the sheet and the Head of Centre or exams officer must countersign it.

1.3.5.2 Computer reader

A computer reader is a type of assistive technology that reads text in a question paper aloud to a candidate. Computer reader software is used on a computer or tablet. The computer reader software, and the device it is used on, must not have access to any other programmes or software, unless we have approved it.

(a) We will allow a computer reader:

- for visually impaired candidates who cannot read braille or enlarged papers independently or quickly enough even with extra time
- where the candidate's reading skills (accuracy, speed, comprehension) have been measured as below average through a psychometric assessment. See section 1.3.3(f) for more information
- if the candidate is allowed to have a human reader.

(b) **NEW** When you apply for a computer reader, you must tell us which syllabus(es) and component(s) the candidate is taking so we can provide the corresponding electronic question papers through Digital File Despatch. You can download these on the day of the exam. We will only provide you with the electronic question papers that were specified on your application, and only if the candidate has the appropriate entry. If you make any changes to entries, you must tell us or you may not receive the relevant electronic question paper.

(c) **NEW** The electronic question papers are standard question papers and not modified papers. They are provided for use with text-to-speech software and other accessibility tools that support access to the text of the question paper. They do not contain support for visual content, such as text descriptions of images, diagrams, graphs or other visual information. The electronic question papers are non-interactive. Candidates cannot type answers directly onto them. You do not need to submit a separate modified paper request for these electronic question papers, unless you also require modified papers.

(d) **NEW** If a candidate needs support beyond reading the text of the question paper, and/or requires modifications to the question paper itself, you must apply separately for the appropriate access arrangement and/or modified paper. Where a candidate uses both a modified paper and an electronic question paper with a computer reader, line numbering, formatting and modified visual content may not be the same between the two versions. The modified paper should be the candidate's primary working document.

(e) If a candidate using braille papers also requires a computer reader, they must use an electronic transcript of the braille question paper and not a standard copy of the question paper. **NEW** We may modify content within braille papers to support independent access, including modifications to visual content, layout, presentation and response formats. Using the electronic transcript of the braille question paper helps to make sure that the content accessed through the computer reader aligns with the content of the braille question paper being used by the candidate.

Request an electronic copy of the braille transcript(s) using Modified papers: Preparation – Form 3, available from www.cambridgeinternational.org/forms

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

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(g) The computer reader software, and the device it is used on, must not be connected to the centre's network, the internet, or any other means of communication. **NEW** The software must not include or use artificial intelligence (AI) features or any functionality that could generate, summarise, interpret, decode, explain or otherwise alter the content of the question paper.

(h) You must make sure the PDF question paper we provide is compatible with the software you will use. Download a non-interactive PDF past question paper from www.cambridgeinternational.org to test it with your software.

(i) You must provide enough time and training to make sure the candidate knows how the software works.

(j) Where a candidate is working with a computer reader for the entire duration of an exam, they are permitted to use extra time. You must apply for this. See section 1.3.5.4(i).

1.3.5.3 Exemptions

An exemption is where we agree a candidate can miss a component, or components, within a syllabus. For any agreed exemptions, we calculate and award an assessed mark for the missing component(s):

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

(b) The candidate must still cover the content of the whole syllabus, even if they are exempt from a component. See section 1.3.3(g).

(c) We will not allow exemptions if they affect the integrity of the qualification.

(d) We will not allow exemptions from components that are the key objectives of the syllabus.

(e) We cannot exempt a candidate from any component that does not have a weighting, for example, some endorsed components.

(f) **NEW** For PE coursework, see section 5.5.5(e). You should first consider adapted activities before requesting an exemption.

(g) 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% 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.

(h) We cannot award a mark for any exempt Cambridge International A Level component(s) if a candidate has not completed any A Level components (A2 Level components) in the exam series.

1.3.5.4 Extra time

(a) There are two different types of extra time:

- extra time up to 25% (this should meet the needs of most candidates)
- extra time over 25% (we only allow this for candidates who have very significant and persistent difficulties and where there is a strong justification).

(b) The amount of extra time being requested must be suitable for the candidate's needs and be in line with their normal way of working.

(c) If you are applying for extra time over 25%, you must hold evidence that gives a strong justification. This may include a candidate who:

- is affected by multiple disabilities
- has a very severe disability or illness
- is visually impaired and needs to use braille papers
- cannot use another type of access arrangement because of specific syllabus restrictions
- requires a significant amount of extra time to dictate the words letter by letter, and all punctuation, to a scribe in language writing tests. See section 1.3.5.11(f).

(d) Extra time is not appropriate for candidates who only require a break during the exam. You should apply for supervised rest breaks. You can apply for both extra time and supervised rest breaks as long as the reasons for applying for both arrangements are different (for example, extra time for processing difficulties and a supervised rest break for a medical need). We recommend you allow candidates to take supervised rest breaks if they have extra time over 25%.

(e) Candidates who need extra time because of below average reading and writing speed will typically have results measured in tests of speed. See section 1.3.3(f) for information.

(f) If the exam is too long, it could affect the candidate's condition and/or mental wellbeing. You may need to ask for medical advice to make sure the access arrangement is suitable.

(g) 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.

For candidates using a braille paper or answering in braille, extra time may be applied as a percentage of the whole listening exam. We recommend extra time is applied during the pauses of the exam to avoid interrupting the flow of the exam. You should invigilate the candidate separately.

(h) For speaking tests, there are two options for extra time:

- For candidates with speaking difficulties, you should give them enough time to answer. This option is applicable to the speaking test and/or preparation time, where applicable and relevant to the candidate's needs. You do not need to apply for this arrangement before the exam.
- For candidates with processing difficulties, you may apply for a percentage of extra time (for example, 25%). This option is applicable to the speaking

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test and/or preparation time, where applicable and relevant to the candidate's needs. You must apply for this arrangement in the normal way.

You must complete an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, and keep it with the recording. You should record how much extra time the candidate received on the cover sheet. You must also keep the evidence of need on file. If a candidate with extra time is included in your centre sample, send us the completed cover sheet along with the work.

(i) Where a candidate is working with one or two of the arrangements listed below for the entire duration of the exam, they are permitted to use 25% extra time. Where a candidate is using all of the arrangements listed below for the entire duration of the exam, they are permitted to use 50% extra time. You must apply for this:

- computer reader or human reader
- scribe
- practical assistant.

1.3.5.5 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.

Important information

Human readers are not allowed for language papers or syllabuses that test reading. Instead, you may apply for extra time up to 25%, or to use a computer reader, or reading pen. See sections 1.3.5.2, 1.3.5.4 and 1.3.5.9.

(a) We usually allow human readers:

- for visually impaired candidates who cannot read a braille or enlarged paper independently or quickly enough even with extra time
- where the candidate's reading skills (accuracy, speed, comprehension) have been measured as below average through a psychometric assessment. See section 1.3.3(f) for more information.

(b) 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').

(c) 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.

(d) 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.

(e) **NEW** The human reader must read in the target language of the paper. They cannot translate any wording to a different language.

(f) 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.

(g) 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.

(h) 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, for other printed symbols, for example '>', the human reader should not read it as 'greater than' but simply point to it.

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

(j) A human reader may be a dedicated member of staff who sits next to the candidate. If you have multiple candidates who require a reader, but they only need a small number of words or sentences to be read, a human reader may perform this role for up to four candidates. The candidates should be seated near to each other; however, the human reader must not read to more than one candidate at the same time. If you choose to allow a human reader to read to more than one candidate during an exam, the Head of Centre is responsible for making sure it is appropriate to the candidates' needs. The candidates would need to signal to the human reader when they require a word or sentence to be read, for example, by raising their hand.

(k) 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 help a candidate retrieve information found in tactile maps, diagrams, graphs and tables so that they have access to the same visual information found in a standard print or modified print question paper
- may decode symbols and unit abbreviations in maths and science exams. For example, they can read 2^2 as 'two squared'
- must immediately tell the invigilator about any communication problems
- **NEW** may help 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.

(l) A sign language interpreter can help the candidate to understand the rubric only. When signing the rubric, the interpreter must sign exactly what

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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 appointing a suitable sign language interpreter.

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

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

(o) Where a candidate is working with a human reader for the entire duration of an exam, they are permitted to use extra time. You must apply for this. See section 1.3.5.4(i).

(p) The human reader should use the same copy of the question paper as the candidate.

1.3.5.6 NEW Medical devices

You must tell us if a candidate needs medical monitoring devices in the exam room, for example, a glucose monitor. When submitting your application, please list 'medical device – [type of device]'.

1.3.5.7 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
- 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 have disabilities, illnesses or injuries 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, design & technology, or PE coursework), where the practical skill is the focus of the assessment. Practical assistants are allowed for science practical exams. If the candidate only needs minimal help, contact us about their needs.

(f) 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.

(g) Where a candidate is working with a practical assistant for the entire duration of an exam, they are permitted to use extra time. You must apply for this. See section 1.3.5.4(i).

1.3.5.8 Prompter

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

- significant 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 prompter should not usually be the candidate's own subject teacher. They must not be a relative, friend or peer, and should not have an 'interest' in the candidate (see section 2.1.5). The Head of Centre appoints and manages the person performing this role. The person appointed must be a responsible adult who understands and follows our regulations. They must be fully capable of performing the role. The candidate must know and accept the person performing this role.

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

(d) A prompter may be a dedicated member of staff who sits with one candidate who requires a lot of prompting. In this instance, they should not also act as an invigilator. If you have a candidate, or a small number of candidates who are seated near to each other, who only require infrequent prompting, then the prompter may also act as an invigilator. This task must

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not distract the prompter/invigilator from other responsibilities in the exam room and should not distract other candidates. You must be confident that the invigilator is able to appropriately prompt the candidate(s) in a timely manner, otherwise they should not act as an invigilator as well.

(e) 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.

(f) If a candidate who is visually impaired needs a prompter, we may allow the prompter to give verbal prompts. Verbal prompts must not help candidates with exam questions, give factual help or offer suggestions. Verbal prompts must be agreed with us. Send any verbal prompts 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 is no longer on the relevant exam task), 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.

1.3.5.9 Reading aloud (candidate)

If needed, a candidate can take their exam in a separate room so they can read aloud, if this is their normal 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. In these cases, you must provide a separate invigilator. See section 1.3.9.

Reading aloud by the candidate may be permitted in instances where a candidate is not allowed a reader, for example, where the candidate's reading skills (accuracy, speed, comprehension) have been measured through a psychometric assessment and are not below average.

1.3.5.10 Reading pens

A reading pen is a type of assistive technology that reads single words or phrases in a question paper aloud to a candidate when scanned by the reading pen.

(a) We will allow a reading pen:

- for visually impaired candidates who cannot read braille or enlarged papers independently or quickly enough even with extra time
- where the candidate's reading skills (accuracy, speed, comprehension) have been measured as below average through a psychometric assessment. See section 1.3.3(f) for more information
- if the candidate is allowed to have a human reader and/or computer reader.

(b) We will allow a reading pen in papers testing reading. The reading pens must not have:

- an in-built dictionary or thesaurus
- voice-recording functionality
- data-storage facilities
- access to the internet or intranet, Bluetooth or any other connectivity.

The centre must check all reading pens before the exam.

1.3.5.11 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 produce written responses 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 through a psychometric assessment. See section 1.3.3(f) for more information
- 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 with a permanent physical disability or recent injury who cannot write.

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

(d) 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.

(e) 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

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- 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 1.3.5.8
- must follow these regulations, as, if they do not, the candidate could be disqualified.

NEW If a scribe is word processing a candidate's dictated answer, they must comply with the word processor regulations as outlined in section 1.3.5.16(g), (h), (k), (m)–(p), (r) and (s).

You do not need to submit a separate application for a word processor.

(f) In exams testing spelling, punctuation, grammar and language, where candidates receive marks for the quality of their language, we allow the choice of two options for candidates using a scribe:

- Opt-out: The candidate does not dictate all words letter by letter, but must dictate punctuation to the scribe. We will assess the candidate's language skills based on the quality of language used in their dictated answers, for example, grammar, syntax and word choice. The total marks available for the paper do not change; however, marks corresponding to spelling cannot be awarded because the candidate would not demonstrate the spelling skills being tested when they are using this access arrangement.

  The number of spelling marks varies for each component, but in all cases, this is a small proportion of the overall mark for a syllabus. Contact us if you would like the marks allocation for a specific syllabus and component.

  This arrangement is the default process and will be applied to all language syllabuses your candidate is entered and uses a scribe for, unless you take the option to 'opt-in', as outlined below.

  For this arrangement, you need to complete an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, and attach it to the candidate's script. Use this to confirm that the candidate did not dictate spelling. See section 1.3.5.11(g) and (h).
- Opt-in: The candidate dictates all words letter by letter, and all punctuation, to the scribe. This means marks corresponding to spelling will be awarded.

  Your candidate is permitted to use up to 100% extra time to allow them to dictate spelling and punctuation in language syllabuses only. You do not need to tell us about the use of this additional time; however, you must still apply for any extra time required for other reasons. If a candidate dictates answers onto a recording device, you must produce a transcript.

  For this arrangement, you need to complete an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, and attach it to the candidate's script. Use this to confirm that the candidate dictated spelling.

For all non-language syllabuses, candidates are not required to dictate spelling and punctuation to a scribe. If you are unsure if a syllabus is a language syllabus, please contact us.

A candidate using a scribe must decide to 'opt-in' or 'opt-out' before each language exam. They must not change option during the exam. If a candidate 'opts-out' for any part of the exam, then the full proportion of marks corresponding to spelling will be forfeited. Marks cannot be proportionally forfeited.

(g) If opting out, candidates should clarify their word choice where the word is a homophone. This is important where this information is key to the grammatical accuracy of a response. For example, where the homophone is a verb, candidates should specify a tense, verb ending or indicate where a diacritic (such as an accent, umlaut or vowel mark) should be placed. The scribe may ask the candidate for clarification using an open question, for example, 'Which "there" do you mean?'; however, they may not provide any information to aid the candidate's selection.

Below are examples of where a candidate may need to provide clarification:

- In French, the following verbs are pronounced similarly: 'jouer' (to play, the infinitive form), 'joué' (played, past participle), 'jouais' (used to play – imperfect, 1st or 2nd person singular), 'jouait' (used to play – 3rd person singular). As they function differently in a sentence, they would require clarification from the candidate.
- In Spanish, the words 'a' and 'ha' are pronounced identically but have different grammatical functions in a sentence. The word 'a' means 'to' (preposition), whereas the word 'ha' means 'has' (verb in auxiliary form). The following past tense verb forms have very similar pronunciations but have different meanings: 'calló' (he was quiet) vs 'cayó' (he fell).
- In English, three commonly confused homophones are 'there', 'their' and 'they're'. Although they are pronounced identically, they have different grammatical functions and may need clarification from the candidate. The word 'there' is an adverb of place, the word 'their' is a possessive pronoun and the word 'they're' is a contraction of the words 'they' and 'are'.

(h) If opting out, candidates should pay particular attention to their pronunciation when working with a scribe. This is because when a mispronunciation changes the meaning, their marks may be affected. This reflects the accuracy requirements stated in some mark schemes; for example, the Cambridge IGCSE foreign language mark scheme states:

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'Reject misspelt words which suggest a word with a quite different meaning.' Below are some examples of where a candidate would need to pay particular attention to their pronunciation and may need to provide clarification:

- In French, candidates often mix up the pronunciation of 'vie' (life) with 'ville' (town). In the mark scheme, they would not get credit if they misspelt it in this way and so they would not get credit if the wrong words were scribed.
- In Spanish, candidates often mix up the pronunciation 'haber' (to have – auxiliary) with 'a ver' (let's see), and also mix up 'vez' (time) with 'ves' (you see). In the mark scheme, they would not receive marks if they misspelt these words in this way and so they would not get marks if the wrong words were scribed.
- In English, some words sound similar but have entirely different meanings. For example, 'assure', 'ensure' and 'insure'. The candidate should be clear which word was appropriate within the sentence, as no marks would be given if the correct word was misspelt.

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

(j) You must attach an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, 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.

(k) Where a candidate is working with a scribe for the entire duration of an exam, they are permitted to use extra time. You must apply for this. See section 1.3.5.4(i).

(l) **NEW** The scribe should use the same copy of the question paper as the candidate.

1.3.5.12 Supervised rest breaks

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

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

(c) You may give supervised rest breaks either in or outside the exam room. 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.

(d) 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.

(e) If appropriate, you can apply for both extra time and supervised rest breaks if the reasons for applying for both arrangements are different (for example, extra time for processing difficulties and a supervised rest break for a medical need).

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

(g) For listening exams, we recommend that the candidate takes supervised rest breaks at the end of a question, where possible. If you have multiple candidates needing supervised rest breaks, you may administer the exam using separate equipment and headphones for these candidates. However, candidates must not have access to the equipment and they cannot control the recording. A member of staff must always control the audio file. Candidates should raise their hand when they need a rest break so a member of staff can pause the audio file.

For candidates using supervised rest breaks and extra time, an invigilator should listen to the recording while it is played. This will allow the invigilator to administer extra time to the pauses already built into the recording. See section 1.3.5.4(g).

1.3.5.13 Supplementary aids

A candidate may need supplementary equipment when taking the exam. For example:

- Visual aids: if a candidate has a visual impairment, you may allow them to use visual aids, for example, coloured overlays, a magnifying glass, reading rulers, sunglasses, tinted glasses, tinted rulers or tactile rulers.
- **NEW** Fidget toys and stress balls.
- Headphones, ear defenders, ear plugs: if a candidate has a hearing impairment, sensory difficulties or tinnitus, or would benefit from reduced background noise, you may allow them to use noise-cancelling headphones, ear defenders or ear plugs. Headphones must not have any connectivity to the internet, Bluetooth, or data-storage facility. Where a candidate is using supplementary aids that reduce background noise, you must make sure the candidate is able to hear any exam announcements and there is a procedure in place for alerting them in the case of an emergency. You must make sure any headphones comply with our regulations in section 5.1.8.2.
- Sit/stand desks or raised desks. When candidates are using sit/stand desks, you must invigilate them separately. See section 1.3.9.
- Writing slopes: You must seat candidates so other candidates cannot see their work. See section 4.5.3.2(e).

(a) Supplementary aids must not distract other candidates.

(b) The centre must check all supplementary aids before the exam.

(c) **NEW** Clock or timer: If a candidate has a visual impairment, or difficulty managing time, you may allow an individual clock or timer on their desk.

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Watches are not allowed. The clock or timer must not have any connectivity to the internet, Bluetooth, or data-storage facilities. The clock or timer must be silent. All clocks in the exam room must show exactly the same time.

1.3.5.14 UK Transcript

(a) If a candidate has illegible handwriting, it may help an examiner to have a transcript of the candidate's work to refer to. You must tell us if you will be submitting transcripts of a candidate's illegible work.

It is also a requirement for centres to supply transcripts of braille scripts. See also section 1.3.6.1.

For information about transcripts of an audio file that we provide when a candidate is supported by a live speaker, see section 1.3.6.7 (Live speaker) if you need this. The regulations below (b to g) do not apply to this access arrangement.

(b) 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 subject teacher. Contact us if this is not possible.

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

(d) The transcript may be handwritten or word processed.

(e) 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).

(f) You must attach an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, 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 or scan in and then upload the Access Arrangements Cover Sheet as part of any online submission of work, if applicable.

(g) 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 1.3.5.11) or word processor (section 1.3.5.16).

1.3.5.15 Voice-activated software

Voice-activated software allows a candidate to dictate their answers using speech recognition technology. Voice-activated software includes:

- speech recognition technology with predictive text when the candidate dictates into a word processor. The software may be used to read back and correct the candidate's dictated answers
- assistive technology combined with computer software that produces speech and is used to dictate to a scribe, for example, sip-and-puff combined with computer software.

The voice-activated software, and the device it is used on, must not have access to any other programmes or software, unless we have approved it.

(a) We will allow voice-activated software in certain subjects:

- when the candidate cannot produce written responses in any other way, for example, handwriting or word processing
- for a candidate whose free writing is produced at a speed where answers cannot be fully recorded even with extra time.

(b) Voice-activated software is not permitted in any language exam.

(c) There must be enough time and training to make sure the candidate knows how the software works.

(d) The voice-activated software, and any device it is used on or with, must not be connected to the centre's network, the internet, or any other means of communication.

(e) Where voice-activated software is being used, attach an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, to each candidate's script.

1.3.5.16 Word processor

A word processor is a typewriter, electronic typewriter or word-processing software on a computer or tablet. The word-processing software, and the device it is used on, must not have access to any other programmes or software, unless we have approved it.

(a) Candidates who may need 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
- approval for a scribe.

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(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
- **NEW** it is their normal way of working.

(c) A word processor with spellcheck may be used, except for syllabuses testing spelling, punctuation and grammar, or quality of written work. In these syllabuses, you must make sure spellcheck is turned off.

(d) Candidates can usually produce coursework using a word processor if the syllabus allows this. There must not be inappropriate use of generative AI. See section 3.2.3. 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) 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.

(f) **NEW** If a candidate has permission to use a scribe and the scribe is word processing their dictated answers, you do not need to submit a separate application for a word processor.

(g) 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.

(h) You must make sure any software complies with our regulations.

Before the exam – setting up word processors

(i) Word processors must:
- be used as a typewriter, not as a database, although standard formatting software is acceptable
- be cleared of any stored data
- be in good working order, connected to mains electricity, not run on a battery, and also be connected to a printer so a script can be printed.

(j) Word processors must not:
- be connected to the centre's network, the internet, or any other means of communication
- have grammar check, predictive typing, phonetic conversion from English, or thesaurus features enabled in any assessment unless we have approved this
- give the candidate access to other applications, such as calculators or spreadsheets
- include graphics packages or computer-aided design software, unless we have allowed this
- have access to any generative AI software or add-ins.

(k) **NEW** Word count functionality within word-processing software may be turned on where this does not contravene section 1.3.5.16(j).

(l) **NEW** If a scribe is word processing a candidate's dictated answer, they must comply with the word processor regulations as outlined in section 1.3.5.16(g), (h), (k), (m)–(p), (r) and (s).

(m) Scripts must be double spaced and in font size 10 to 14. We recommend using a 'standard' print margin (2.54 cm). Scripts must include the following on each page:
- 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.

NEW This information should be pre-entered onto a blank script for a candidate before the exam. No other information can be added to the blank script. The candidate must check to confirm the information is correct.

Candidates must clearly indicate the corresponding question number next to each answer.

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

(o) 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.

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

During the exam

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

(r) **NEW** The candidate should save their work regularly, using autosave if this is available.

At the end of the exam

(s) Printing may be done after the exam, but the candidate must make sure the work printed is their own. If the work has been saved onto a USB stick for printing, check that you can retrieve the work before you delete it.

(t) 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.

(u) You must attach an Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, to each script where a word processor has been used.

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(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.

1.3.6 Modified question papers

A modified question paper is an adapted version of a standard question paper, which helps candidates with specific needs access an assessment. The questions are not made easier; instead, the modifications make sure the content is accessible to candidates with specific needs without altering the standard or level of difficulty of the paper. A modified question paper allows candidates to access an assessment using their normal way of working wherever possible.
A selection of modified papers is available on our website:
www.cambridgeinternational.org/access-arrangements

1.3.6.1 Braille paper

The question paper is produced in Unified English Braille (UEB) as standard. As part of the production process, assessment content and formatting is modified in line with industry best practice. Visuals may be simplified and presented in tactile form or replaced with text descriptions. Tasks and response formats may be modified to make sure that braille users can access and complete tasks independently.

- Remember to tell us whether you need contracted or uncontracted braille on the application form.
- Braille papers are only available in the Roman alphabet. We cannot provide braille papers in languages which use other alphabets or which are character based. If you think this affects your candidate, contact us.
- If a candidate using braille papers also has approval for a human reader, scribe and/or practical assistant, the person performing any of these roles must refer to the transcript of the braille question paper and not a standard copy of the question paper. This is because tasks, diagrams, layouts and response formats are modified in the braille version.
- If a candidate using braille papers also has approval for a computer reader, they must use an electronic transcript of the braille question paper and not a standard copy of the question paper. Please specify this in your application (see section 1.3.5.2(e)). Request an electronic copy of the braille transcript(s) using Modified papers: Preparation – Form 3.
- **NEW** Candidates should respond to the braille question paper using a format that reflects their normal way of working, for example, using a braille typewriter, electronically using a braille keyboard and word processing software, voice-activated software or a scribe. You must receive approval for such access arrangements.
    - If using a scribe, the scribe must record the candidate's responses in a generic answer booklet or use a word processor for the candidate. If a scribe word processes a candidate's responses, see section 1.3.5.16.
    - If candidates answer in braille, you must provide a transcript for the examiner. Follow the regulations for producing transcripts in section 1.3.5.14. Attach an Access arrangements cover sheet: Exam day – Form 4 to the transcript. We can only accept braille responses which use the Roman alphabet; we are unable to accept responses which use other braille conventions. If you think this affects your candidate, contact us.
- **NEW** Candidates must clearly indicate the corresponding question number next to each answer.
- **NEW** Where a specific response format is required for a modified task, instructions are provided within the braille question paper.
- **NEW** If a candidate records responses on a diagram, graph or other supplementary material provided with the braille question paper, you must submit these materials along with the candidate's script.
- You do not need to request tactile diagrams separately if requesting braille modified papers.
- If candidates use a braille question paper, attach an Access arrangements cover sheet: Exam day – Form 4 to the answer script.

1.3.6.2 Coloured paper

Unmodified content is printed on coloured paper. See section 1.3.6.8(f) for guidance.

1.3.6.3 Modified large print

In these papers, the font and text formatting are modified as per the modification type, and, where relevant, visual information (such as graphs or diagrams) may be simplified. We offer modified large print papers on both A4 and A3 paper, as follows:

- A4 18 point bold.
- A4 24 point bold.
- A4 18 point bold enlarged to A3. (This modification is the same as 24 point bold on A3 sheets.)
- A3 24 point bold. (This modification is the same as 18 point bold enlarged to A3.)
- A3 36 point bold.

1.3.6.4 A3 unmodified

The standard paper is enlarged to A3 size. No modifications are made to the font, formatting or visuals. This option is not suitable where scaled diagrams have been used.



Administrative forms

Forms available from www.cambridgeinternational.org/forms

- Modified papers: Preparation – Form 3
- Access arrangements cover sheet: Exam day – Form 4

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1.3.6.5 Modified carrier language

Complex sentences are broken down into simpler ones. The questions and difficulty 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. We make sure that the language used in our exam papers is as accessible as possible, so this modification may not be needed for all exams.

1.3.6.6 Tactile diagrams

- Tactile diagrams translate visual images into tactile ones so a visually impaired candidate can feel them.
- Tactile diagrams are not exact replicas of the print version as details will be simplified.
- Some diagrams are better transcribed with a description rather than in tactile form.

1.3.6.7 Transcript of audio files

You must request transcripts of audio material for use with a live speaker. See section 1.3.6.8(e) for live speaker guidance.

1.3.6.8 Guidance for centres

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

(b) We will only send modified question papers if you make a final entry for the relevant candidate, syllabus and component. See section 2 for relevant entry deadlines.

(c) You must apply for modified question papers by the deadline, or we may not have time to produce them. We recommend you make final entries for candidates requiring modified papers at the time you request modified papers. Late requests may not be accepted. 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.

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

(e) 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 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.
- To use a live speaker for pre-recorded exam components, you must also ask for a transcript of the audio file by sending us Modified papers: Preparation – Form 3, available from www.cambridgeinternational.org/forms by the modified question paper application deadline. We will make a copy of the transcript available for you to download from Digital File Despatch. Make sure you have asked for all syllabuses and components that you need. If you amend your entries, you must tell us so that we can make the correct transcript(s) available to you on Digital File Despatch.
- 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.
- You should give the live speaker access to the audio files 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 Times and Full Centre Supervision 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 and all our invigilation regulations must be followed.

(f) UK If a candidate has a visual impairment or processing difficulties and finds reading black text on white paper challenging, you can print a question paper on appropriate coloured paper at your centre. You must tell us if you plan to do this by completing and returning Modified papers: Preparation – Form 3, available from www.cambridgeinternational.org/forms by the dates in section 1.3.4.

- We may need to print some question papers on coloured paper for you. We will tell you which ones we need to print and which ones you can print.
- Your Head of Centre is responsible for making sure the security and integrity of the question paper is maintained during the printing process.
- We will make a copy of the question paper available for you to download from Digital File Despatch at the Key Time for the exam. We only provide the question paper(s) you include on Modified papers: Preparation – Form 3, available from www.cambridgeinternational.org/forms, that we approved, and only if the candidate has the appropriate entry. Make sure you have asked for all syllabuses and components that you need. If you amend your entries, you must tell us so that we can make the correct question paper(s) available to you on Digital File Despatch.
- We will email you guidance about how to securely print question papers, which you must follow.
- You must not modify the content of the question paper, for example, changing the font size. You must print question papers on A4 paper, unless you have permission from us to make enlargements.

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- You must keep signed records of the printing process. These should include:
  - the start time of the exam
  - the syllabus, component, candidate number and print produced
  - the names and job titles of the two staff members who carried out the printing process.

  Record this information on your exam timetable. You may be asked to show these records to an inspector. You must keep these records until we have released certificates.

(g) If a candidate requires an enlarged copy of an answer booklet or an answer booklet on coloured paper, you must produce this by photocopying a copy of the standard answer booklet onto the appropriate coloured and/or sized paper. You will receive copies of the standard answer booklet in your non-confidential despatch before the exam series. You do not need to tell us if you plan to do this.

1.3.7 Mental health

A candidate who experiences mental health problems (for example, generalised anxiety disorder, obsessive-compulsive disorder, depression) may be eligible for access arrangements. When deciding if access arrangements are appropriate, you must follow our regulations. You must hold evidence of need, which includes a formal diagnosis, to support your application. If a formal diagnosis has not been made, you may wish to review section 1.3.9. Please note, exam- or test-related nerves or anxiety are generally not considered to be reasonable grounds for access arrangements.

1.3.8 Significant illness or hospitalisation during a course of study

If you have a candidate who is experiencing significant disruption to their studies, but will still cover the content of the whole syllabus, and you have exhausted all other support measures, email us as soon as possible: info@cambridgeinternational.org

This is different from when something unexpected and adverse happens at the time of the exam. In such cases, see section 5.5 Special consideration.

For candidates who are in a hospital at the time of the exam, please also see section 2.6 for information about alternative venues.

1.3.9 Separate and small room invigilation

(a) You may want a candidate with access arrangements to take the exam separately or in a room with fewer candidates (small room invigilation). Candidates who may need separate or small room invigilation are those with:

- a medical condition
- mental health problems
- a condition which includes hyperactivity, or vocal or motor tics meaning that they may distract other candidates, and/or be anxious about distracting others
- a colour naming assistant, human reader, practical assistant, prompter or scribe, as their answers or conversations may be overheard by other candidates.

For both separate invigilation and small room invigilation you must comply with our invigilation regulations. See section 4.6.

(b) You may want a candidate who is experiencing mental health problems, but does not need any other access arrangements, to take the exam separately with a separate invigilator. For example, a candidate who experiences generalised anxiety may benefit from being in an environment with fewer people. If this is the only arrangement a candidate needs, you do not need to hold evidence of need. However, you should keep a record of the separate invigilation.

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

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

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

1.3.10 Emergency access arrangements

If a candidate requires emergency access arrangements, you must try to tell 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 an application using either Access arrangements: Preparation – Form 1, available from www.cambridgeinternational.org/forms, or the Apply for Access Arrangements service as soon as possible. See section 1.3.4(e).

1.3.11 Appeals

To appeal against the outcome of an access arrangement application, see section 7.4 Appeals against access arrangement, special consideration and late arrival decisions.

Important dates

Application deadline for candidates who need modified papers:

June series: 21 January 2027

November series: 1 July 2027

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Section 2: Entries

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Cambridge Professional Development Qualifications

PDQ

There are some differences in this section for Cambridge Professional Development Qualifications (PDQs). Use the PDQ Administrative Guide at www.cambridgeinternational.org/eoguide, alongside this handbook.

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 at two different centres in the same exam series
- restricted syllabuses, as outlined in the Cambridge Guide to Making Entries, 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

Exam centres should pay particular attention to this section.

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

Chk PDQ You cannot enter private candidates for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint, or Cambridge Professional Development Qualifications (PDQs).

Important information

Some countries do not recognise online schooling as equivalent to traditional, in-person schooling. Therefore, universities in those countries may not accept students who have obtained qualifications at online schools. See section A10.

(a) You must check syllabuses or the Cambridge Guide to Making Entries to make sure the relevant syllabus option is available for private candidates before you make any entries. Download syllabuses from www.cambridgeinternational.org. The Cambridge Guide to Making Entries is in the 'Support Materials' section of Direct.

(b) UK Private candidates must meet all assessment requirements. Some options, including those with coursework, are not available to private candidates. This is because private candidates are not supervised by the centre making the entries. Therefore, centres cannot monitor whether coursework is completed according to the syllabus guidance. A private tutor cannot authenticate coursework, only the centre making the candidate entry can do so.

(c) Private candidates must arrange for a centre to enter them for exams. The following rules apply for private candidates at the following types of centre:

- Cambridge International School – registered as online: students must enter as private candidates at an approved Cambridge exam venue.

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- Cambridge International School – registered as online (with exam venues): must enter students as exam candidates at their own exam venue(s). Any students not attending their exam venue(s) must enter as private candidates at other approved Cambridge exam venues.
- Cambridge International School – also approved to offer Cambridge programmes online: must enter students as exam candidates and not private candidates.

(d) If you make an entry on behalf of a private candidate, you must pay our fees.

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 Candidate transfer request: Entries – Form 3.
- The receiving centre must send us Candidate transfer confirmation: 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. We will do it for you, and we will confirm to you once the transfer is complete.

(g) A candidate who transfers to another Cambridge centre 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 and examined coursework are completed. Once the transfer is complete, the exams officer at the receiving centre must submit any internally assessed marks and samples and examined coursework.

(i) We will credit the account of the original centre with the entry fees 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.

(j) If a candidate needs to take some, but not all, of their exams at a venue that is not their registered centre, see section 2.6 Alternative venues.

Administrative forms

Forms available from 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.

2.1.5 Declaration of interest

You must submit a declaration of interest for each exam series if centre staff or anyone associated with the centre:

- is taking a Cambridge assessment themselves
- is involved in administering an exam or coursework that is being taken by a person they have an interest in
- has an interest in a person taking a Cambridge assessment at their own centre or at another centre.

(a) What counts as an 'interest':

An interest is any relationship that could be seen to compromise the integrity of your centre or our assessments. Examples of relationships include:

- a close relative (including a spouse or partner)
- a relative who you have regular contact with
- a close friend
- a colleague.

Staff members who should make a declaration of interest include, but are not limited to:

- Head of Centre
- exams officer
- invigilators/supervisors
- anyone involved in exam administration or secure storage.

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(b) You are responsible for managing any declared interests by putting appropriate controls in place to maintain the integrity of Cambridge assessments and to protect all those involved.

For example, if a staff member with access to secure storage has a child taking Cambridge exams, you are responsible for managing this risk.

(c) **NEW** Private tutors for Cambridge qualifications cannot administrate or invigilate exams related to that tuition, even where a conflict of interest has been formally declared.

(d) Notify us by completing Declaration of Interest: Entries – Form 1, available from www.cambridgeinternational.org/forms, as soon as you have allocated a candidate number. A Associate Centres must also tell their Cambridge Associate.

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

2.2 Estimated entries

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

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 will enter any candidates for an exam, make at least one estimated entry so you receive one set of early exam materials.

2.2.2 Estimated Entry Form

The Estimated Entry Form lists the syllabuses and components that require early despatch materials, as well as syllabuses that are new to a series.

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

- in September 2026 for the June 2027 series
- in April 2027 for the November 2027 series
- in September 2027 for the June 2028 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.

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Important dates

Deadlines for estimated entries:

- June 2027 series: 10 October 2026
- November 2027 series: 10 May 2027
- June 2028 series: 10 October 2027

If you make major changes to the number of candidates you are entering after you have sent the form, email us.

Chk PDQ You do not need to send us estimated entries for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint syllabuses, or Cambridge Professional Development Qualifications (PDQs).

Cambridge Associates / Associate Centres

We will upload the Estimated Entry Form to the 'Support Materials' section of the Cambridge Associate's Direct account. They should email a copy of the form to each of their Associate Centres and ask them to return it by a set date. Cambridge Associates should check the completed forms and send them to us by the deadlines listed above.

2.2.3 Digital File Despatch

We do not upload any confidential materials, pre-release material or early question papers, for example art & design, to Digital File Despatch based on your estimated entries. **Confidential materials are only available once you have made final entries.** See sections 1.1.6, 4.2.3 and 4.3.2.

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 you make, and for any entry amendments or syllabus changes after the final entries deadline (see section 2.4). If you make entries or changes after the deadline, this can cause disruption to carefully scheduled processes and create significant extra work. Therefore, we apply late entry fees to recover the costs of this extra work, and to encourage you to make entries by the final entries deadline.

UK The Cambridge Guide to Making Entries contains syllabus and option codes, and detailed instructions for making entries. Make sure you use the correct version of the guide for your series and administrative zone. Check which administrative zone you are in at www.cambridgeinternational.org/adminzone

All centres in administrative zone 3 can make entries for our 9–1 Cambridge IGCSEs.

Chk See section 2.3.2.4 for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint.

2.3.1 Making final entries

UK Make your final entries using Direct. Instructions are in the Cambridge Guide to Making Entries, which is in the 'Support Materials' section of Direct.

- **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 candidate number from the previous series. You need to give them if:
  - you enter a candidate 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)

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- they have taken the AS Level 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.

  NEW For syllabuses with early exam and pre-release materials, we recommend that you make your entries as soon as entries open to give you the best possible chance of receiving your materials in time. For timetabled exams, we strongly recommend that you submit your entries as early as possible before the final entries deadline to give you the best possible chance of receiving your materials in time for the exam. If you submit your entries between the final entries and late or retake entries deadlines, you may not receive your materials in time for the exam. If you do not receive your question papers within two working days of the exam, you must contact us so we can upload them to you digitally. (See section 4.3.1(h)(i).)
- If you identify any errors in your entries after the late entries deadline, contact us immediately. Any changes we are able to make after the entries deadline will incur late entry fees.

UK If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027 for information about MIS packages and A2C: www.cambridgeinternational.org/eoguide

BE AWARE

Be aware

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

Important information

NEW To support our centres, we are launching our new Entries service, available via My Cambridge, in phases. We will tell you when it is available for your centre to use.

2.3.1.1 UK Unique Learner Numbers (ULNs)

If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027: www.cambridgeinternational.org/eoguide

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 candidate and check that 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.

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2.3.2.1 NEW Entries confirmation pack

You can download your entries confirmation pack from Direct or Entries (see Important information box in section 2.3.1) as soon as you have added an entry. You do not have to submit an entry to us to view the documents in the pack. The pack includes:

- 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. This will only show as a pop-up message on screen in Entries.

If you are unable to download your entries confirmation pack, email info@cambridgeinternational.org. If you find errors in your entries documents, follow the instructions in section 2.4.

2.3.2.2 Statements of entry

Statements of entry are your record of entries 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. Download your statements of entry from the 'Reports' tab in Direct or Entries. We do not send printed statements of entry.

Share statements of entry with 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

NEW The Cambridge Associate, or the Associate Centre if they make entries, must download their entries documents from Direct or Entries. Cambridge Associates should share entries documents with their Associate Centres to check and update if necessary.

UK Regulations

(a) You must make final entries through Direct or Entries (see Important information box in section 2.3.1).

(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 or Entries.

(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. The final entries deadline and application deadline for candidates who need modified papers is the same date. It is always earlier than the final entries deadline for all other candidates who do not need modified papers. See section 2.3 for relevant entry deadlines and section 1.3.6 for more information about modified papers.

(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.

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2.3.2.3 Entry change requests

Entry changes are not generally accepted after the issue of results.

We do **not** allow an entry change from a full Cambridge International A Level entry (both AS and A2 components) to a Cambridge International AS Level entry. This applies whether the Cambridge International AS Level and Cambridge International A Level have the same or different syllabus codes.

Entry changes are only accepted after the issue of Cambridge International A Level results when the change is:

- from a linear (both AS and A2 components in the same exam series), March carry-forward, June carry-forward or November carry-forward entry option to a best of both entry option
- from one carry-forward entry option (for example, June carry-forward) to a different carry-forward entry option (for example, November carry-forward) within the 13-month rule.

PDQ Important dates

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

- Cambridge Guide to Making Entries available: end of October 2026
- Entries can be made from: mid-November 2026
- Final entries deadline and application deadline for candidates who need modified papers: 21 January 2027
- Final entries deadline for other candidates: 21 February 2027
- Late entries deadline: 17 April 2027

UK November series

- Cambridge Guide to Making Entries available: end of March 2027
- Entries can be made from: mid-May 2027
- Final entries deadline and application deadline for candidates who need modified papers: 1 July 2027
- Final entries deadline for first-time entries: 16 August 2027
- Entries deadline for retake entries from the June 2027 series only: 21 September 2027
- Late entries deadline: 21 September 2027

2.3.2.4 Chk Entries for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

Submitting teaching group information

You need to enter a teaching group code for each syllabus entry when Direct or Entries (see Important information box in section 2.3.1) asks for it. 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, enter 'E1' as the teaching group code for all candidates in the first class and 'E2' for all candidates in the second class.

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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 Cambridge Lower Secondary Checkpoint Global Perspectives. We do not give diagnostic feedback for Global Perspectives syllabuses.

English as a Second Language								
E1	E2	E3	E4	E5	E6	E7	E8	E9
English								
E1	E2	E3	E4	E5	E6	E7	E8	E9
Mathematics								
M1	M2	M3	M4	M5	M6	M7	M8	M9
Science								
S1	S2	S3	S4	S5	S6	S7	S8	S9
Global Perspectives								
G1								

Teaching group codes for both English and English as a Second Language start with the letter E and you must enter them like this on Direct or Entries. 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 Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint teaching groups information: Entries – Form 2, available from www.cambridgeinternational.org/forms. A teaching group name can be anything that helps you to identify the class more easily – for example, you could use your class name.

Important information

Cambridge Global Perspectives (Checkpoint) is only available in the May and October test series.

Chk PDQ You cannot enter private candidates for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint, or Cambridge Professional Development Qualifications (PDQs).

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 Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint teaching groups information: Entries – Form 2, available from www.cambridgeinternational.org/forms:

- March series: 14 December 2026
- May series: 11 March 2027
- October series: 16 September 2027

March series

- Cambridge Guide to Making Entries available: mid-June 2026
- Entries can be made from: September 2026
- Final entries deadline and application deadline for candidates who need modified papers: 6 October 2026
- Final entries deadline for other candidates: 27 November 2026
- Late entries deadline: 14 December 2026

May series

- Cambridge Guide to Making Entries available: end of October 2026
- Entries can be made from: mid-November 2026
- Final entries deadline and application deadline for candidates who need modified papers: 21 January 2027
- Final entries deadline for other candidates: 21 February 2027

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Important dates (continued)

May series

- Late entries deadline: 11 March 2027
- Submission deadline for Cambridge Global Perspectives (Checkpoint): 1 April 2027

October series

- Cambridge Guide to Making Entries available: end of March 2027
- Entries can be made from: mid-May 2027
- Final entries deadline and application deadline for candidates who need modified papers: 1 July 2027
- Final entries deadline for other candidates: 16 August 2027
- Late entries deadline: 16 September 2027
- Submission deadline for Cambridge Global Perspectives (Checkpoint): 1 October 2027

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

Details of fees for our exams and how to pay are in the fees lists, available in the 'My Messages' section of Direct. If you are a Cambridge Early Years Centre or Cambridge International School – registered as online, we send the fees lists to you.

We have the right to change the fees lists. Check you are using the latest version.

If you want to change or add entries, do this as quickly as possible on Direct or Entries (see Important information box in section 2.3.1).

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 your candidates qualify before you enter them. We do not credit a centre's account with entry fees for candidates who do not qualify.

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

(d) We charge late entry fees for any changes to entry options we receive 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 credit a centre's account with the original entry or transfer the fees to the new syllabus entry.

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Regulations (continued)

(f) You can change candidate information on Direct or Entries without incurring late entry fees until the late entries deadline. This includes changes to:

- names
- dates of birth
- gender
- status
- unique candidate identifier
- national identity number
- Chk first language English indicators (Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint only)
- Chk teaching groups (Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint only).

(g) When making late entries for candidates who need modified papers, contact us as soon as possible. Late requests may not be accepted. If retake candidates need modified papers, 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 1.3.6.

(h) If you make an entry for either Cambridge IGCSEs graded A*–G or 9–1, you cannot move to the other grading scale after the late 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 before the final entries deadline. The same applies to 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.

Regulations (continued)

(k) UK We accept retake entries for the November 2027 series until 21 September 2027 without charging late entry fees, as long as:

- the candidate sat the same syllabus, with any option code, in the June 2027 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 2027 series.

NEW **Submit your retake entries at least two weeks before 21 September 2027**. This gives you time to check them and correct any mistakes before the deadline. For syllabuses with early exam and pre-release materials, we recommend that you make your entries as soon as entries open to give you the best possible chance of receiving your materials in time. For timetabled exams, we strongly recommend that you submit your entries as early as possible before the retake entries deadline to give you the best possible chance of receiving your materials in time for the exam. If you submit your entries close to or on 21 September, you may not receive your materials in time for the exam. If you do not receive your question papers within two working days of the exam, you must contact us so we can upload them to you digitally. (See section 4.3.1(h)(i).)

(l) We charge late entry fees for any entries we receive after the final entries deadline.

(m) UK After the late entries deadline, you will not be able to make any changes on Direct or Entries.

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Regulations (continued)

(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 called an unauthorised entry. They can take the exam as long as they can take all components for the syllabus option. This means you must have enough spare question papers so the candidate can sit all components at the right time, not just the specific exam.
- **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 Reporting an unauthorised entry: Exam day – Form 12, available from www.cambridgeinternational.org/forms, once they have completed all the components needed for the entry. See section 5.1.6.
- If you do not have enough spare question papers for each relevant component, email info@cambridgeinternational.org immediately.

(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 entries deadline. We may not be able to release results for late entries at the same time as other results.

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

2.4.1 UK PDQ Withdrawing a candidate

To withdraw a candidate on Direct, find their details in the 'Administer Exams' dashboard and click the 'Remove Candidate' button.

Regulations

(a) We usually only credit a centre's account with entry fees if you tell us you want to withdraw a candidate before the final entries deadline.

(b) If you withdraw a candidate after the entries deadline for medical reasons, we may credit your centre's account with the entry fee. Email info@cambridgeinternational.org

You do not need to include a medical certificate or doctor's statement confirming the candidate was unable to sit the exam(s). However, you must keep a record of these documents and the candidate's consent to use them, and provide them if we ask. A Associate Centres should contact their Cambridge Associate.

(c) If you have asked us to credit your centre's account with the entry fees on medical grounds after the final entries deadline, do not withdraw the candidate.

(d) If we approve your request to credit your centre's account with the entry fees on medical grounds, we will withdraw the candidate.

(e) To withdraw a candidate on medical grounds after the late entries deadline, email info@cambridgeinternational.org

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2.5 Group awards, staged assessment and carrying forward marks for internally assessed components

2.5.1 Entries for group awards

For group awards, candidates study subjects from specific parts of the curriculum. Make group award entries in the series you expect candidates to complete all the group award requirements.

Enter candidates for group awards in the series in which they are completing all award requirements, 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. Some Cambridge O Levels can also count towards Cambridge ICE. Cambridge IGCSE (9–1) syllabuses do not count. To enter a candidate for the award, you must include 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 entry code '**ADIP**' as well as the syllabus and option codes. **NEW** From the June 2027 exam series, you can enter candidates in the final series of a maximum of nine series within a 49-month period.

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

BE AWARE

Be aware

You should only enter the group award entry code 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 in which they enter Cambridge ICE count towards the group award. We do not accept entries for any disallowed syllabus combinations. Check the syllabus document for disallowed syllabus combinations. Retakes do not count towards the group award.

For candidates entering Cambridge ICE in June 2027, syllabus entries made in a maximum of two of the following series can count:

- June 2026
- November 2026
- June 2027.

Candidates' syllabus entries made during the 49-month period before the exam series in which they enter the Cambridge AICE Diploma count towards the group award.

For candidates entering Cambridge AICE in June 2027, syllabus entries made in the following series can count:

- June 2023
- November 2023
- June 2024
- November 2024
- June 2025
- November 2025
- June 2026
- November 2026
- June 2027.

Candidates' syllabus entries made during the 13-month period for ICE or 49-month period for AICE, before the exam series in which they enter the group award, **will only count** towards the award if the entries are linked correctly throughout the series. To do this, you must provide the correct previous entry details for the candidate. This makes sure the relevant syllabus entries made during the 13- or 49-month period are correctly linked.

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Find more information about group awards 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. If the AS Level includes an internally assessed component, regulation 2.5.3(c) also applies.

Examples:

Candidates can use their Cambridge International AS Level results achieved in the June 2027 series towards a Cambridge International A Level in the November 2027 and/or June 2028 series.

Candidates can use their Cambridge International AS Level results achieved in the November 2027 series towards a Cambridge International A Level in the June 2028 series and/or November 2028 series.

(b) When you enter a candidate who wants to carry forward a Cambridge International AS Level result, you must give the correct carry-forward option code (from the Cambridge Guide to Making Entries) and provide the candidate's previous centre number and candidate number so we can find their marks. We do not automatically check carry-forward entries.

2.5.3 Carrying forward marks for internally assessed components

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

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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 2027 series may be carried forward to the November 2027 series or the June 2028 series only.

A coursework mark for the November 2027 series may be carried forward to the June 2028 series or the November 2028 series only.

(b) When you enter a candidate who wants to carry forward the mark for an internally assessed component, you must give the correct carry-forward option code (from the Cambridge Guide to Making Entries) and provide the candidate's previous centre number and candidate number so we can find their marks. We do not automatically check carry-forward entries.

(c) Depending on what is allowed by the syllabus (see the Cambridge Guide to Making Entries), marks for internally assessed components can be carried forward towards a Cambridge International AS Level or a Cambridge International A Level. This is only allowed if all the other components of the AS Level or A Level are taken in the current series. This means that a Cambridge International AS Level result that includes carried-forward marks for an internally assessed component cannot itself be used to complete a full A Level. Find more information about carrying forward AS & A Level coursework on our website: www.cambridgeinternational.org/carry-forward-entry-rules

Regulations (continued)

Examples:

Candidates can carry forward their internally assessed component marks achieved in the June 2026 series to complete a Cambridge International AS Level in the November 2026 series. This AS Level cannot be carried forward towards a Cambridge International A Level in the June 2027 series.

Candidates can carry forward their internally assessed component marks achieved in the November 2026 series to complete a Cambridge International AS Level in the June 2027 series. This AS Level cannot be carried forward towards a Cambridge International A Level in the November 2027 series.

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2.6 Alternative venues

Candidates should normally take their exams on your centre premises because the premises have passed the school's approval process.

For the reasons below, you can apply for your candidates to sit timetabled exams at a venue other than their registered centre.

We will not transfer a candidate's entry to another registered centre if they are acting as an alternative venue. We will send results and certificates to the entering centre and not the alternative centre. The entering centre remains responsible for any costs incurred.

If you wish to transfer all of a candidate's entries to another registered centre, see section 2.1.3 Transferred candidates.

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

2.6.1 Reasons to apply

(a) You unexpectedly do not have enough space or facilities to conduct the exam in this series.

(b) A candidate needs to take the exam at another location for medical or pastoral reasons, for example, in hospital.

(c) Essential/urgent building work at the centre would cause disruption during an exam.

(d) The alternative venue is a Cambridge International School and you are asking to use this because of national and/or international events.

2.6.2 Reasons an application may not be approved

(a) The alternative venue is not a Cambridge International School and you are asking to use this because of national and/or international events.

(b) Candidates want to take the exam closer to their home.

(c) Your centre has had previous exam security issues.

(d) Additional sittings might help if you do not have enough space in your centre. See section 1.2.4.

(e) Ongoing lack of space or facilities at your centre.

(f) Candidates want to make an entry for a syllabus not available in their administrative zone.

(g) Non-essential travel.

This is not a complete list.

2.6.3 Applying for an alternative venue

(a) It is your responsibility to contact the proposed alternative venue before applying.

(b) You cannot use an alternative venue unless you have our permission in writing.

(c) To request the use of an alternative venue, you must send us Using an alternative venue: Entries – Form 5, available from www.cambridgeinternational.org/forms. Associate Centres must send the form to their Cambridge Associate.

(d) The proposed security arrangements you give on the form must meet our regulations in section 4.4.

(e) You should not split groups of candidates entered for the same subject between your centre and the alternative venue. If a candidate needs to take an exam in an alternative venue, for example, they are in hospital, tell us about this when you apply.

(f) You must tell the exams officer at the alternative venue if we approve the application and share with them any additional information we give you.

(g) UK If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027: www.cambridgeinternational.org/eoguide

2.6.4 Transporting question papers

The way that question papers are transported to the alternative venue depends on your circumstances:

(a) Candidates should use spare copies of the question paper available at the alternative venue, where possible, if the alternative venue is another Cambridge International School.

(b) If the alternative venue is close to your centre, two members of staff (including a senior member of staff) can transport the question papers to the alternative venue in a secure briefcase, hard case or lockable container. We will advise you when to transport the question papers before the exam.

(c) If the alternative venue is another Cambridge International School, we may be able to send additional question papers to that centre or electronically upload the question paper to that centre.

(d) You must never send question papers by courier or send them electronically to the alternative venue. We are unable to send confidential exam materials to addresses other than registered Cambridge International Schools.

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Important dates

Apply for alternative venues at least four weeks before the exam.

2.7 Not meeting qualification regulations

If exceptional and unforeseen circumstances that are beyond a candidate's control make it impossible for them to meet the regulations for their qualification, contact us for further information.

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Section 3: Coursework and moderation

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Cambridge Professional Development Qualifications

PDQ

There are some differences in this section for Cambridge Professional Development Qualifications (PDQs). Use the PDQ Administrative Guide at www.cambridgeinternational.org/eoguide, alongside this handbook.

Section 3: Coursework and moderation does not apply to exam centres.

The table below shows the meaning of the key terms used in this section of the Cambridge Handbook.

Key term	Definition
Examined work, including practical examined components (excludes speaking tests)	All components that are examined in your centre on a timetabled date/session, including practical exams (ICT, IT and computer science and science practicals) and listening exams. You send us all your candidates' work.
Examined coursework / examined component (also called externally assessed coursework/component)	A syllabus coursework component that we assess. You send us all your candidates' work to be marked by a Cambridge examiner. The samples database tells you how and when to send the work.
Internally assessed coursework (also called externally moderated coursework)	A syllabus coursework component that you assess and we moderate. You send us some or all of the work – the samples database tells you what to send and when.
Internal moderation	If more than one teacher at your centre marks coursework for a component, you must internally moderate the marking across teachers and teaching groups. This makes sure there is a consistent standard and rank order across all candidates in your centre. You may need to internally moderate internally assessed coursework and/or non-coursework tests.
Non-coursework tests	Your teachers administer and assess non-coursework tests, then we moderate them. Non-coursework tests take the form of an exam within a time period that we set. You send us the marks for all candidates entered for non-coursework tests. You also send us evidence for some or all candidates, such as recordings or photographs. The samples database tells you what you need to send and when.

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3.1 The samples database and Submit for Assessment

3.1.1 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' work
- which forms to complete and return with your candidates' 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. For examined coursework and some practical components, you submit all of your candidates' work to us and we mark it.

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

3.1.2 Submit for Assessment

Submit for Assessment allows you to submit work online for some internally assessed and/or externally assessed components (such as examined coursework and non-coursework tests). Find more information about Submit for Assessment at: www.cambridgeinternational.org/submit-for-assessment
Access Submit for Assessment via My Cambridge (see section 1.1.16).

To find out how to submit your marks and sample(s) for a particular component, visit the samples database at www.cambridgeinternational.org/samples

We will not accept any printed work for components that the samples database shows you must submit via Submit for Assessment.

Extra guidance

For Cambridge International AS & A Level Global Perspectives (9239) and Cambridge International Project Qualification (9980), additional support materials are available on the School Support Hub to help teachers supervise their candidates' task setting: www.schoolsupporthub.cambridge.org

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3.2 Coursework

3.2.1 Internally assessed coursework

Internally assessed coursework is a syllabus coursework component that you assess and that we moderate.

- You must submit marks to us for all candidates entered for coursework components that you assess.
- You must also submit a sample of work for some or all candidates – the samples database tells you what to submit (www.cambridgeinternational.org/samples).
- Make sure we receive your marks and sample(s) 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.
- Coursework options are not usually available to private candidates. You should check the Cambridge Guide to Making Entries to see if you can enter your candidates for certain components. **NEW** However, some syllabus options that include a 'Coursework Mark Carried Forward' component are available to private candidates. Check if the syllabus allows this in the Cambridge Guide to Making Entries. See also section 2.5.3.

It is the centre's responsibility to make sure that all work that has been internally assessed and submitted for external moderation is final. It is therefore important that work is checked thoroughly once uploaded or packed before you submit it to us. Once you submit coursework on Submit for Assessment, or despatch printed coursework, this is what we will moderate. We will not accept any replacement work that you update or amend after your original submission.

See sections 3.4 and 3.5 for more information about how to submit internally assessed marks and samples, and sections 1.1.7 and 3.1.2 for more information about Submit for Assessment.

3.2.2 PDQ Examined coursework

Examined coursework is marked by a Cambridge examiner. These components are not available to private candidates. **NEW** Some syllabus options that include a 'Coursework Mark Carried Forward' component are available to private candidates. Check if the syllabus allows this in the Cambridge Guide to Making Entries. See also section 2.5.3.

- For examined coursework, you submit the coursework of all your candidates. You do not mark the coursework as we assess it.
- Make sure we receive your examined coursework by the deadline in the samples database (www.cambridgeinternational.org/samples). If it is late we will not accept it.

It is the centre's responsibility to make sure that all work that has been submitted for assessment is final. Once you submit coursework on Submit for Assessment, or despatch printed coursework, this is what we will examine. It is therefore important that work is checked thoroughly once uploaded or packed before you submit it to us. We will not accept any replacement work that you update or amend after your original submission.

See sections 1.1.7 and 3.1.2 for more information about Submit for Assessment.

The following sections apply to both internally assessed and examined coursework:

- 3.2.3 Authenticating coursework
- 3.2.4 Supervising coursework
- 3.2.5 Presenting coursework
- 3.2.9 Absent candidates and not submitting coursework
- 3.2.10 Incomplete or extra coursework
- 3.2.12 Resubmitting coursework in a later series
- 3.2.13 Submitting coursework for external competitions

The following sections only apply to internally assessed coursework:

- 3.2.6 Marking coursework
- 3.2.7 Internally moderating your marks
- 3.2.8 How to submit internally assessed coursework
- 3.2.11 Not meeting our requirements

The following section only applies to examined coursework:

- 3.2.14 How to submit examined coursework

3.2.3 Authenticating coursework

This section applies to both internally assessed and examined coursework.

We must be confident that 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 confirm that all of the work produced is the candidate's own original work before you submit marks to us. See also section 5.6.4.

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Private tutors must not contribute to moderated coursework assignments or projects. Coursework submitted as an assessed part of a qualification must be the candidate's original, unaided work, as supported in the classroom by their teacher. Centres cannot authenticate any coursework produced with the help of a private tutor, so the coursework cannot be submitted for moderation.

If you discover plagiarism and/or inappropriate use of artificial intelligence (AI) in a candidate's work during the course, you should resolve this internally. If you discover it when you come to submit work to us, you must not submit the work. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/support-and-training-for-schools/support-for-teachers/teaching-and-assessment/plagiarism

Once you submit coursework to us, we may use plagiarism detection software to screen it. Our subject experts will review any coursework we suspect may contain plagiarism. If we find plagiarised work, we may consider it candidate malpractice and therefore not accept the work. The candidate may then receive no marks for that component. See section 5.6.4.

We strongly advise you to review our policy about the use of AI tools in student work submitted for assessment as coursework: www.cambridgeinternational.org/generative-ai-in-coursework

Submitting work that contains plagiarised material and/or inappropriate use of AI tools may be considered malpractice. If, after submitting work, you suspect it contains plagiarised material and/or inappropriate use of AI tools, you should contact us.

3.2.4 Supervising coursework

This section applies to both internally assessed and 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 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 classwork and/or homework relating to it, as appropriate.

(b) Teachers must also:

- (i) continually 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/support-and-training-for-schools/support-for-teachers/teaching-and-assessment/plagiarism

(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 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 writing assistant tools when producing their coursework. These tools identify specific sections of the candidate's work and recommend changes to style, tone or word choice, which is not allowed.

(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. For internally assessed coursework, teachers should record this information on their Individual Candidate Record Card, which can be found, where available, in the samples database (www.cambridgeinternational.org/samples). Teachers must consider this help when they give marks for the work.

(f) **NEW** You must store coursework securely at all times.

3.2.5 Presenting coursework

This section applies to both internally assessed and examined coursework.

(a) Candidates should produce their written coursework on a word processor, wherever possible, unless the syllabus says otherwise.

(b) If the samples database asks you to submit printed examined coursework, each candidate must present coursework on A4 paper, unless the syllabus says otherwise.

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3.2.6 Marking coursework

This section applies to internally assessed coursework only.

(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 provide for that syllabus.

(b) Teachers must apply the marking criteria to all pieces of work submitted to us. It does not matter at which stage of the course the candidate produced the work.

(c) Teachers must not use artificial intelligence (AI) as the sole or primary means of marking candidates' work. A human assessor must review all of the work in its entirety and decide the mark they feel it warrants. The teacher remains responsible for the mark awarded.

(d) UK You can tell candidates their marks before you submit them to us, but you must tell them that these marks may change after moderation. Candidates can ask you for a review of their marks, and you must manage any review in your centre before you submit the marks to us. However, you should not tell candidates their marks for the non-coursework tests listed in section 3.3, and a review of marks is not available for these tests. You mark these tests at the time the candidate completes them. These marks should be kept securely until you send them to us for moderating. The rank order of the marks you submit must be your final opinion of the relative merits of all candidates. You can request a re-moderation of coursework with report (Service 5) on behalf of all your candidates at the enquiries about results stage. See section 6.

3.2.7 Internally moderating your marks

This section applies to internally assessed coursework only.

(a) If more than one teacher at your centre is involved in marking coursework for a component, you must internally moderate the marking across teachers and teaching groups. This makes sure all candidates are assessed against the same standards for a particular syllabus.

(b) To complete internal moderation, each centre must select one teacher per component to act as an internal moderator. This is usually the head of department, but it 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 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) For each moderated coursework component, the internal moderator must make sure that a valid set of marks is produced for candidates from your centre. Follow the guidance document Internal Moderation of Coursework, available in the samples database (www.cambridgeinternational.org/samples), for details of how to carry out this process. Record the internally moderated marks on the Working Mark Sheet or Coursework Assessment Summary Form in the internally moderated mark column, and then submit them to us.

(d) If only one teacher is involved in marking 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/courseworkandmoderation

BE AWARE

Be aware

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

3.2.8 How to submit internally assessed coursework

See section 3.5.

3.2.9 UK Absent candidates and not submitting coursework

This section applies to both internally assessed and examined coursework.

For both internally assessed and examined coursework, if a candidate is entered for a coursework component but does not submit any coursework and does not qualify for special consideration, we cannot give them a grade in that syllabus. They will receive a 'NO RESULT' / 'X' outcome. See section 5.5 for more information about special consideration. For internally assessed coursework, the teacher must mark them as absent (with an 'A', not '0') when they submit marks through Direct or Submit for Assessment. On the Coursework Assessment Summary Form, the teacher must include the candidate's number and name and tick the 'absent' box against that candidate's row on the form.

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3.2.10 Incomplete or extra coursework

This section applies to both internally assessed and examined 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, they will only receive marks for the work they have submitted. Where a candidate has not produced enough coursework due to an unexpected illness, injury or other misfortune, we may be able to accept a reduced number of pieces of work. See section 5.5.5.

(b) If a candidate supplies more pieces of coursework than required, use or submit the best piece(s) for their mark, as long as they meet the syllabus requirements.

3.2.11 Not meeting our requirements

This section applies to internally assessed coursework only.

(a) We will tell you what to do if individual teachers or centres do not meet our requirements for coursework.

(b) If we believe there is a major problem, we may ask you to find another person to assess coursework components in future exam series.

3.2.12 Resubmitting coursework in a later series

This section applies to both internally assessed and examined coursework.

A candidate cannot re-use coursework from a previous exam series. They must submit a new piece of work if needed. The work cannot be a reworked version of what they submitted in a previous exam series. Check the Cambridge Guide to Making Entries to find out whether a candidate can carry forward their coursework mark to a future series for the syllabus.

3.2.13 Submitting coursework for external competitions

This section applies to both internally assessed and examined coursework.

You may submit your coursework for external competitions, but if you do this you must not state that it 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.

3.2.14 How to submit examined coursework

What to include

Before you submit your examined coursework to us, check the samples database at: www.cambridgeinternational.org/samples for guidance on how to submit it.

When you send us your examined coursework, you must do the following:

- Include the forms specified in the samples database. If forms are missing, incomplete or inaccurate this could delay the marking process and the release of results. You do not need to include attendance registers.
- If a candidate has used an access arrangement for their examined coursework, complete the Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, and include this with your examined coursework.

Preparing printed examined coursework

If the samples database asks you to submit printed examined coursework, follow the instructions below. Make sure each piece of work is clearly labelled with your centre number, the candidate number, the syllabus and component. Use the Coursework identification labels: Coursework and moderation – Label 3 we send in the pre-exam despatch, and that are available from www.cambridgeinternational.org/forms

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

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

Packing and sending printed examined coursework

We send most of the materials you need to return your printed **examined coursework** in the pre-exam despatch.

1 Pack the **examined coursework** 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 so your examined coursework is not damaged. (If coursework is damaged, this could delay the marking process and your candidates' results.) 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. See section 5.4.1.

4 Stick on the Coursework address labels: Coursework and moderation – Label 2 showing our address onto this package. Download extra labels from www.cambridgeinternational.org/forms

5 Send your **examined coursework** to the following address. Use a service with a tracking facility and keep a record of your tracking number.

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Cambridge International Education
Cambridge University Press & Assessment
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom

6 Your **examined coursework** must reach us no later than the deadlines in the samples database (www.cambridgeinternational.org/samples). We may not accept any work we receive after the deadlines.

7 You must complete our Script Return Form each time you send us printed examined coursework: www.cambridgeinternational.org/script-return-form



Extra guidance

To help you submit your printed examined coursework correctly, watch our online tutorials at:
www.cambridgeinternational.org/courseworkandmoderation



Be aware

Where a candidate has not produced enough coursework due to an unexpected illness, injury or other misfortune, we may be able to accept a reduced amount. See section 5.5.5.



Be aware

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

3.3 Non-coursework tests

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

- You submit marks for all candidates entered for non-coursework tests. You must also send us any samples of evidence we request for some or all of your candidates, such as recordings or photographs. See sections 3.4 and 3.5.
- The samples database tells you how, and by when, to submit marks and samples. Check it before each series as we update it throughout the year: www.cambridgeinternational.org/samples

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 English as an additional language speaking tests
- Cambridge IGCSE Bahasa Indonesia Speaking (0538/03)
- Cambridge IGCSE Food & Nutrition (0648)
- Cambridge O Level Food & Nutrition (6065)
- Cambridge International AS & A Level language speaking tests.

3.3.1 Timetabling

(a) Some non-coursework tests take place before the main exam period. You must conduct them within the timetabled period (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. See section 3.3.6.

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

(d) In speaking tests, the teacher-examiner must test each candidate on their own, without other candidates present. See section 3.3.9(g).

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3.3.2 Speaking test materials

For some components, you will receive instructions for teacher-examiners and speaking test cards based on your estimated entries. If your centre has not made estimated entries, we will send you the materials when we receive your final entries. The instructions for teacher-examiners provide guidance for the conduct and assessment of speaking tests. The speaking test cards and the instructions for teacher-examiners are for use in the speaking tests.

Follow the instructions in section 4.3 when you receive the despatch containing these materials.

3.3.3 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.
We do not send confidential materials for the speaking tests listed in the box in section 3.3.6.

Important dates

Deadlines for us to receive estimated entries:

- June 2027 series: 10 October 2026
- November 2027 series: 10 May 2027
- June 2028 series: 10 October 2027

3.3.4 Appointing teacher-examiners

(a) You must choose a teacher-examiner to assess non-coursework tests. This is normally a teacher from the relevant department at your centre, but it could be another suitably qualified person. You can choose a teacher who has taught those particular candidates. See section A4 of 'Centre and Cambridge Associate responsibilities'.

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

3.3.5 Support for teacher-examiners

The School Support Hub (www.schoolsupporthub.cambridge.org) has a range of Cambridge speaking test resources to help you prepare for and deliver the non-coursework tests. It also has marked recordings of candidate work with examiner comments.

Practise marking with online marking workshops at www.cambridgeinternational.org/coursework-training

3.3.6 Special instructions for non-coursework tests where we send confidential materials*

(a) (i) For Cambridge IGCSE English as a Second Language (0510, 0511 and (9–1) 0991, 0993) speaking tests, you can only open the role play cards and instructions for teacher-examiners one working day before the test. Once these confidential exam materials are opened, the Head of Centre or exams officer should give them to the head of department or teacher-examiner. Teacher-examiners must allow enough time to read the materials and procedures.

(ii) For all other Cambridge IGCSE speaking tests, you can open speaking test cards and instructions for teacher-examiners four working days before the test. Once these confidential exam materials are opened, the Head of Centre or exams officer should give them to the head of department or teacher-examiner. Teacher-examiners must allow enough time to read the materials and procedures.

(iii) For Cambridge IGCSE and Cambridge O Level Food & Nutrition practical exams (0648 and 6065), you can open the confidential instructions at any point before the test. However, you can only open the question paper packets one working day before the test.

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(iv) For Cambridge International AS Level Spanish Language (8022), Chinese Language (8238), French Language (8028) and German Language (8027) speaking tests, you can only open the conversation task cards and instructions for teacher-examiners one working day before the test. Once these confidential exam materials are opened, the Head of Centre or exams officer should give them to the head of department or teacher-examiner. Teacher-examiners must allow enough time to read the materials and procedures.

* **The regulations in section 3.3.6 do not apply to:**

- Cambridge IGCSE First Language English Speaking & Listening (0500/04 and (9–1) 0990/04)
- Cambridge IGCSE First Language Spanish Speaking & Listening (0502/03)
- Cambridge IGCSE Bahasa Indonesia Speaking (0538/03)
- Cambridge IGCSE Chinese as a Second Language Speaking (0523/03)
- Cambridge IGCSE Urdu as a Second Language Speaking (0539/03)
- Cambridge International AS Level Afrikaans Language Speaking (8679/01)
- Cambridge International AS Level Portuguese Language Speaking (8684/01) and A Level Portuguese Speaking (9718/01).

We do not send confidential materials for these speaking tests. All the materials you need for these tests are in the 2027 syllabus booklets.

(b) For all confidential materials, 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) You must not remove materials from the centre and you must keep the information confidential. When materials are not in use, put them back in your secure storage.

(d) **NEW** You must make sure the materials you use to conduct the speaking tests are for the current exam series. We cannot accept or externally moderate speaking tests which have been conducted using materials from an incorrect exam series or that do not adhere to the scripts supplied on the role play cards.

(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 complete your tests before that date.

3.3.7 Marking

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

(b) The teacher-examiner must assess candidates during the face-to-face 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. Find these in the samples database: www.cambridgeinternational.org/samples. See section 3.5.2 for how to fill in the forms.

(c) You must submit your total marks to us for all your candidates.

The samples database tells you how to submit your marks for each component. Check it before each series as we update it throughout the year: www.cambridgeinternational.org/samples

3.3.8 Internally moderating your marks

(a) 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. Find more information on internal moderation below and at www.cambridgeinternational.org/courseworkandmoderation

(b) Internal moderation makes sure all candidates are assessed against the same standards for a particular syllabus. Each centre must select one teacher per component to act as an internal moderator. This 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) 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. Record these marks on the Working Mark Sheet, Speaking Examination Summary Form or Coursework Assessment Summary Form in the internally moderated mark column, and then submit these marks to us.

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For more information, see the Internal Moderation of Speaking Tests at Your School document in the samples database.

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

BE AWARE

Be aware

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, Speaking Examination Summary Form or Working Mark Sheet for each group. Do not combine them onto one form. Visit the samples database to find out how to submit your marks and sample for a particular component: www.cambridgeinternational.org/samples

3.3.9 Collecting the evidence of candidate performance

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

(b) You need to provide your own equipment to record and save your tests. See the samples database (www.cambridgeinternational.org/samples) for recording formats we accept.

(c) You must make sure 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, with someone in the preparation room to supervise them. 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. No other candidates are allowed in the area, including those who have taken the test.

For Cambridge IGCSE English as a Second Language Speaking (0510/03, 0511/03 and (9–1) 0991/03, 0993/03), there is no preparation time before the test.

For Cambridge International AS Level Chinese Language (8238/04), Cambridge International AS Level Spanish Language (8022/04), Cambridge International AS Level French Language (8028/04) and Cambridge International AS Level German Language (8027/04) speaking tests, candidates spend five minutes preparing for the conversation task card part of the test in the exam room with the teacher-examiner.

You do not need to provide a separate quiet area for the following listed syllabuses and components. We do not send confidential materials for these speaking tests, so candidates do not need any preparation time.

- Cambridge IGCSE First Language English Speaking & Listening (0500/04 and (9–1) 0990/04)
- Cambridge IGCSE First Language Spanish Speaking & Listening (0502/03)
- Cambridge IGCSE Bahasa Indonesia Speaking (0538/03)
- Cambridge IGCSE Chinese as a Second Language Speaking (0523/03)
- Cambridge IGCSE Urdu as a Second Language Speaking (0539/03)
- Cambridge International AS Level Afrikaans Language Speaking (8679/01)
- Cambridge International AS Level Portuguese Language Speaking (8684/01) and A Level Portuguese Speaking (9718/01).

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

You must display the Notice to candidates and Candidate warning posters inside and outside the exam room for all tests. We recommend you print these 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

(d) Check that you have good-quality recording equipment, for example, a digital voice recorder with a separate microphone. You may use a mobile phone as long as it does not belong to the candidate; see section 3.3.9(b). The mobile phone should have notifications disabled to avoid interrupting the recording. Before the test, you must check the equipment for good recording quality in the room where the tests are held.

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

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(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. See section A4 of 'Centre and Cambridge Associate responsibilities'.

(h) Before sending us recordings, teacher-examiners must check that all candidates have been recorded and that all recordings are audible and complete. If there are any problems, email us full details straight away (info@cambridgeinternational.org). You must not conduct a second test for any candidate.

(i) You must introduce each speaking test recording as follows:
- your (the examiner's) name
- the candidate's number
- the candidate's name
- the candidate card number (if applicable)
- the date of the test.

3.3.10 Absent candidates and not completing speaking tests

(a) Candidates who do not take the non-coursework test and do not qualify for special consideration will not be awarded a grade in that syllabus and will receive a 'NO RESULT' / 'X' 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') when submitting marks. Do not do this if they have received special consideration to take the test at a later date. Visit the samples database to find out how to submit your marks for a particular component: www.cambridgeinternational.org/samples

(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 and has returned to your centre, you must ask us if they can take it at another time within the test date window. Contact us by email as soon as possible, using the subject line 'Speaking test additional sitting'. 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 and (9–1) 0990/04). If an absent candidate will take the test at a later date:

(i) State this on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form.

(ii) Record the test in the format we specify in the samples database: www.cambridgeinternational.org/samples

(iii) Include the mark on the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form.

(iv) After the test, submit the recording and a copy of the Working Mark Sheet, Coursework Assessment Summary Form, Oral Examination Summary Form or Speaking Examination Summary Form.

(v) The samples database tells you how to submit your marks for each component. Check it before each series as we update it throughout the year: www.cambridgeinternational.org/samples

3.3.11 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.

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3.4 Submitting marks for internally assessed coursework and non-coursework tests

You need to submit a mark for every candidate entered for an internally assessed coursework component or a non-coursework test.

- For each component you assess, submit the final mark for each candidate. This must match the total mark, or the internally moderated mark (if applicable), you record on the forms you submit with your sample. Keep a copy of the marks you submit for your records.
- If one teacher completes all marking for the component, no internal moderation is needed.
- If you do not submit a mark for a candidate and they do not qualify for special consideration, they will be awarded 'NO RESULT' / 'X' for the syllabus. See section 5.5 for more information about special consideration.
- The samples database tells you how to submit your marks and sample for each component. Check it before each series as we update it throughout the year: www.cambridgeinternational.org/samples

See section A23 of 'Centre and Cambridge Associate responsibilities'.

3.4.1 How to submit marks

Depending on which components you have entries for, you submit marks to us using Submit for Assessment or Direct. Before you submit your marks, check the samples database to find out how to submit your marks: www.cambridgeinternational.org/samples

UK If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027 for information about A2C: www.cambridgeinternational.org/eoguide

Submit for Assessment

1 If the samples database tells you to submit marks and samples on Submit for Assessment, you must submit your marks and samples by the deadlines in the samples database. Make sure you can access Submit for Assessment via My Cambridge (see section 1.1.16): www.cambridgeinternational.org/my-cambridge

2 Submit your marks and upload your sample(s). Find information and an Administrative Guide on our website: www.cambridgeinternational.org/submit-for-assessment

3 Use the information in the samples database to complete the relevant forms and upload them to Submit for Assessment.

4 Submit your sample(s) and forms.

Direct

If the samples database tells you to submit total marks on Direct, submit your marks as soon as we have processed your entries. You must submit all your marks by the deadline in the samples database.

1 Go to your 'Dashboard' in the 'Administer Exams' section to see a list by syllabus of all the candidates you need to submit marks for. Submit the marks or show the candidate was absent (with an 'A', not '0') in the boxes provided. Alternatively, you can submit all your candidates' marks together using the 'Import Marks' area of Direct. See the 'Extra guidance' box on the next 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 you do this because, once you submit a mark in Direct, you cannot change it.

3 Once you submit your marks, click 'Download Internally Assessed Marks Report'. For some components, you will print your Internally Assessed Marks Report and include it in your sample packet when you send it to us. The samples database tells you whether you need to print and submit your Internally Assessed Marks Report to us.

A Associate Centres should submit their marks to their Cambridge Associate, following the instructions in the samples database.

BE AWARE

Be aware

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

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Extra guidance

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

3.4.1.1 Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint Global Perspectives

Use Submit for Assessment to submit marks for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint Global Perspectives.

Instructions for submitting work and internally assessed marks are in the Administrative Guide: Using Submit for Assessment at:
www.cambridgeinternational.org/eoguide

3.4.2 Carrying forward moderated marks

See section 2.5.3.

Important dates

Deadlines for us to receive marks and samples of coursework and non-coursework tests are in the samples database:
www.cambridgeinternational.org/samples

A Cambridge Associates should set earlier deadlines for Associate Centres to submit their marks. They should check the information is correct and then send us the marks by the deadlines.

3.5 Submitting internally assessed coursework and non-coursework tests

You need to send us the work of some or all candidates, including internally assessed coursework and non-coursework tests you have marked, so we can moderate your marks.

- Always include a copy of your marks with any printed work you send us (your Internally Assessed Marks Report from Direct; see section 3.4.1), and the forms listed in the samples database. You do not need to include attendance registers.
- You must submit all the work that contributes to a candidate's final mark for that component.
- Before you submit samples to us, check the samples database: www.cambridgeinternational.org/samples. It tells you how to submit your marks and samples. Check it before each series as we update it throughout the year.

A 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 these to us, following the instructions in the samples database.

3.5.1 Which candidates' work should be submitted in the sample?

Use the samples database to check:

- when and how to submit your candidates' work
- how many examples of candidate work to submit
- which forms to submit with the work.

Submit for Assessment will identify the candidates' work to include in the sample for components where marks are submitted on Submit for Assessment.

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

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3.5.2 How to fill in the forms

To show how you arrived at the final mark, you must complete one or more of the following, depending on the component:

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

For some components, you also need to complete a marks breakdown form for each candidate. You may need to submit these forms for all candidates or only those in the sample. Check the instructions on the form and the submission criteria for the specific requirements. You must have all marks breakdown forms available to submit if we ask for them.

Download the interactive forms from the 'Forms' column of the samples database. **We recommend you complete them using Adobe Acrobat Reader with the teacher who assessed the work.** When completing the forms listed above, remember:

- Include the marks of all candidates entered for a component, not just the marks of the candidates in the sample.
- Add up the marks correctly to give the total mark. The interactive forms in the samples database will add up the marks and tell you if you have exceeded the maximum.
- UK 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.
- If more than one teacher was involved in the assessment, you must also enter the internally moderated marks in the 'Internally Moderated Mark' column. The marks in this column must match the marks you submit to us.
- The samples database tells you how to submit your marks to us. Check it before each series as we may update it throughout the year.
- If a candidate has not completed any work for the component, show they were absent on the CASF, WMS, OESF or SESF by filling in their candidate details and ticking the 'absent' column.

BE AWARE

Be aware

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 and send them to us according to the samples database. Do not combine the candidates onto one form.

BE AWARE

Be aware

The samples database tells you the following:

- component, qualification and syllabus information
- how we assess the component
- how to submit materials
- how to choose samples
- who chooses samples
- how to submit marks and samples
- deadline for us to receive marks
- deadline for us to receive samples
- forms to include with your samples.

www.cambridgeinternational.org/samples

3.5.3 How to submit the samples

What to include

Before you submit your marks and samples to us, check the samples database: www.cambridgeinternational.org/samples. It tells you how to submit your marks and sample(s).

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When you send us your samples, you must do the following:

- Include the sample specified in the samples database and all the work that contributes to the candidate's final mark for the component.
- Include 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.
- UK If you need to submit a report showing the component marks you have submitted for all candidates, and this is not a syllabus/component that uses Submit for Assessment, you should download and print your Internally Assessed Marks Report from Direct and include it in the packet with your sample.
- If a candidate has used an access arrangement for their internally assessed coursework or non-coursework test, fill in the Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, and include this with your sample.

Preparing printed samples

If the samples database asks you to submit printed samples, follow the instructions below. Make sure each piece of work in your sample is clearly labelled with your centre number, the candidate number, the syllabus and component. Use the Coursework identification labels: Coursework and moderation – Label 3 we send in the pre-exam despatch, and that are available from www.cambridgeinternational.org/forms

Send written coursework in plain, thin covers. Do not use bulky ring binders. Make sure any written coursework that is tied together is securely fastened.

Do not send valuable materials, items containing organic matter or large, bulky or fragile items. Such items will need to comply with customs regulations.

Packing and sending printed samples

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

1 Pack the samples for each component in separate script packets.

2 Pack the samples carefully. If they are damaged this could delay the moderation process and your candidates' results.

3 Attach the correct bar-coded label showing your centre number, the syllabus number and component number to the front of each packet.

4 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 different components into one outer package and use more than one outer package if needed.

5 Stick on the Coursework address labels: Coursework and moderation – Label 2 we send in the pre-exam despatch, and that are available from www.cambridgeinternational.org/forms

6 Before you send the samples, check you have kept the information and materials listed in section 3.5.4.

7 Send your samples to the following address. Use a service with a tracking facility and keep a record of your tracking number.

Cambridge International Education
Cambridge University Press & Assessment
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom

8 Your samples must reach us no later than the deadlines in the samples database (www.cambridgeinternational.org/samples). We may not accept any work we receive after the deadlines.

9 You must complete our Script Return Form each time you send us printed samples: www.cambridgeinternational.org/script-return-form

Extra guidance

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

Be aware

Where a candidate has not produced enough coursework due to an unexpected illness, injury or other misfortune, we may be able to accept a reduced amount. See section 5.5.5.

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BE AWARE

Be aware

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

3.5.4 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 submitted to us. Check the samples database before each series to see how to submit marks for a particular component
- 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 candidates not included in the sample, in case we ask you to send another sample of work
- a copy of each form, as they 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.

3.5.5 Moderation report

We send a moderation adjustment summary report for each component you assess. This report highlights any adjustments we make to your candidates' marks and is included in your results despatch. See section 6.1.3. We also send you a report from the moderator with feedback on how you assessed the work. Find this in your results files on Direct.

3.5.6 Returning candidates' work

Tell us if you would like us to return your moderated coursework samples. We do not charge for this. If you do not want them, you do not need to do anything. We do not return examined coursework components.

If you want us to return your coursework samples, send us Return of moderated coursework: Coursework and moderation – Form 6, available from www.cambridgeinternational.org/forms and the samples database (www.cambridgeinternational.org/samples). You must send us the form with your sample by the deadline in the samples database. If you have already sent us the sample, email info@cambridgeinternational.org by the following deadlines:

- June 2027 series: 20 September 2027
- November 2027 series: 26 February 2028.

We cannot 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.

When do we return candidates' work to you?

We 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 and 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.

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Recordings of coursework or non-coursework tests, or work submitted on Submit for Assessment

Keep copies of all audio and/or visual recordings you submit for moderation or work you submit on Submit for Assessment. We will not return this work to you.

BE AWARE

Be aware

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

Important dates

Deadlines for us to receive Return of moderated coursework: Coursework and moderation – Form 6, available from www.cambridgeinternational.org/forms, are:

- June series: 20 September 2027
- November series: 26 February 2028

3.6 Submitting Cambridge Global Perspectives work

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

You mark your candidates' Team Projects and Research Reports and upload all the work to Submit for Assessment.

3.6.2 How to submit Cambridge Global Perspectives work

Submit internally assessed marks, work and samples for all Cambridge Global Perspectives qualifications via Submit for Assessment. Use the Administrative Guide: Using Submit for Assessment at:
www.cambridge international.org/eoguide

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

Important dates

Deadlines for us to receive marks and samples of internally assessed coursework and non-coursework tests are in the samples database:
www.cambridgeinternational.org/samples

A Cambridge Associates should set earlier deadlines for Associate Centres to submit their marks. They should check the information is correct and then send us the marks by the deadlines.

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Section 4: Before the exams

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4.1 UK Forecast grades

You should 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.

If the candidate has 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 may disadvantage your candidates. We cannot apply these quality assurance processes without them.

Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

You do not need to submit forecast grades for Cambridge Primary Checkpoint and Cambridge 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' (which means 'no forecast grade') for your candidates if you prefer.

4.1.1 How to submit forecast grades

UK You must submit forecast grades through Direct before or by the relevant deadline, which is in the Important dates box at the end of this section.

You can submit your forecast grades as soon as we have processed your entries.

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 (which means '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 you do this, because once you have submitted a grade, you cannot change it through Direct.

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

A 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.

Extra guidance

See our online tutorial and factsheet on submitting forecast grades using Direct at www.cambridgeinternational.org/beforetheexams

Forecast Grade Forms

We do not send printed Forecast Grade Forms in your pre-exam despatch. You must submit forecast grades using Direct.

Important dates

Deadlines for us to receive forecast grades:

- June series: 30 April 2027
- November series: 31 October 2027

A 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 papers 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. This is mainly based on estimated entries. However, we do send some early items using your final entries only.

2 **Pre-exam despatch:** exam stationery, including multiple-choice answer sheets, key administrative documents, despatch labels, script packets and attendance registers.

3 **Question paper despatch:** confidential question papers. **NEW** We are reducing the number of spare question papers that we send. You will receive at least one spare question paper with every component in the question paper despatch. For science practical components, you will receive three additional spare question papers.

4 **Bar-coded labels despatch:** to identify the contents of each script packet you send us.

The packaging material used in our despatch boxes is recycled paper. Please recycle it where possible.

NEW Previously we sent entries confirmation packs to you. These are now only available to download from Direct or Entries (see section 2.3.2.1).

Be aware

For information and instructions about downloading confidential exam materials, such as early question papers and/or pre-release materials from the School Support Hub and/or Digital File Despatch, see sections 4.2.3 and 4.3.2.

A We send all despatches to Cambridge Associates, labelled for each Associate Centre. Cambridge Associates should pass the despatches to their Associate Centres according to their agreed arrangements.

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BE AWARE

Be aware

For some centres in 2027, we will send your pre-exam despatch (administrative materials) together with your question papers. If this affects you, we will email you more information.

4.2.1 Dates and contents

The following tables tell you the contents of each despatch for the June and November series, and when you can expect to receive them. Remember:

- Your despatch contains everything you need based on your entries, so you may not receive everything listed in the tables below.
- If you make late entries, or amend your entries, you may not receive the materials for these in your main despatch. They will arrive at a later date. Contact us if your materials have not arrived within two working days of the exam.
- We include bar-coded labels for early timetabled and non-timetabled components in your pre-exam despatch.

Early question papers

- June series: from February to March 2027
- November series: from July to September 2027

The regulations in sections 4.3 and 4.4 apply to early question papers too.

Case study for Cambridge IGCSE Enterprise (0454/01). This includes all variants of component '01' where applicable, for example, 11, 12, 13.	**NEW** When we receive your final entries, we will upload the case study to Digital File Despatch. Give the case study to candidates straight away.

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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.

Conversation task cards for Cambridge IGCSE foreign languages and English as a Second Language Conversation task cards for Cambridge International AS Level languages (8022/04, 8027/04, 8028/04 and 8238/04)	For teachers to use in non-coursework tests. Sent in print only.
Speaking test instructions for teacher-examiners for Cambridge IGCSE foreign languages and English as a Second Language Speaking test instructions for Cambridge International AS Level languages (8022/04, 8027/04, 8028/04 and 8238/04)	Teacher instructions for non-coursework tests. Sent in print only.

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 (0502/03)
- Cambridge IGCSE Bahasa Indonesia Speaking (0538/03)
- Cambridge IGCSE Chinese as a Second Language Speaking (0523/03)
- Cambridge IGCSE Urdu as a Second Language Speaking (0539/05)
- Cambridge International AS & A Level language speaking tests (8679/01, 8684/01 and 9718/01).

All the materials you need for these speaking tests are in the 2027 syllabus booklets, including:

- component requirements
- mark scheme
- help with administration.

Download the Working Mark Sheet from the samples database (www.cambridgeinternational.org/samples).

Confidential instructions

We send these at the same time as the Early question papers despatch.

NEW You must open the instructions as soon as you receive them so the supervisor can prepare the appropriate apparatus in time for the exam.

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 prepare for the exam. Sent in print only.

NEW Entries confirmation pack

Previously we sent entries confirmation packs to you. These are now only available to download from Direct or Entries (see section 2.3.2.1).

You can download your entries confirmation pack as soon as you have added an entry.

Candidate statements of entry	Direct and Entries allow you to generate statements of entry. Download or print one for each candidate, showing their details and syllabuses. 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. This will only show as a pop-up message on screen in Entries.

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UK Pre-exam despatch

- June series: mid-March to early May 2027
- November series: September to early October 2027

Your pre-exam despatch contains a guide that explains what you need to do with each item. We also send the guide in the Cambridge Exams Officer eNewsletter and you can download it from www.cambridgeinternational.org/beforetheexams

Exam stationery	
Brown paper envelope script packets	We provide A4 script packets to return scripts or internally assessed samples for all your components.
Continuation booklets	We send continuation booklets in your pre-exam despatch for candidates who run out of space in the answer booklets. You can print Supplementary answer booklet: Exam day – Form 13, available from www.cambridgeinternational.org/forms, for any candidates who run out of space in the continuation booklet.
Formulae and statistics tables	We provide reference guides for candidates taking mathematics or statistics exams containing important formulae and tables. One table per candidate for specific exams. Also available from www.cambridgeinternational.org/forms

Administrative forms and other materials	
Notice to candidates and Candidate warning posters	These posters give our exam rules and regulations for candidates. Before the exam period starts, display both posters outside and inside all exam rooms. Download extra copies from www.cambridgeinternational.org/examday under 'Running exams'.
Attendance registers for non-timetabled and timetabled exams	Used to record whether each candidate is present or absent at the start of the exam. If any 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 records.
Multiple-choice answer sheets	You can print a Supplementary multiple-choice answer sheet: Exam day – Form 2a if you have extra candidates who do not have a pre-printed multiple-choice answer sheet, available from www.cambridgeinternational.org/forms

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Despatch and identification labels	
Return labels	Attach to the outer packaging when you return scripts to us.
Bar-coded labels for internally assessed, non-timetabled components, early timetabled components and multiple-choice answer sheets	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. Make sure there is only one bar-coded label on the script packet, and the barcode on the label is legible and not obstructed. Do not write on the bar-coded label or cover it with tape, other labels or anything that covers or damages the barcode. See section 5.4.1.
Labels for returning internally assessed printed samples	If the samples database states you should return a printed sample, attach these labels to the outer packaging when you return internally assessed samples to us for moderation.
Identification labels for printed samples	If the samples database states you should return a printed sample, attach these labels to individual pieces of internally assessed work you send us for moderation.

Question paper despatch

- June series: mid-March to early April 2027
- November series: early to mid-September 2027

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.

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UK Bar-coded labels despatch

- June series: late April 2027
- November series: late September to early October 2027

Details about your bar-coded labels despatch are available from www.cambridgeinternational.org/understanding-your-despatches

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. Make sure there is only one bar-coded label on the script packet and the barcode on the label is legible and not obstructed. Do not write on the bar-coded label or cover it with tape, other labels or anything that covers or damages the barcode. See section 5.4.1.

Chk Cambridge Primary Checkpoint and Cambridge 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 the main despatches. They will arrive at a later date. Contact us if your materials have not arrived within two working days of the exam.

NEW Entries confirmation pack

Previously we sent entries confirmation packs to you. These are now only available to download from Direct or Entries (see section 2.3.2.1).

You can download your entries confirmation pack as soon as you have added an entry.

Candidate statements of entry	Direct and Entries allow you to generate statements of entry. Download or print one for each candidate, showing their details and syllabuses. 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.

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Pre-exam and question paper despatch

- March series: late January 2027
- May series: from mid-March 2027
- October series: from early September 2027

Details about your Checkpoint pre-exam despatch are available from www.cambridgeinternational.org/understanding-your-despatches

Attendance registers	Used to record whether each candidate is present or absent at the start of the test. If any 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 records.
Brown paper envelope script packets	Use these packets to return scripts after the tests.
Bar-coded labels	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. Make sure there is only one bar-coded label on the script packet and the barcode on the label is legible and not obstructed. Do not write on the bar-coded label or cover it with tape, other labels or anything that covers or damages the barcode. See section 5.4.1.
Return labels	Attach these labels to the outer packaging when you return scripts to us.
Question papers and supporting materials	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.

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. The 'Additional materials' section on the front covers of question papers says: 'You will need:'. This lists what candidates need and includes items we provide, such as an answer booklet, insert or a map. It also includes the **extra** exam materials you need to provide to candidates **as well as** the standard materials that candidates need.

Calculators are **no longer** listed as extra exam materials for mathematics components. See section 5.1.7.1 for guidance on using calculators and the types of calculator candidates can use.

4.2.3 Early question papers and pre-release materials

UK For syllabuses that have early question papers or pre-release materials, you will receive this material in three ways:

- through Digital File Despatch
- through the School Support Hub
- in print (except for 0400/02; 0411/11, 12 and 13; (9–1) 0989/02; (9–1) 0994/12; 6090/02, 03; 9479/02; and 9481/02).

Find out how you will receive materials for each syllabus that has early question papers or pre-release materials at www.cambridgeinternational.org/prerelease

For Cambridge IGCSE Drama (0411 and (9–1) 0994) we send you a printed copy of the pre-release materials with your question papers for use on exam day.

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Digital File Despatch

To access early question papers and pre-release materials through Digital File Despatch, you must first submit final entries.

To find out how to access Digital File Despatch, click 'Help' at www.cambridgeinternational.org/dfd

For more information on receiving and storing materials from Digital File Despatch, see section 4.3.2.

A If you are an exams officer for a Cambridge Associate, you will have access to Digital File Despatch 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 2027 and November 2027 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 for the June 2027 and November 2027 series. To find out how to access Digital File Despatch, click 'Help' at www.cambridgeinternational.org/dfd

There are also instructions in the monthly Cambridge Exams Officer eNewsletter.



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4.3 Receiving confidential despatches

We send you question papers and exam materials before the exam period begins. The sooner you make your entries, the sooner your question paper despatch will arrive. A We send printed question papers and exam materials to Cambridge Associates who then share them with Associate Centres according to local arrangements.

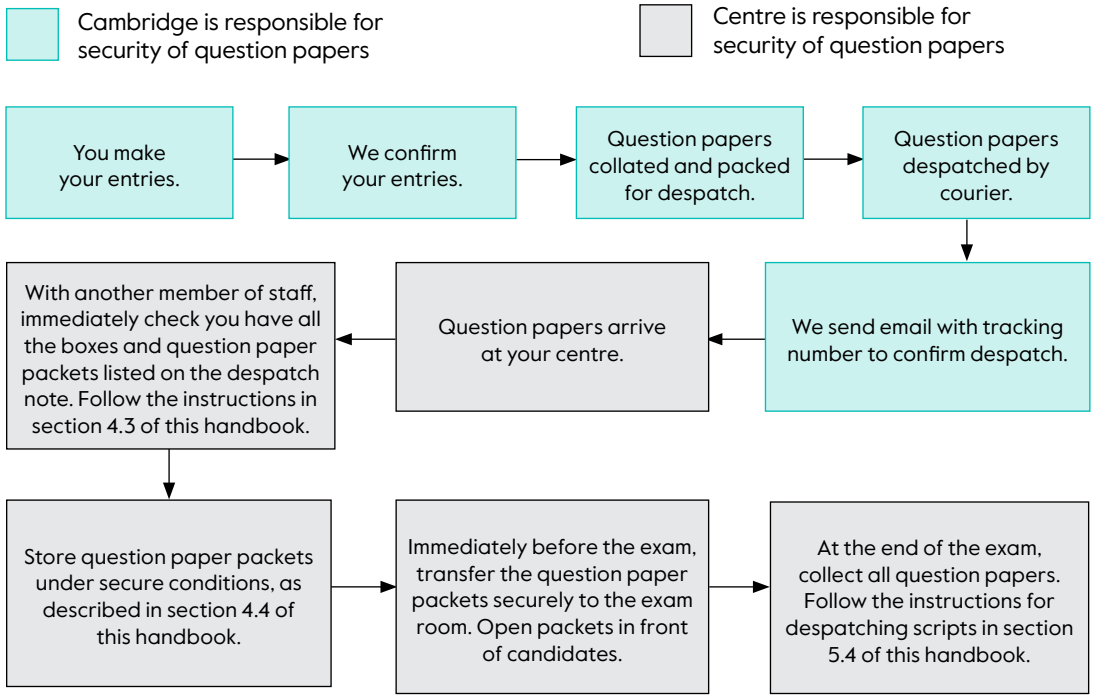
This section explains the regulations you must follow when you receive confidential materials.

BE AWARE

Be aware

We pack question papers in blue packets. Do not open these blue packets until the start of the exam. For additional security, the question papers are also packed in an inner transparent bag.

Security of question papers



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(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. If the outer packaging is damaged or opened, tell us immediately using Damaged or opened question paper packet: Before the exams – Form 3, available from www.cambridgeinternational.org/forms. 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.

It is your responsibility to pay for any outstanding customs duties, brokers' fees, local taxes, courier handling charges and other amounts payable in connection with the importation of materials. See section A14.

(b) You must check the following when a despatch arrives:

(i) that the outer box / courier packaging shows the correct centre number and address

(ii) that the correct number of boxes/packages has 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 because your centre is closed, the despatch must stay sealed and secure. **NEW** If the despatch cannot be checked until the next working day, the Head of Centre must make sure an authorised key holder is on-site that day and can access the secure room and secure container.

4.3.1 Checking the contents of a confidential despatch

The Head of Centre or exams officer must carefully check the contents of a confidential despatch. 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. You must keep the confidential materials secure during these checks until you transfer them to secure storage. See section 4.4.

You must follow the process listed below:

(a) IMPORTANT: When checking the contents of the confidential despatch, do not check the number of question papers. The blue question paper packets must stay sealed until the start of the exam. The details on the front of the label tell you how many question papers are inside.

(b) Before opening the despatch, both staff members should check for any signs of damage to the box/packet. If there is any damage to the outer packaging, photograph it before opening the despatch.

(c) After all parts of the despatch have been checked for damage, you can open the despatch. Open the box containing the despatch note first. There should be a sticker on the box to show which one contains the despatch note. If you have multiple boxes, find the box containing the despatch note. If you cannot find the despatch note in any of the boxes, tell us immediately.

(d) You can now check the contents of the despatch. This check must include:

(i) making sure you have received all the exam material listed on the despatch note

(ii) checking for any damaged or open confidential exam material.

(e) You must keep a record of this check either by:

(i) putting a tick next to the materials listed on the despatch note, or

(ii) making a list of all materials received in each delivery.

(f) The Head of Centre or exams officer, and the member of staff who witnessed the delivery being checked, must sign and date the records.

(g) You must keep the records until you receive certificates, and you must show us the records if we ask to see them.

(h) 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. It is extremely important that you telephone us if you do not receive question paper packets within two days of the timetabled exam. If you only email us, we may not be able to deal with your query quickly enough. After telephoning us, you must email us with the syllabus and component number of the missing question papers so we can upload them to you digitally.

(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) any of the question paper packets listed on the despatch note are missing

(v) the material is damaged

(vi) the seal of any question paper packet is broken or there is any sign of tampering

(vii) a question paper packet is opened before the exam

(viii) a question paper packet is opened before the exam and the transparent inner bag is also damaged

(ix) you receive damaged biology slides.

For point (iv), if any of the question paper packets listed on the despatch note are missing, immediately send us Missing question paper packet: Before the exams – Form 2, available from www.cambridgeinternational.org/forms

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For points (v) to (viii), take photos as evidence and send them to us with Damaged or opened question paper packet: Before the exams – Form 3, available from www.cambridgeinternational.org/forms. You must immediately reseal the damaged packet following the instructions in section 5.1.9.1.

(i) A Cambridge Associates must check the deliveries and tell us about any problems before sending materials to their Associate Centres. They are responsible for keeping all confidential materials secure and implementing local arrangements.

(j) Once the checks listed above are completed, you must place the confidential exam material in your secure storage.

  (i) You must put the question paper packets in timetable date and session order in your secure container. This is so you can select and remove the correct question paper packet at the time of the exam.

  (ii) You can open some confidential exam material, such as confidential instructions, in advance of the exam. Before opening any confidential exam material packet, you must follow the checks and regulations in sections 4.4 and 5.1.9.

4.3.2 Downloading and printing confidential exam materials

For exams where you need to download confidential materials from Digital File Despatch, for example, source files for ICT, IT and computer science practical tests, we email you when we have uploaded your material(s), and email you again when your materials are available to download. For listening exams/tests where you need to download confidential audio files from Global Listening, you can download and save files seven calendar days before the timetabled date of the listening exam/test. We will email to remind you to download files 24 hours before the time of the exam/test. For exams where you need non-confidential and/or pre-release materials, these are available on the School Support Hub before the exam they relate to. You must download and print them securely. Your Head of Centre is responsible for keeping the question papers and all exam content secure. You must follow these steps when downloading confidential exam materials:

Before downloading the file:

- Prepare your secure environment. The Head of Centre or exams officer must download and/or transfer all electronic files in a secure environment (for example, a private office), in the presence of another senior member of staff.
- Prepare your password(s) and any storage devices. You must keep electronic files secure at all times and any devices containing the electronic files must be password protected.

Before printing confidential exam material:

- Make sure you have enough paper and ink to print all the papers.
- Prepare your secure environment. The Head of Centre or exams officer must print confidential materials in a secure environment (for example, a private office), and 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. The relevant subject teacher(s) at your centre must not download or be present when files are downloaded or printed.

When printing the question papers:

- Use international A4-size white paper (unless you are printing on coloured paper for an access arrangement).
- Make sure question papers are clear and print them double-sided (using both sides of each piece of paper). Do not print question papers single-sided (using only one side of each piece of paper).
- Print with the scale set at 100%. Do not shrink or enlarge the question paper when you print it. If you do not print the question paper at 100%, this may impact your candidates' marks where questions are assessing accurate measuring of diagrams.
- If we have given you permission to print on coloured paper, we will upload a standard version of the question paper (unless you have requested extra modifications). You must then print the question paper onto the appropriate coloured paper.
- Some confidential materials contain maps and diagrams. Make sure their scale does not change during the printing process, and, after printing, you must check that all maps and diagrams are clear, for example, details and/or shaded areas have printed correctly and clearly.

BE AWARE

Be aware

There is a margin on each page containing the wording 'DO NOT WRITE IN THIS MARGIN'. If this wording is cut off after printing, the invigilator must tell the candidates before the start of the exam that they should not write in this margin.

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After printing the question papers or confidential exam material:

- Seal confidential materials in an envelope.
- Clearly label the envelope with the date of the exam, session (AM, PM or EV), syllabus and component.
- The staff members present should sign over the envelope seal and then place clear tape over the two signatures.
- Store the envelope securely until the exam; see section 4.4.1.

4.3.3 NEW Downloading and saving confidential listening files

Using Global Listening, you can download and save audio files seven calendar days before the timetabled date of the listening exam or test. We will email to remind you to download files 24 hours before the time of the exam/test.

(a) The exams officer, or a senior staff member who understands our exam regulations and is trained in handling exam material, must spot-check the audio file after it has been downloaded. We recommend this check is carried out directly after downloading, or as soon as possible afterwards. The staff member must not be the subject teacher for the audio file(s) being checked. You must test the audio file(s) under secure conditions so the content cannot be overheard. You must not listen to the audio file in full but check random segments of it. You must check each audio file:

- is working / has downloaded correctly
- is for the correct syllabus/component
- works on the equipment that will be used in the listening test.

(b) After you have downloaded the audio file, you can copy it onto a portable device, for example, a USB drive or laptop. Where possible, use USB drives, and save a maximum of one audio file onto each USB. If this is not possible, you can save multiple audio files to the same USB drive or laptop; however, you must save each audio file in a separate named folder on the device. If you are running an exam in more than one room, copy the relevant audio file onto multiple devices so it can be played in each room. You must always keep audio files secure and any devices containing them must be password protected as a minimum.

(c) Label each device with the following information:

(i) syllabus and component number

(ii) exam date, start time and session (AM/PM/EV).

Record in your audio file log which files have been copied, onto what type of device(s) and how many copies you have made.

(d) If you are using speakers, a PA system, an infrared headphones system or any other additional equipment during the listening test, you must make sure it is compatible with the devices your audio files are saved on, for example, a USB drive or laptop. You must test this 24 hours before the timetabled exam.

(e) Make sure your invigilators and any other members of staff involved in running exams understand how to use equipment in the exam room.

(f) To play audio files, you must only use devices and equipment that belong to your centre – you must not use personal equipment, for example, mobile phones or MP3 players. Make sure devices are fully charged or can be charged in the exam room. Mobile phones, tablets, etc. must be in 'flight mode' if used to play audio files in the exam.

(g) Once the listening test has finished and candidates have left the exam room, the exams officer or invigilator must securely store devices or media containing audio files. If audio files have been downloaded onto devices that do not belong to the centre, for example, a computer at an exam venue, the exams officer or invigilator must:

- delete the files from the device
- empty the 'deleted items' and/or 'recycling bin' folders
- check the audio files log to make sure all copies of the audio file are accounted for. Add to the log when the file was returned or deleted for every device on which the file has been stored. You must keep the audio files log until we release certificates.

A Cambridge Associates are responsible for making sure their Associate Centres maintain the security of question papers and confidential materials. Associate Centres must test listening equipment 24 hours before the exam/test.

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4.4 Storing confidential materials

You must store question papers securely in line with our regulations.

(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 and in your secure storage until the time of 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. See the Handling confidential materials poster, available from www.cambridgeinternational.org/forms, for the security regulations for each type of component. Keep confidential instructions secure at all times and do not remove them from the building. When they are not in use, put them back in your secure storage. Do not make copies of them. The Head of Centre is responsible for keeping these materials confidential and making sure 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 as audio files, 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.

4.4.1 Storing confidential materials

This section explains our regulations for storing confidential materials. You must have these two layers of security in place at all times.

(a) 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. You must store them securely until we release results.

(b) You must store exam materials and secure materials downloaded from Direct and Digital File Despatch securely until the time you need them. You must treat digital confidential materials in exactly the same way as printed materials. If you have printed them, you must store them securely with your other question papers and confidential materials. See section 4.3.2.

(c) 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.

(d) If a member of staff is involved in administering an exam 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 Declaration of interest: Entries – Form 1, available from www.cambridgeinternational.org/forms. See section 2.1.5.

You must have two layers of security to make sure your question papers and confidential materials are stored securely.

- First layer: You must store all confidential materials in a secure container.
- Second layer: You must store the container in a secure room.

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NEW Secure storage requirements



First layer of security

Question papers and other confidential material must be stored unopened in their own secure container, ideally a safe or non-portable, lockable reinforced metal container. If your secure container can be moved manually, it must be bolted to the floor or wall using tamperproof fittings. Metal containers must be fitted with enough locking bars, to prevent doors/drawers from being forced open. One external locking bar may not be enough, and external fixings must be tamperproof. Any padlocks used must be strong.

Second layer of security

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 walls and ceiling must be made of brick or concrete. Partition or 'stud' walls need extra security measures. If the room has a false ceiling / ceiling tiles, you must make sure there is no access from adjacent rooms. The room used to store the secure container should be a dedicated 'secure room' where only exam materials are stored.

Secure room doors

The door to the secure room must be solid, not hollow, and fitted with strong tamperproof hinges. Any glass panels in the door must be fitted with metal security bars, or the secure room must have an alarm system. The secure room door must be fitted with a secure locking mechanism; multiple strong locks are preferable. The secure room must be locked at all times when secure materials are stored inside and the room is unoccupied.

Do not label the secure room with any signs that show it is a secure room.

Digital or electronic locks

Digital or electronic locks must be restricted to authorised key holders only. You must make sure that the access codes and cards are issued only to the authorised key holders and are changed immediately if a key holder leaves their role or if the security is otherwise compromised. You must maintain a clear record of all authorised key holders. The lock must not automatically deactivate or default to an unlocked state in the event of a power failure or fire alarm.

Windows

Windows must have bars. Alternatively, the secure 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 secure materials are stored inside and the room is unoccupied.

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If the secure room is also used for other purposes (for example, an office), you must make sure that access to the room meets our regulations, including those relating to key holding. You must consider extra improvements to stop unauthorised access to your secure container (for example, by installing a metal cage around the container).

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. If you have a dedicated secure room alarm, you must have a process in place to respond quickly if it is activated.

Having video surveillance (for example, CCTV) inside or outside the secure storage facilities is permitted. However, where you do have video surveillance, this cannot replace or substitute any of the required aspects of secure storage detailed in section 4.4.1 of this handbook. You must make sure any installation or use of video surveillance complies with local or national laws.

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.

If you need advice on security arrangements, please contact us: info@cambridgeinternational.org

A Associate Centres should contact their Cambridge Associate. Cambridge Associates are responsible for making sure their Associate Centres maintain the security of question papers and confidential materials.

4.4.2 Chk Storing confidential materials for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint as part of the Cambridge Primary programme

If your centre is registered and approved to offer Cambridge Primary Checkpoint and/or Cambridge Lower Secondary Checkpoint only, the minimum requirement is to meet one of the two security layers detailed in section 4.4.1.

4.4.3 NEW Key holder requirements

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.

Each key holder should be able to access the exam materials independently, in case other key holders are not available for unexpected reasons. The Head of Centre may require key-holding responsibilities to be temporarily delegated to another suitably trained person. This may be required to cover sickness or other absences and should be appropriately recorded by the centre.

Only authorised key holders can access the secure room. Where this is not possible (for example, if an office is used), anyone going into the room must be supervised by an authorised key holder at all times. Access to the secure container must be limited to authorised key holders only. 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.

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Extra guidance

Find support at www.cambridgeinternational.org/beforetheexams

- Our 'How to receive, check and store confidential materials' video explains what you need to do when your question papers arrive. It shows examples of storage facilities so you can check that your secure container and room meet our regulations.
- 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, available from www.cambridgeinternational.org/forms, 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.

4.5 Preparing the exam room

You must follow these regulations when you prepare the exam room.
This includes exam rooms for practical exams, for example, 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
- date
- start and finish time of each exam
- syllabus name and number, and component code of each exam.

You must make sure all candidates can read this information. You may need to display this information in multiple places. If you display this information digitally, you must have a plan for how to display it in the case of a technical failure.

(d) You must have access to sections 4 and 5 and the 'Key Times and Full Centre Supervision' section of this handbook in each exam room. These can be electronic copies; however, candidates must not have access to any devices, in accordance with our regulations in section 5.1.8.2. Alternatively, we have produced an abridged version of sections 4 and 5 and the Key Times and Full Centre Supervision section for centres to print out, available from www.cambridgeinternational.org/eoguide

4.5.2.1 Clock

All candidates in the exam room must be able to directly see a reliable clock. This can be either an analogue or digital clock. If you need several clocks in large rooms, they must all show exactly the same time.

For candidates using a computer, you must check that the time on each computer is correct.

4.5.2.2 UK Notice to candidates and Candidate warning posters

You must display the Notice to candidates and Candidate warning posters inside and outside the exam room for all exams, including speaking and listening tests. We recommend you print the posters as close to 42.0 × 59.4 cm as possible. We 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.

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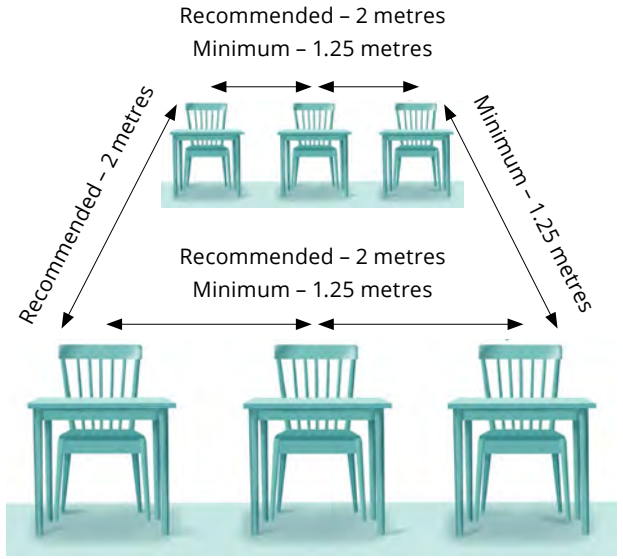
4.5.3 Seating arrangements

4.5.3.1 Distance between candidates

Maximising the distance between candidates is essential to help prevent malpractice in the exam.

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). When measuring this distance, you must pull each chair out from under the desk as if a candidate were sitting in the chair.

Use the exam room space to its full potential to achieve greater distances where possible. We recommend a distance of 2 metres in all directions from the centre of one candidate's chair to the centre of another's, where it can be achieved. Inspectors will expect to see you using your space in the most effective way.



For multiple-choice papers, if candidates are spaced 1.25 metres apart, they 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 candidates
- alternate rows of candidates taking different exams
- use extra invigilators.

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.

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.

You can contact us or your Cambridge Associate for advice.

4.5.3.2 Written exams

(a) All candidates must face the same direction.

(b) Candidates must sit in candidate number order, with candidate numbers or index numbers on each desk, except where variation is needed to support candidates with access arrangements.

(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 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. We will not consider applications for special consideration on the basis that candidates were disturbed by the administration of another exam in the room.

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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 and whether it is safe to have an invigilator in a separate room with them. If they take the exam, all exam regulations must be followed in the separate room. See sections A4 and A5 of 'Centre and Cambridge Associate responsibilities'.

(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 and type 'soiled scripts' into the search box.

4.5.3.4 Seating plan

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.

You must check and, if necessary, update your seating plan during each exam. You must then sign the seating plan to confirm it is accurate. You should not sign the seating plan before the exam.

You must keep a signed record of each seating plan. We may ask to see your seating plans at any time until you receive certificates. See section 5.1.5 for more information and an example of a seating plan.

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

4.6 Invigilator requirements

4.6.1 Invigilator duties

(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 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 decide who is a suitable invigilator. Invigilators must be adults who have been properly trained and have relevant experience. **NEW** Private tutors for Cambridge qualifications cannot act as invigilators in exams related to that tuition.

(c) The Head of Centre must make sure all invigilators know what is expected of them and are fully briefed and regularly trained. You are responsible for training your invigilators before the exam, even if they are experienced. You should train invigilators before each exam series for which your centre makes entries, or a minimum of once a year. You must keep a record of this training until you receive certificates. This record must include a signed attendance register of all invigilators who attended/completed the training, and the materials used to conduct the training. You can find template invigilation training records and presentations here: www.cambridgeinternational.org/training-invigilators

(d) You must have access to sections 4 and 5 and the 'Key Times and Full Centre Supervision' section of this handbook in each exam room. These can be electronic copies; however, candidates must not have access to any devices, in accordance with our regulations in section 5.1.8.2. Alternatively, we have produced an abridged version of sections 4 and 5 and the Key Times and Full Centre Supervision section for centres to print out, available from www.cambridgeinternational.org/eoguide

(e) Invigilators must:

- understand the regulations in sections 4 and 5 of this 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 posters
- 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:

- prompt or help candidates with answers in an exam
- tell candidates which questions to answer in an exam, when to move on to the next question, or the order in which to answer them
- explain or clarify the meaning of words in the exam
- point out any errors in candidates' work
- read questions to candidates, or act as a scribe or practical assistant
- do any other task not related to the exam (for example, marking) in the exam room.

This is not a complete list.

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(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.

4.6.2 Invigilator ratios and numbers

(a) **NEW** You must have a contingency plan in place to make sure the correct ratio of invigilators to candidates is maintained if an unexpected situation occurs (for example, if an invigilator becomes ill).

(b) 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.

(c) 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.

(d) A teacher who has prepared the candidates for the exam must not be the only invigilator at any time. 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.

(e) 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 and (9–1) 0983)
- Cambridge International AS & A Level Information Technology (9626)
- Cambridge International AS & A Level Computer Science (9618).

NEW For all our art & design syllabuses, see section 5.7.6.2.

(f) For practical exams where we require a supervisor, the supervisor must not be counted as an invigilator.

(g) For listening exams, a member of staff who understands the language of the test should be there to deal with any technical problems. Do not count them as an invigilator.

(h) In exams where questions or passages must be read to candidates, an invigilator must be there as well as the reader.

(i) 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.

(j) Invigilators can be supervisors for Full Centre Supervision.

4.6.3 Invigilator suitability

(a) 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 Declaration of interest: Entries – Form 1, available from www.cambridgeinternational.org/forms, before the exams. See section 2.1.5.

(b) A reader, scribe or practical assistant cannot also be an invigilator for the same exam.

Extra guidance

Download our training presentation 'Invigilating Cambridge exams' from www.cambridgeinternational.org/training-invigilators. You can adapt it to train your invigilators or simply read it to refresh your memory.

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Section 5: Exam day

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5.1 UK At the beginning of the exam

Candidates must take their exams on the scheduled day, as shown on the final timetable. 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

Access free training that focuses on our regulations and how to administer exams at: www.cambridgeinternational.org/learningarea. See the Cambridge Exams Officer eNewsletter and section 1.1.15 of this handbook for more information. Find support 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 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. Identity checks must be respectful of religious customs and comply with relevant local laws.

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 already taking their exam.

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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 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. If you do not receive the attendance register for an exam, use the Supplementary attendance register: Exam day – Form 1, available from www.cambridgeinternational.org/forms. 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 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 and store them securely. 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 Additional exam rooms

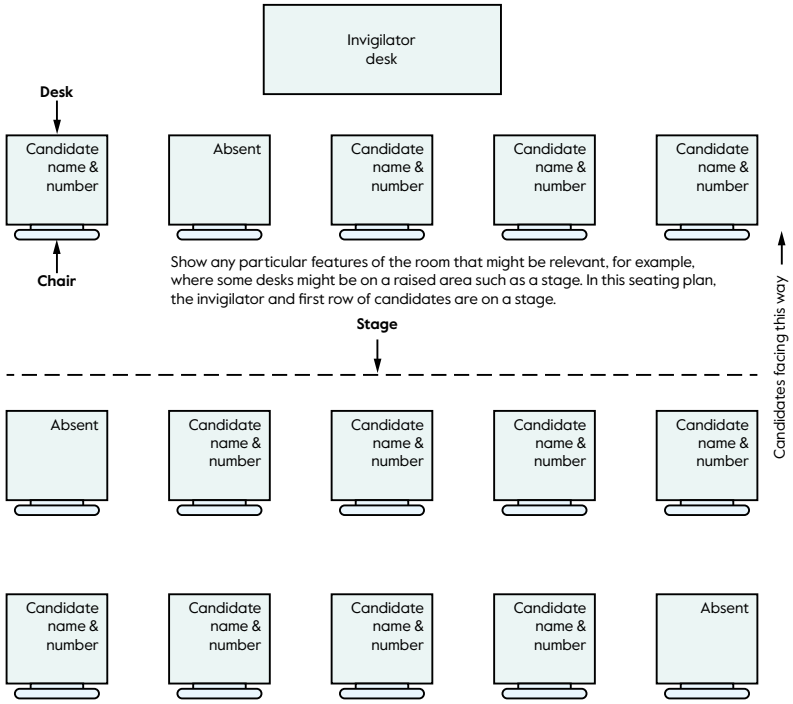
If you are unable to fit all candidates sitting a certain component into one exam room, you can use one or more additional exam rooms. You do not need to tell us. You must set up any additional exam rooms in the same way as your main exam room. See sections 5.1.5, 5.1.9 and 5.3.1(f) for more information.

5.1.5 Seating plan

Before each exam, you must produce a seating plan 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 candidates faced. During each exam, you must check your seating plan is accurate and update it if necessary. You must then sign the seating plan to confirm it is accurate. You should not sign the seating plan before the exam. You should not produce a seating plan after the exam has finished.

Example seating plan

Show the direction candidates are facing by including position of chairs or an arrow.
Show where candidates are sitting by marking names and candidate numbers on each desk.



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You must keep signed records of the seating plan for each exam session. We may ask to see the seating plan and invigilation records at any time until you receive certificates.

5.1.6 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. If you do not have enough spare question papers for each relevant component, email info@cambridgeinternational.org immediately
- you add them to the attendance register for each component they take. Once they have finished all the components for the entry, send Reporting an unauthorised entry: Exam day – Form 12, available from www.cambridgeinternational.org/forms, to us or to your Cambridge Associate straight away
- you can identify the candidate; see section 5.1.1.

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.

See the fees lists in the 'My Messages' section of Direct. If you are a Cambridge Early Years Centre or Cambridge International School – registered as online, we send the fees lists to you.

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.

5.1.7 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) 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.

The 'Additional materials' section on the front covers of question papers says: 'You will need:'. This lists what the candidates need, and includes items we provide, such as an answer booklet, insert or map. It also includes the extra exam materials that you need to provide to candidates as well as the standard materials that candidates need. It is your responsibility to make sure all texts and materials you provide to candidates are lawfully acquired and used in accordance with the relevant intellectual property laws.

Calculators are no longer listed as extra exam materials for the mathematics components. See section 5.1.7.1 for guidance on using calculators and what types of calculator can be used.

We send continuation booklets in your pre-exam despatch for candidates who run out of space in the answer booklets. You can print Supplementary answer booklet: Exam day – Form 13, available from www.cambridgeinternational.org/forms, for any candidates who run out of space in the continuation booklet. Where we have not provided continuation booklets, give your candidates additional sheets of A4 lined paper if needed.

The invigilator must only give specified items to candidates. Centres can also provide items such as pens, pencils, drawing instruments and erasers.

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For multiple-choice tests, we provide individual pre-printed answer sheets for each candidate. The invigilator must make sure each answer sheet is given to the correct candidate and that it is for the right syllabus and component.
If you do not receive these in time for the exam, you can download and print electronic copies of supplementary multiple-choice answer sheets from our website. See Supplementary multiple-choice answer sheet: Exam day – Form 2a, available from www.cambridgeinternational.org/forms. For modern foreign language exams, there are different answer sheets for different syllabuses. See www.cambridgeinternational.org/multiple-choice

Candidates must:

- 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
- correction fluid or correction 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.

5.1.7.1 NEW Calculators

Candidates are allowed to use a calculator in the exam unless the syllabus or front of the question paper states they cannot. See page 2 of the additional exam materials list (www.cambridgeinternational.org/database) for a list of mathematics components where calculators are not allowed.

Calculators may be provided by either your centre or the candidate.

(a) Invigilators:

- must check a sample of candidates' calculators, including any covers or cases that cannot be removed, to make sure they do not contain unauthorised information and meet our regulations below. They must complete these checks before the start of the exam
- may provide a replacement calculator if the centre has one.

(b) Calculators must be:

- a suitable size
- in good working order
- silent, with a visual display only
- cleared of 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.

Programmable calculators are acceptable.

(c) Calculators must not:

- have calculator cases (unless they cannot be removed), instruction leaflets or any instructions or formulae printed on the lid or cover of the calculator, or similar
- be loaned to, or borrowed from, other candidates during the exam for any reason
- have 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 and/or symbolic differentiation or integration (output must be numeric not algebraic)
  - remote communication.

(d) We will not give the candidate special consideration for a calculator fault.

We do not recommend any particular brand of calculator.

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5.1.7.2 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, not the meaning or definition of the word.

Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

We allow simple translation dictionaries in science and mathematics tests. We do not allow them in English or English as a second language tests.

5.1.7.3 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.

5.1.7.4 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.

5.1.7.5 Geography papers

Where a map is part of a question paper, candidates can use string if they want to. Candidates must not use a magnifying glass unless they have a visual impairment (see section 1.3.5.13).

5.1.8 Authorised and unauthorised materials

5.1.8.1 Authorised materials

(a) In addition to stationery, materials and equipment in section 5.1.7, 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 allow this, they must make sure candidates follow our regulations on packaging and labelling (see below) and that other candidates are not disturbed.

5.1.8.2 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.

Unauthorised materials also include those that put the health and safety of others at risk. Here are examples of unauthorised materials:

- watches
- electronic devices with data storage and/or communication capabilities by any method, for example, mobile phones, cameras, e-readers, Bluetooth headsets, earphones or earbuds, 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)
- weapons of any kind.

This list does not include every possible item.

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Use your judgement by asking yourself whether the item potentially allows a candidate to hide or access information in the exam room or areas accessed by a candidate during an exam, including washrooms.

(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. If you find a candidate in possession of unauthorised material, you must remove it from the candidate and tell us using Suspected candidate malpractice report: Exam day – Form 9d, available from www.cambridgeinternational.org/forms. The candidate should be allowed to complete the exam. See section 5.6 for further details.

(e) You must contact us if candidates need medical devices in the exam room. See section 1.3.5.6.

BE AWARE

Be aware

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.

We encourage all centres to use metal detectors to screen candidates before they enter the exam room or re-enter the room while the exam is in progress. This security measure helps stop candidates taking unauthorised electronic devices into the exam room. You can use a handheld metal detector or 'wand' or a metal detector gateway to screen candidates. Where possible, we also encourage centres to use handheld metal detectors to check washrooms before and during the exams for concealed communication devices.

5.1.9 Starting the exam

An exam is in progress from the time candidates enter the room until all scripts are collected.

- You must collect the blue question paper packets from the secure storage on the day of the exam, as close to the start of the exam as possible. Once these are removed from secure storage, they must not be left unattended at any time.
- When the candidates are seated, two members of staff must check they have the correct blue question paper packet before opening it.
- Before opening the packet, two members of staff must check it is undamaged. They must also check the details on the label. This includes checking the centre number, exam date, session, subject title, syllabus and component number.
- When the blue question paper packet is opened, the front cover of the question paper will be visible through the transparent inner bag. Two members of staff must check again that the subject and component are correct. They should also check that the inner packet has not been opened and is undamaged before opening it.
- When these checks are complete, the inner transparent bag can be opened and the question papers handed out to candidates.
- If you find you do not have enough question papers, you must contact us immediately. If this is due to unauthorised entries and you do not have enough question papers, you should not allow the additional candidates to sit the exam. You must not photocopy, photograph or share any of the contents of the confidential exam material to make copies. This may be considered centre staff malpractice.
- 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 candidates enter the room. If you do this, do not leave question papers unattended at any time. You must make sure 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, available from www.cambridgeinternational.org/runningexams. 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.

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- Tell candidates to write their name, candidate number and centre number on any work they want to hand in. For listening tests, make sure candidates are given time to do this before the invigilator plays the audio file.
- You must tell candidates about any erratum notices.
- Unauthorised people who do not have a designated role in running the exam must not enter the exam room and must not have access to confidential materials in the exam room.

5.1.9.1 Opening the wrong question paper packet

If you open the wrong blue question paper packet by mistake, do not open the transparent inner bag and do not give the question papers to candidates. Tell your Head of Centre and send us Question paper packet opened in error: Exam day – Form 11, available from www.cambridgeinternational.org/forms, 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 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 was opened
- who has had access to the question paper since it was 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.

5.1.10 Late arrivals

A candidate is a 'late arrival' if they arrive after one or both of the options below:

- after an exam has started
- after a period of Full Centre Supervision has started.

5.1.10.1 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 of this handbook.

(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.

5.1.10.2 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 of this handbook.

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(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 5.1.10.2(e))
- we will mark their answer script
- we may not accept their script however, and they may get 'NO RESULT' / 'X' 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 Late arrivals: Exam day – Form 3, available from www.cambridgeinternational.org/forms, 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.

(f) We will review your late arrival notification and decide if we can accept the candidate's script, based on the extent of any opportunity the candidate had to gain an unfair advantage.

5.1.10.3 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.

5.1.10.4 Candidate arrives late for a timetabled listening exam

Follow the relevant regulations in sections 5.1.10.1 to 5.1.10.3. 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 late candidate separately in line with our regulations. See the 'Key Times and Full Centre Supervision' section. You can then start the audio file from the beginning for the late candidate.
- Alternatively, the candidate can take the exam in a separate room with a separate invigilator. This room must meet our regulations in section 4.5.

5.1.10.5 Candidate arrives late for an assessment where we do not apply Key Times 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 3.4.9.

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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. They must not communicate with anyone until a member of centre staff meets them. They must not use electronic devices. Share our 'Late arrivals – what happens when a candidate is late to an exam?' document, available from www.cambridgeinternational.org/runningexams, with candidates so they know what is expected of them if they arrive late.

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5.2 During the exam

5.2.1 Supervising the candidates

Invigilators must supervise candidates throughout the whole exam and give full attention to this at all times. They must not read 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 and must not help candidates with answers.

5.2.3 Leaving the room while the exam is in progress

If candidates need to use the washroom during the exam, a member of staff must accompany them. 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 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 finishes their exam early and wants to leave the exam room and not return, the following regulations apply:

- Before any candidate leaves the exam room, you must collect their answer script and question paper. See section 5.3.1.
- 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 5.3.2.
- 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 5.3.2.

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 Possible problem with the exam

If a candidate identifies a possible problem with the exam, such as a suspected error on the question paper for which we have not issued an erratum, the invigilator must tell the candidate to answer the question as printed. Centre staff must not attempt to correct any suspected error. To report the possible problem after the exam, email Comments on the exam: Exam day – Form 8, available from www.cambridgeinternational.org/forms, to info@cambridgeinternational.org.

5.2.6 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 return to the exam room and before the exam restarts, mark on their 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.

5.2.7 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, available from www.cambridgeinternational.org/runningexams. If you use your own script instead, you must include the content of our document. You must read out all instructions in English.

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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.

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Multiple-choice answer sheets for foreign language and English (as an additional language and as a second language) listening and reading exams

Candidates taking the following syllabuses and components submit their answers on a multiple-choice answer sheet. They do not submit them on the question paper. This includes the listening and reading components for some syllabuses.

- Cambridge IGCSE:
  - English (as an Additional Language) (0472/01 and (9–1) 0772/01)
  - English as a Second Language (Speaking Endorsement) (0510/02 and (9–1) 0993/02)
  - English as a Second Language (0511/02 and (9–1) 0991/02)
  - French (0520/01 and (9–1) 7156/01)
  - German (0525/01 and (9–1) 7159/01)
  - Spanish (0530/01 and (9–1) 7160/01)
  - Italian (0535/01 and (9–1) 7164/01)
  - Arabic (0544/01)
  - Malay (0546/01)
  - Mandarin Chinese (0547/01)
  - **NEW** Hindi as a Second Language (0549/02).
- Cambridge IGCSE Core:
  - English as a Second Language (0465/02).
- Cambridge International AS Level:
  - Spanish Language (8022/01, 02)
  - German Language (8027/01, 02)
  - French Language (8028/01, 02)
  - Chinese Language (8238/01, 02).

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- Cambridge International A Level:
  - Spanish Language & Literature (9844/01)
  - **NEW** Urdu Language & Literature (9866/01)
  - Chinese Language & Literature (9868/01)
  - German Language & Literature (9897/01)
  - French Language & Literature (9898/01).

Important: At the end of the listening test, candidates have six minutes to transfer their answers from the question paper onto the multiple-choice answer sheet.

There is more information about multiple-choice answer sheets on our website, including a sample you can share with your teaching colleagues, candidates and invigilators so they know what to expect on exam day: www.cambridgeinternational.org/multiple-choice

For candidates taking Cambridge IGCSE Arabic (0544/01), the answer options on the question paper are listed from right to left on the page. However, the answer options on the generic multiple-choice answer sheet are listed from left to right. Make sure your candidates know this before the exam, and understand how to complete the multiple-choice answer sheet correctly.

Do not return the question papers to us. You must return the multiple-choice answer sheets in the script packet envelope provided. See section 5.4 for instructions on packing and sending scripts.

Where component '01' is mentioned, it includes all variants of component '01' where applicable, for example, 11, 12, 13.

Where component '02' is mentioned, it includes all variants of component '02' where applicable, for example, 21, 22, 23.

For more information and to see a sample multiple-choice answer sheet, go to www.cambridgeinternational.org/multiple-choice

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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, available from www.cambridgeinternational.org/runningexams

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 5.1.10), they should stop writing after the extra time.

5.3.1 The end of the exam

(a) Candidates must stay under exam conditions and in the exam room until the invigilator says they can leave.

(b) 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.

(c) 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. If possible, keep candidates in the room until you have either sealed the script packet in the main exam room or placed the scripts into envelopes in the smaller exam rooms.

(d) 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.

(e) Invigilators must:
- sort answer scripts into the order on the attendance register (candidate number order). Scripts for absent candidates must not be included
- check they have all the answer scripts and that candidates have used correct centre and candidate numbers
- place answer scripts and any relevant access arrangement cover sheets in the script packet straight away, seal it in the exam room and then immediately give the answer scripts to the person responsible for sending them to us.

(f) 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. The answer scripts must be sealed in the script packet in one of the exam rooms.

(g) **NEW** If any candidates taking the exam are using extra time and you have timetabled their exam to finish later than the rest of the candidates, invigilators should place any scripts for candidates who have finished the exam in an envelope. This does not need to be sealed. You must keep the script packet secure at all times. Once all candidates have finished the exam, you must seal the answer scripts in the script packet in one of the exam rooms. You must comply with our Key Times and Full Centre Supervision regulations at all times.

(h) You must store answer scripts in your secure storage until you send them to us.

(i) 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.

(j) 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

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. Candidates must not discuss the contents of a question paper or other confidential material, such as speaking test topics, with any other candidate until either the Key Time or end of the assessment window has passed. If they do, this may be considered malpractice (see section 5.6.1). You must apply the 24-hour rule to keep question papers and their contents secure.

All unused question papers, answer booklets and any other confidential exam material must be stored in your approved secure storage until at least 24 hours after the end of the exam or Key Time, whichever is later. **NEW** Audio files for listening tests must be deleted immediately after the exam. After this time, you can dispose of the unused question papers or return them to candidates / centre staff in line with section L2, excluding audio files for listening tests. However, it is important you do not share question papers or other confidential materials with anyone outside your centre. These materials must not be uploaded to publicly accessible platforms, social media or chat groups. They may be stored in shared or cloud-based systems (such as Google Classroom or similar), provided that access to such systems is strictly limited to authorised staff and students within your centre.

You must store all empty question paper packets in your approved secure storage until you receive certificates. We may need them to investigate suspected malpractice.

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Practical tests for Cambridge International AS & A Level Information Technology (9626) and Cambridge International AS & A Level Computer Science (9618)

You must collect all question papers at the end of the test. Store them securely until 24 hours after the end of the test window. After this time, you can dispose of the question papers or return them to candidates / centre staff.

Practical tests for Cambridge IGCSE ICT (0417) and Cambridge IGCSE ICT (9–1) (0983)

You must collect all question papers at the end of the test. Store them securely until 24 hours after the end of the test window. After this time, you can dispose of the question papers or return them to candidates / centre staff.

Chk **Question papers for Cambridge Primary Checkpoint, Cambridge Lower Secondary Checkpoint and speaking tests**

You must securely store all unused question papers for these exams until at least 24 hours after the end of the test day. After this time, you can dispose of the unused question papers or return them to candidates / centre staff.

5.4 UK Packing and sending scripts

You must send exam scripts to us as soon as possible after the exam has finished, preferably on the same day. This is to make sure marking and grading are not delayed and that we can release results on time.

Chk You must follow these regulations for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint test scripts.

- If you cannot return scripts on the same day (for example, because of a limited or restricted courier service), you must send them within the next five working days.
- If you do not send scripts back to us on the day of the exam, or within five working days after the exam, we consider them to be late. For late scripts, we cannot guarantee results will be released on time. We may not accept late scripts and we may issue a 'NO RESULT' (X grade) on candidates' certificates.
- You must pack scripts using the correct packaging and bar-coded labels.
- Do not send any unused question papers, answer scripts or continuation booklets. If a candidate was absent, you must not send the unused script back to us. For multiple-choice exams, you must return all multiple-choice answer sheets, including those for absent or withdrawn candidates.
- You must return your scripts at your cost using a reputable courier with a tracking facility. Use an express service to return scripts to us. Keep a record of the contents of each consignment you send, and the courier and tracking information. Only use air freight for very large consignments of scripts. If you do this, contact Customer Support for instructions.
- 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.

Keep your scripts in your secure storage before sending them. Remember that candidates' answer scripts are confidential. Nobody should read or photocopy them before you send them to us.

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 3.5. For instructions on submitting Cambridge Global Perspectives work, see section 3.6.

We have changed the script packet return envelopes from plastic bags to brown paper bags. If you have plastic script packets left over from a previous series, you can still use these to return scripts to us. We have carried out rigorous testing with the paper bags to make sure question papers are still secure in the new packaging. You must also follow the regulations in section 5.4.1.

5.4.1 Packing scripts

We provide materials for packing, labelling and sending scripts: attendance registers, script packets, bar-coded labels and courier labels.

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 Supplementary attendance register: Exam day – Form 1, available from www.cambridgeinternational.org/forms

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 Access arrangements cover sheet: Exam day – Form 4, available from www.cambridgeinternational.org/forms, to the front of the script using a treasury tag or string, not paper clips or staples.

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4 Place the scripts and 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 Special consideration: Exam day – Form 7, available in the 'Support Materials' section of Direct.

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 that 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.
- You must never tape script packets together that contain different components.
- 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.
- Chk For each component of Cambridge Primary Checkpoint and Cambridge 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. The script packets do not include a box for the candidate number range, but it is helpful for the distribution centre if you include this information. Do not attach a bar-coded label and write details on the packet. You should only write on the packet if you do not have a bar-coded label.
  See www.cambridgeinternational.org/barcode-to-script for guidance on attaching bar-coded labels to script packets.

6 Place your packets in strong and suitable outer packaging:

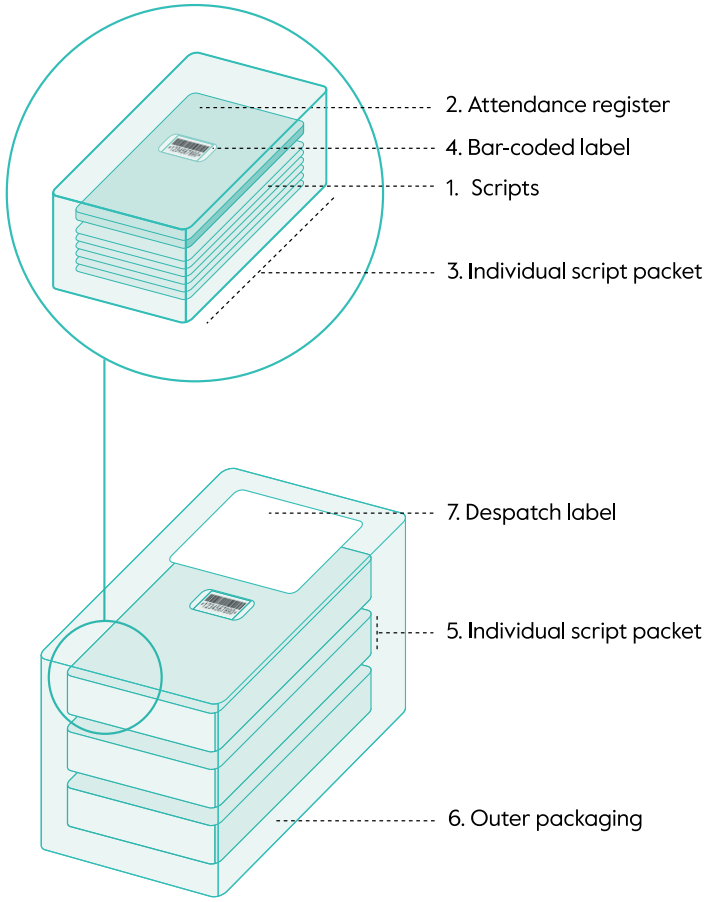
- You can send script packets for different components in the same outer packaging.
- As a precaution, do not send scripts for all components of the same syllabus in the same outer packaging.
- Make sure the contents are secure so they do not get lost or damaged.
- Each package must not weigh more than 15 kg.
- If you send several script packets for different components together, make sure the packets are separate within the outer packaging and that all packets have the correct labels.

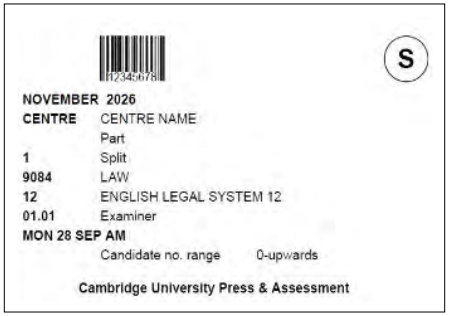
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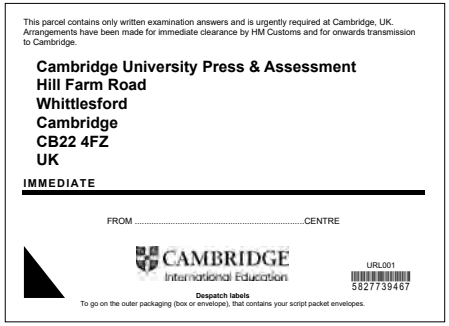
7 Attach the Script despatch label: Exam day – Label 1 provided in the pre-exam despatch to the outer packaging. Download extra labels at www.cambridgeinternational.org/forms

If you do not receive labels and cannot download them from our website, use this address:

Cambridge International Education
Cambridge University Press & Assessment
Hill Farm Road
Whittlesford
Cambridge CB22 4FZ
United Kingdom

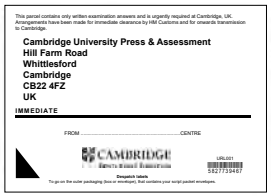


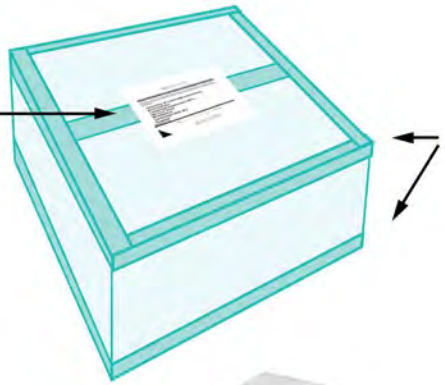




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Use the despatch label provided.





Make sure corners are secure; use extra packing tape if necessary.



Do not send script packets without any outer packaging.



Make sure your outer packaging is secure.



Please make sure that your outer packaging does not weigh more than 15 kg.

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.

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5.4.2 Sending scripts

A 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.

5.5 Special consideration

Special consideration is a change we make to a candidate's mark after an exam. This will be because something unexpected and adverse 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 the candidate's control.
- The candidate had been fully prepared for the exam and covered the whole course.

You should not apply for 'Candidate present for the assessment but disadvantaged' or 'Candidate absent for an acceptable reason' until after the exam. At this point, you will be able to confirm how the candidate was affected by adverse circumstances or the reason for their absence.

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. Read this section before you apply for special consideration.

BE AWARE

Be aware

Apply for special consideration no later than seven days after the last exam of the syllabus in the exam series affected.

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5.5.1 Special consideration principles

(a) We assess all candidates using 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.

(e) Centres are responsible for the conduct and administration of our assessments. Centre error is usually an unacceptable reason for special consideration; this includes, for example, making incorrect entries and providing incorrect exam timetables.

5.5.2 Candidate present for the assessment but disadvantaged

(a) We will normally give special consideration by applying a tariff (a small percentage of additional marks) to an affected component.

(b) The size of the tariff 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/guardians.

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 must:

  (i) have covered the whole course

  (ii) have completed 15% 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 if a candidate has not completed any A Level components (A2 Level components) in the exam series.

(d) We cannot calculate an assessed mark for any component that does not have a weighting, for example, some endorsed components.

(e) If a candidate is absent for a non-coursework test and recovers before the end of the test date window, you must ask us if they can take it at another time within the test date window. See section 3.3.10.

(f) Where a candidate has a valid mark in the same series for an optional component that can be used to give a syllabus result, we prioritise this over calculating an assessed mark for other optional components.

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 that result in loss of teaching and/or 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) candidates are disturbed by expected exam noise, for example, other candidates writing or typing, the administration of another exam in the room

(f) the consequences of committing a crime or being charged with an offence. A retrospective application for special consideration may be considered if the charge is dropped or the candidate is found not guilty

(g) the consequences of taking alcohol or any other non-prescribed drugs

(h) the consequences of disobeying your internal regulations

(i) not preparing candidates properly for the exam for any reason. See section 5.5.8(c)

(j) **NEW** staff shortages, building work, lack of facilities, or planned centre closures, except in some exceptional cases where we have agreed an alternative venue cannot be used

(k) misreading the question paper instructions and answering the wrong questions

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(l) making personal arrangements that conflict with the exam timetable

(m) submitting no coursework, unless coursework is scheduled for a restricted period of time, rather than during the course

(n) not covering the course because the candidate joined part way through

(o) permanent disability, unless a change in condition further affects the candidate at the time of the assessment

(p) not processing access arrangements, alternative venue arrangements and timetable deviations by the deadlines, unless there is a good reason

(q) misreading the timetable and/or not attending at the right time and place

(r) participating in local, national or international events, for example, sport or conferences, except in some cases where a candidate is representing their country at an international level for a sport or academic event at short notice and an alternative venue or timetable deviation has not been possible

(s) equipment failure where suitable precautions were not in place, including word processors/computers not connected to mains electricity and science practical equipment not checked before exams

(t) technical issues or errors caused by faulty software or hardware during ICT, IT and computer science practical tests.

5.5.5 Shortfall in coursework

(a) If a candidate has not produced enough coursework due to an unexpected illness, injury or other misfortune, we may be able to accept a reduced amount. We will consider three scenarios:

1. The candidate has completed at least 50% of the coursework. They do not need to have met all the coursework assessment objectives.
2. The candidate has completed at least 25% of the coursework and met all the coursework assessment objectives.
3. For coursework components where candidates physically perform or create their work, such as physical education, music and design & technology, we may agree to calculate an assessed mark where they have completed less than 25% of the coursework. For these situations, we will require strong justification and evidence of need.

(b) You should contact us as soon as you become aware of the shortfall in coursework so we can provide further guidance.

(c) When you apply, tell us how much of the coursework the candidate has completed overall and provide a breakdown of marks across the assessment objectives. Candidates should always attempt to finish the coursework. We may advise an extension or alternative arrangements, where appropriate.

(d) We will not give special consideration to allow for your individual teaching arrangements.

(e) **NEW** Performance-based components (including PE): Where possible, you should consider adapted activities that allow the candidate to meet the assessment objectives. If the situation arises too close to the submission deadline to make reasonable adaptations for the candidate, you should apply for special consideration for coursework (shortfall).

For PE shortfalls, submit Special consideration (shortfall in coursework): Coursework and moderation – Form 2, available from Direct, and complete Section E: Physical Education syllabuses only. Centres do not need to design or suggest adaptations as part of the shortfall application.

(f) **NEW** Coursework complete but disadvantaged: If a candidate has completed all the coursework but was disadvantaged by circumstances beyond their control at the time of production, apply under section 5.5.2 (Candidate present for the assessment but disadvantaged). We will decide whether to apply a tariff or, where relevant evidence is missing or unusable, to consider the case under this section (Shortfall in coursework).

5.5.6 Lost or damaged coursework

(a) If a candidate's work is lost or damaged, you must notify us as soon as possible using Special consideration (Lost coursework): Coursework and moderation – Form 3, available from Direct, and explain:

- how the coursework was lost or damaged
- how much of the coursework was lost or damaged
- any actions you have taken to recover the work
- whether the candidate's work was marked before it was lost or damaged.

(b) **NEW** If the coursework submission deadline has not passed, we may ask the candidate to produce as much replacement work as is reasonably possible, considering the nature of the coursework and the time available. We may allow a coursework extension.

(c) **NEW** We may make an adjustment to a candidate's mark if:

- the loss or damage was unintentional
- you have taken reasonable steps to try to recover and/or reconstruct the work (where possible)
- you can confirm that the work was authenticated and supervised as per the regulations in sections 3.2.3 and 3.2.4
- you can provide evidence that the work was completed (for example, teacher records, drafts, digital logs or other supporting documentation).

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5.5.7 Coursework extensions

(a) You can apply for an extension to the deadline for us to receive coursework marks and/or samples.

(b) **NEW** We will only consider requests in exceptional circumstances beyond your control.

(c) Submit your request before the coursework deadline.

(d) **NEW** Tell us:

- whether the request covers marks, samples or both
- the length requested (in calendar days)
- the reason for the request.

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 unpredictable or unplanned cases, for example, earthquakes, war or epidemics, we may consider, at our discretion, accepting alternative forms of evidence of candidate attainment.

(c) If a syllabus lists set works (for example, set texts in a literature syllabus) and you prepare candidates for the wrong work, special consideration may be given at our discretion. We will only consider cases where:

- there is evidence that candidates were 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.

However, we will consider each application separately and there is no guarantee that a candidate will receive special consideration if a centre has prepared them for the wrong work. The Head of Centre must make sure candidates are taught the correct works.

(d) If exceptional and unforeseen circumstances beyond a candidate's control make it impossible for them to meet the regulations for their qualification, contact us for further information.

5.5.9 Applying for special consideration

(a) You must only apply for special consideration if the Head of Centre fully supports it.

(b) 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.

(c) You must submit applications within seven days of the last exam in the series of the syllabus affected. If you become aware of a candidate's circumstances after the seven days, continue to submit the application for our review, otherwise late applications may not be considered.

(d) We may not consider your application if you do not send us the right information.

(e) 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 produced by a friend or relative.

(f) If you use Direct, you must check your account for the outcome.

(g) **NEW** Cambridge International Schools must use Special Considerations Online via Direct. Visit www.cambridgeinternational.org/direct, log in and go to the 'Special consideration' area.

Associate Centres must apply for special consideration using Special consideration: Exam day – Form 7, not Direct. They should download the form from the 'Support Materials' section of Direct and send it to their Cambridge Associate. The Cambridge Associate must check the form and email it to us within seven days of the last exam of the syllabus affected.

(h) **NEW** You must not submit duplicate applications or include multiple candidates on one application where the reason is different.

(i) **NEW** You must tell candidates the outcome of the application.

Important dates

You can make applications in Direct from these dates:

- June series: 1 March 2027
- November series: 1 September 2027

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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

Find our guide to applying for special consideration in the 'Help' section of the 'Special consideration' area of Direct.

5.5.10 Appeals against special consideration decisions

To appeal against an outcome, see section 7.4.

5.5.11 Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint

You cannot apply for special consideration for Cambridge Primary Checkpoint and Cambridge 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 they become aware of or that is reported to them.

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 or accessing them during the exam. See section 5.1.8.2
- disruptive behaviour in the exam room (including talking or attempting to talk to other candidates and/or using offensive language)
- copying from another candidate
- collusion
- plagiarism: not giving sources and/or submitting another person's work as their own
- looking for, getting, receiving, exchanging or passing on confidential or fake exam material in any way
- not following an invigilator's instructions

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- 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 (sections 5.6.5 and 5.6.6 will not apply in these cases)
- 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
- **NEW** inappropriate use of generative AI.

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 storing exam material securely
- 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 date of a timetabled exam without telling us and getting our written permission
- giving candidates more help with coursework than the regulations allow. See section 3.2 and individual syllabuses
- allowing candidates unsupervised access to coursework exemplar materials, whether this is past candidates' work or material we have provided
- not keeping candidates' 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 next working day. Use the relevant malpractice forms.

A The Head of Centre in an Associate Centre must report any suspected 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
- Suspected candidate malpractice report: Exam day – Form 9d

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, for example, a photograph of the unauthorised material
- seating plans
- any other relevant evidence or information.

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(c) Make sure all statements are in English. If the person writing the statement has limited English, we may accept statements in other languages. You must provide a translation or we may not be able to accept the evidence.

(d) Understand that 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.

5.6.4 Plagiarism in coursework

We need to be confident that the work we assess is the candidate's own before we can award a grade. You are responsible for supervising candidates when they complete their 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 should resolve this internally. If you discover plagiarism when you are about to submit work to us, you must not submit it. For help on preventing and identifying plagiarism, see www.cambridgeinternational.org/courseworkandmoderation

When submitting coursework, you sign a declaration confirming that the work is the candidate's own original work. This declaration includes confirmation that the candidate has been taught how to correctly reference, has appropriately referenced and acknowledged any content taken from another source, and understands that we may consider it malpractice if they submit work containing plagiarised material. Once you submit coursework to us, we may use plagiarism detection software to screen it.

Our subject experts will review any coursework we suspect may contain plagiarism. If we find plagiarised work, we may consider it candidate malpractice and therefore not accept the work. The candidate may then receive no marks for that component. The declaration you sign when submitting the work is made on behalf of the candidate and their teacher. It confirms the candidate's work is their own and that the candidate has used referencing correctly. Therefore, we may not request statements from you before closing the malpractice case and deciding the outcome, which we share with your Head of Centre. You can still appeal the outcome through the appeals process. See section 7.3.

Contact us if you are unsure whether to submit work or if you have any other queries.

5.6.5 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) You must treat malpractice cases as confidential between your centre, the individuals involved and us.

(j) You must treat correspondence about suspected malpractice as confidential between your 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/carers.

(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.

(n) Candidates involved in a malpractice investigation cannot withdraw from the relevant syllabus.

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5.6.6 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 happened
- tell them about our appeals procedure.

5.6.7 Making a decision

(a) We will look at all available information and use a balance of probabilities to decide whether the suspected malpractice has happened or not. This information may include statements from candidates and centre staff, seating plans, exam timetables, supporting documents (such as copies of notes), information from our assessment specialists, and evidence from scripts, coursework and/or multiple-choice answer sheets. This is not a complete list.

(b) We may consider mitigating factors supported by suitable evidence.

(c) We only base our decisions on the information we have and do not make assumptions about the intended actions.

5.6.8 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 staff
- 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 A13.

(c) We can apply outcomes not listed above.

(d) If we decide malpractice has happened but cannot decide who was responsible, we may not 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 receives 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 not advantaged or disadvantaged by centre staff malpractice. In some cases, we may not be able to issue results.

(i) Centres should keep records of malpractice outcomes for future reference. Where appropriate, redacted versions should be shared with new members of staff, including centre leadership and management, and exam teams, such as a new Head of Centre or exams officer.

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5.6.9 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 must also tell them that we may share information as described in section 5.6.10.

5.6.10 Confidentiality and disclosure of malpractice cases

Generally, we will treat malpractice cases as confidential between us and the centre. However, there are some circumstances where it may be necessary for us to exchange information relating to the investigation, outcome or consequences of a malpractice case with a third party (for example, regulators, another awarding body or the police). These include, but are not limited to:

(i) occasions of suspected or proven serious malpractice that in Cambridge's reasonable opinion may affect the integrity and reputation of our exams and the international education market more generally

(ii) cases of serious centre staff malpractice

(iii) cases where there is suspected criminal activity.

5.6.11 Appeals

To appeal against a decision we have made in a malpractice case, see section 7.3.

5.6.12 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

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 once final entries have been submitted.

NEW You must open the instructions as soon as you receive them so the supervisor can prepare the appropriate apparatus in time for the exam. You must keep the instructions 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.

If you have any questions, contact us or your Cambridge Associate. Never open any question paper packets before the exam.

5.7.1.2 Materials

We may supply some of the materials. 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 handling all materials safely and confidentially 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.

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5.7.1.3 Seating arrangements

You must seat candidates so they cannot see the work of other candidates. The minimum distance between candidates must be 1.25 metres, measured from the centre of one candidate's seat to the centre of the next.

If you need to seat candidates so they are not all facing the same direction, you must make sure they cannot see each other's work. You can use screens between candidates to achieve this, but you may need to use additional invigilators to monitor candidates if the screens block their view of the candidates.

5.7.1.4 UK Large numbers of candidates

If you do not have enough equipment for all candidates to take their practical exam at the same time, you may need to divide them into smaller groups and have candidates sit the practical exam one after the other. You must plan this carefully and apply for additional sittings by following the instructions in section 1.2.4.

You must also schedule the exams in line with our Key Times and Full Centre Supervision regulations; see our 'Key Times and Full Centre Supervision' section. You must schedule each exam sitting so that candidates who are not taking the exam at the Key Time are under Full Centre Supervision. Candidates who have taken the exam and are waiting for the Key Time cannot be in the same Full Centre Supervision group as candidates who are still waiting to take the exam. Candidates who have taken the exam may leave at the Key Time. Candidates from earlier sittings must be under Full Centre Supervision until the Key Time and cannot mix with any group of candidates who are due to take the exam later. Your supervision arrangements must follow the regulations in section 1.2.3.1.

Scheduling the groups of candidates in this way may cause a morning exam to overlap with the afternoon (PM) 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 groups of candidates so those who also have an afternoon exam are in the first sitting of the practical exam in the morning.
- Timetable the practical exam so the changeover between groups of candidates is earlier than the Key Time. If you do this, you must keep any candidates who finish their practical exam before the Key Time under Full Centre Supervision.
- Delay the start of the afternoon exam (as long as all candidates taking the afternoon exam are under Full Centre Supervision at the Key Time).

Scheduling two or more groups of candidates to sit their practical exam in an afternoon session may cause the various sittings to overlap with a morning exam. 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 groups of candidates so those who also have a morning exam are in the last sitting of the practical exam in the afternoon.
- Timetable the practical exam so the changeover between groups of candidates is later than the afternoon 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).

Apply for additional sittings at least four weeks before the exam so we have time to help you carefully plan.

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.

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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 confidential instructions with the answer scripts.

If there are any problems during the practical exam that disadvantage 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. **NEW** See section 5.2.6 if an emergency interrupts the exam. It is up to the supervisor to decide whether it is safe or practical for the exam to continue, but they should record details of the interruption in the supervisor's report.

5.7.2 Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level listening exams

We supply the audio files for the listening exams. We no longer provide CDs for these exams. See section 1.1.8 for further guidance.

We strongly advise you to hold the listening exam in a room suitable for up to 30 candidates. If you have very powerful equipment, 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 always control the recording and follow the instructions on the recording. An invigilator should listen to the recording while it is played.

For Cambridge International AS & A Level Music (9483/01), candidates need equipment that allows them to control the recording, for example, a laptop with Windows Media Player or other device for playing audio files. See our Global Listening administrative guide for information about which equipment to use to play audio files and how to play them securely during exams (www.cambridgeinternational.org/global-listening).

5.7.2.1 Checking recorded material

The candidates' subject teacher should not be the person who checks the sound quality of the audio file.

(a) As soon as you receive the audio file, 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 audio file. For exams where candidates control the recording, randomly check some of the audio files.

(b) You must check the acoustics and sound quality of the audio file 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.

(d) If there is an issue with the exam material, use a different device to attempt the spot-checks again. If the issue continues, end the spot-checks and contact us immediately.

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.

The invigilator must give candidates time to fill in information on the front cover, including their name and centre number, before playing the audio file.

The invigilator must not stop the audio file 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 audio file 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.

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5.7.2.3 UK Large numbers of candidates

If you have more than 30 candidates sitting a listening exam, you may need to divide them into smaller groups. If you cannot have the smaller groups sit the exam at the same time in different rooms, you must have the candidates sit the listening exam one after the other using additional sittings. You must plan this carefully and apply for additional sittings by following the instructions in section 1.2.4.

In all circumstances, you must schedule the exams in line with our Key Times and Full Centre Supervision regulations; see our 'Key Times and Full Centre Supervision' section.

If you are approved to use additional sittings, you must schedule each exam sitting so candidates who are not taking the exam at the Key Time are under Full Centre Supervision. Candidates who have taken the exam and are waiting for the Key Time cannot be in the same Full Centre Supervision group as candidates who are still waiting to take the exam. Candidates who have taken the exam may leave at the Key Time. Candidates from earlier sittings must be under Full Centre Supervision until the Key Time and cannot mix with any group of candidates due to take the exam later. Your supervision arrangements must follow the regulations in section 1.2.3.1.

Scheduling the groups of candidates in this way may cause a morning exam to overlap with the afternoon (PM) 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 groups of candidates so those who also have an afternoon exam are in the first sitting of the listening exam in the morning.
- Timetable the listening exam so the changeover between groups of candidates is earlier than the Key Time. If you do this, you must keep any candidates who finish their listening exam before the Key Time under Full Centre Supervision.
- Delay the start of the afternoon exam (as long as all candidates taking the afternoon exam are under Full Centre Supervision at the Key Time).

Scheduling two or more groups of candidates to sit their listening exam in an afternoon session may cause the various sittings to overlap with a morning exam. 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 groups of candidates so those who also have a morning exam are in the last sitting of the listening exam in the afternoon.
- Timetable the listening exam so the changeover between groups of candidates is later than the afternoon 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).

Apply for additional sittings at least four weeks before the exam so we have time to help you carefully plan.

5.7.2.4 Multiple-choice answer sheets for foreign language and English (as an additional language and as a second language) listening exams

Candidates sitting selected foreign language and English (as an additional language and as a second language) listening exams submit their answers on a multiple-choice answer sheet. They do not submit them on the question paper. At the end of the exam, candidates have six minutes to transfer their answers from the question paper onto the multiple-choice answer sheet.

Do not return the question papers to us. You must return the multiple-choice answer sheets in the script packet envelope provided.

For more information and frequently asked questions, visit: www.cambridgeinternational.org/multiple-choice

5.7.3 Cambridge IGCSE and A Level 'open book' literature components

Candidates should take their set texts into the exam room for the following components:

- Cambridge IGCSE Literature in Spanish (0474) Paper 1 and Paper 2
- Cambridge IGCSE Literature in English (0475 and (9–1) 0992) Paper 3
- Cambridge International A Level Portuguese (9718) Paper 4
- Cambridge International A Level Spanish Language & Literature (9844), Urdu Language & Literature (9866), Chinese Language & Literature (9868), German Language & Literature (9897) and French Language & Literature (9898) Paper 3.

Invigilators must make sure candidates use original published books only, not photocopies. If you are unable to find a set text that does not contain published on-page or page-facing notes, contact us. Invigilators must make sure the texts do not contain notes, underlining, highlighting or anything else the candidate has added. Any breach of this regulation must be reported to us.

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5.7.4 Cambridge ICT, IT and computer science practical tests

This section applies to practical tests in:

- Cambridge IGCSE ICT (0417 and (9–1) 0983)
- Cambridge International AS & A Level Information Technology (9626)
- Cambridge International AS & A Level Computer Science (9618).

5.7.4.1 Timetabling

The final timetable gives a one-day window to run these practical tests. Wherever possible, candidates in your centre should take their test at the same time.

If you need more than one sitting, they should follow on from each other on 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, including supervising candidates overnight if relevant.

You need to allow time to set up the system and deal with any unexpected issues.

5.7.4.2 Administration instructions

You must download instructions from phase 4 of the 'Exam administration' area of our website: www.cambridgeinternational.org/beforetheexams. We no longer upload these to Digital File Despatch at the Key Time for the exam. 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

A Cambridge Associates should give the relevant instructions to their Associate Centres.

Before the exam, you must check the date and time settings on all your computers are correct.

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. There must always be at least one invigilator who has not been involved in preparing any of the candidates for the test.

In addition, a suitably experienced supervisor must be present in each test room to deal with any technical difficulties. The supervisor can have been involved in preparing candidates for the test. The supervisor must not be counted as an invigilator.

We encourage you to have an extra technician available, as well as the invigilators and supervisor.

You must follow all the invigilation instructions in this handbook and in the practical test instructions we send you.

BE AWARE

Be aware

You must report any system errors or problems in the Supervisor's Report Folder (SRF).

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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, spellcheckers, 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 candidates during the test, unless the equipment fails or malfunctions. If the supervisor gives any help during the test, they must record this in the Supervisor's Report Folder and send the report 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 test. Give each candidate access to the folder at the start of the test 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 (9–1) 0983), Cambridge International AS & A Level Information Technology (9626) and AS & A Level Computer Science (9618), 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). You can download instructions for conducting practical tests for syllabuses 9626, 9618, 0417 and 0983 from phase 4 of the 'Exam administration' area of our website: www.cambridgeinternational.org/beforetheexams
- you securely store a copy of all candidates' work until the end of the enquiry about results period in case we ask for it
- you destroy all draft copies and rough work that is not being submitted for marking
- you keep all copies of the question paper under secure conditions until 24 hours after the end of the test window date.

Candidates must not keep any electronic files that form part of the test or that they produce during it.

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. You must also check that software used in practical tests can be used offline by candidates. It is your responsibility to check for any software updates that may affect this. Candidates must not have access to the internet during the practical test.

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.

(d) If there is an issue with the exam material, use a different device to attempt the spot-checks again. If the issue continues, end the spot-checks and contact us immediately.

(e) You may transfer the test material from the DVD to a USB stick before the day of the exam, provided this does not affect the security of the exam. You must then return the material to secure storage. Make sure the file is transferred in a secure environment (for example, a private office) by the Head of Centre, or exams officer, in the presence of another senior member of staff. You should name the file with the date of the exam, session, syllabus and component. You should use a strong password to protect the file, and a separate strong password to protect the USB stick. See section 4.3.2 for guidance on downloading confidential materials.

You should seal the USB stick in a tamperproof envelope or container and store it in secure storage. See section 4.4.1 for guidance on storing confidential materials.

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5.7.6 Art & design exams

You should refer to the Guidance on the Administration and Online Submission of Art & Design for more information. See the syllabus pages of our website and the samples database.

5.7.6.1 Question papers

Question papers for art & design will be available from the School Support Hub and Digital File Despatch. Make sure you download the correct question paper for your series.

5.7.6.2 Invigilation

You must have a minimum of one invigilator for every 30 candidates in the exam room. In addition, an art teacher or technician must be available during the exam to deal with any technical problems. The art teacher or technician cannot also act as an invigilator.

You must supervise candidates' work during breaks. However, you do not need to supervise candidates during breaks. Candidates are not allowed to remove work or bring work into the room once the exam has started.

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Section 6: Results and certificates

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Cambridge Professional Development Qualifications

There are some differences in this section for Cambridge Professional Development Qualifications (PDQs). Use the PDQ Administrative Guide at www.cambridgeinternational.org/eoguide, alongside this handbook.

6.1 Releasing results

We release electronic statements of results online through Direct. Shortly after results release, we send your results despatch.

You can give candidates their results straight away or when you receive the printed statements of results in your results despatch. It is your responsibility to give candidates their results. This includes giving them access to the Candidate Results Service or giving them their results another way.

We can amend results published on electronic and printed statements of results if necessary.

We confirm final results when we send certificates.

A Cambridge Associates are responsible for giving results, statements of results and other results material to their Associate Centres.

PDQ Important dates

- Find 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: late July and August 2027
- Results despatch: late August to early September 2027

November series (all qualifications)

- Results available online: January 2028
- Results despatch: late January to early February 2028

Important information

NEW To support our centres, we are launching our new Results service, available via My Cambridge, in phases. We will tell you when it is available for your centre to use.

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6.1.1 UK Online results

You can access your results from the Direct homepage and the 'Administer Exams' dashboard. Online results are available in the following formats:

- statements of results for every candidate (PDF)
- results for your centre in broadsheet format (PDF)
- results for your centre in broadsheet format (Microsoft Excel)
- moderation report for teachers (PDF): 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.

6.1.2 Candidate Results Service



Candidates can use the Candidate Results Service to view their results electronically. You can control who has access to the site and what they can see through the 'Administer Exams' page on Direct.

For more information visit www.cambridgeinternational.org/results

You can generate login details after the previous series has closed:

- June series – late March. You can view results until late September.
- November series – early October. You can view results until mid-March.

BE AWARE

Be aware

We can still amend results published on the electronic and printed statements of results. We confirm final results when we send out your certificates.

Candidates should not print screenshots of their results from the Candidate Results Service to share with educational institutions. If they need to share results with educational institutions, they can use our priority results service – see section 6.2.

6.1.3 UK Results despatch

We usually send this despatch by courier. We do not email results to you or anybody else. A Associate Centres receive their results according to their local arrangements.

When you receive your despatch, check you have all the documents listed below, in particular statements of results for all candidates, including private candidates.

Cover letters and details about your certificate despatch are available from www.cambridgeinternational.org/understanding-your-despatches

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, except for candidates who sat Cambridge IGCSE and/or Cambridge O Levels that do not count towards the Cambridge ICE award. These results are printed on a separate statement of results.

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.

We do not issue copies of statements of results if lost by the centre or candidate.

If you would like us to replace a statement of results, send us Replacement statement of results/certificate application: Results and certificates – Form 12, available from www.cambridgeinternational.org/forms. We charge a replacement fee for this.

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Candidates can use the Candidate Results Service to view their results electronically. See section 6.1.2. For more information, visit www.cambridgeinternational.org/results

UK 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) You must return the statement of results to us if we ask for it.

(e) When the statements of results arrive, you must check centre and candidate details, including the spelling of names and dates of birth.

(f) Contact us or your Cambridge Associate straight away if:

  (i) any of your statements of results are altered or damaged

  (ii) any statements of results are missing.

(g) We do not usually give statements of results directly to candidates. In rare cases we may do this, after checking their identity.

Be aware

As statements of results are a record of the exam, you must tell us straight away if there are any errors. This allows us to correct the information before we send your certificates. Use Replacement statement of results/ certificate application: Results and certificates – Form 12, available from www.cambridgeinternational.org/forms. A Associate Centres must tell their Cambridge Associate about any errors.

PDQ Important dates

Tell us about any changes to personal information shown on printed statements of results by the following dates:

- June series: 26 September 2027
- November series: 26 February 2028

Results by syllabus, option and component: for teachers

This document shows all your results and component grades by syllabus, option and component. It lets teachers compare a candidate's standard across different parts of a syllabus. You can share this information with candidates to help them decide whether to retake a syllabus or apply for enquiries about results.

If you do this, 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.

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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 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.

6.1.4 PDQ Syllabus grades on results documents

The tables on the following pages show how we report syllabus grades on results documents. We calculate the syllabus grade from the candidate's marks, not directly from the component grades. This means 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.

NEW If you believe that the candidate should be awarded a result because of acceptable reasons, you may wish to consider applying for 'Special consideration – absent for an acceptable reason' (see section 5.5.9). We will not consider awarding a result unless there is an acceptable reason that the candidate has not completed all the components. See section 5.5.4 for examples of unacceptable reasons for special consideration.

'PENDING' or 'Q' means we cannot issue a result at the moment.

Qualification	Grade reporting
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. • 'UNGRADED' means the candidate did not reach the standard required for Grade G(g). • 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. Candidates who do not reach the standard required for Grade 5(FIVE) will have nothing reported on the statements of results.
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. • 'UNGRADED' means the candidate did not reach the standard required for Grade 1(ONE).

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Qualification	Grade reporting
Cambridge IGCSE (9–1) First Language English (0990) and Cambridge IGCSE (9–1) English as a Second Language (Speaking Endorsement) (0993)	• For Cambridge IGCSE First Language English Speaking & Listening (0990/04) and Cambridge IGCSE (9–1) English as a Second Language (Speaking Endorsement) (0993/03), 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 (0990/04), Speaking (0993/03) – with Merit in Speaking & Listening (0990/04), Speaking (0993/03) – with Pass in Speaking & Listening (0990/04), Speaking (0993/03). • Candidates who do not reach the standard required for Pass will have 'Unclassified' reported on their statements of results.

Qualification	Grade reporting
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. It does not include results for candidates who sat Cambridge IGCSE and/or Cambridge O Levels that do not count towards the Cambridge ICE award. These results are printed on a separate statement of results. • 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 the counting syllabuses are shown. • Find details of the award rules for the Cambridge ICE group award in the Cambridge Guide to Making Entries.
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' means 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.

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Qualification	Grade reporting
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 grade and e(e) the lowest. • 'UNGRADED' means 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' means 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. This is called a Compensatory Cambridge International AS Level.
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.

Qualification	Grade reporting
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 are awarded to candidates who meet the requirements of the Cambridge AICE Diploma. The total points scored are also shown. – Distinction is awarded if a candidate achieves 360 to 420 points. – Merit is awarded if a candidate achieves 250 to 359 points. – Pass is awarded if a candidate achieves 140 to 249 points. • We allocate points to each potential counting syllabus according to the grade achieved. • An asterisk (*) appears next to the syllabuses 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 the counting syllabuses are shown. • 'Fail' means the candidate did not reach the standard required for the Cambridge AICE Diploma. The total points scored will not be shown. • Find details of the award rules for the Cambridge AICE Diploma in the Cambridge Guide to Making Entries.
Cambridge International Project Qualification	• 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 means the candidate did not reach the standard required for Grade E(e).

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6.1.5 UK Grade changes after results release

If a candidate's grade changes after we release results 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 results documents on Direct:

- statements of results for every candidate (PDF)
- results for your centre in broadsheet format (PDF)
- results for your centre in broadsheet format (Microsoft Excel).

If you need updated versions, email info@cambridgeinternational.org, confirming which documents you need and the syllabus and series.

6.2 UK Priority results

Many students have deadlines for submitting results to educational institutions around the world. We know 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.

Candidates who have applied to UK universities via the Universities and Colleges Admissions Service (UCAS) do not need to request priority results if they have taken Cambridge International AS & A Level exams.

We send all Cambridge International AS & A Level results to UCAS in time to meet university deadlines.

Chk PDQ We do not offer priority results for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint, or Cambridge Professional Development Qualifications (PDQs).

6.2.1 Applying for priority results

To apply, the candidate or the centre where they took the exam(s) must send us Priority results application: Results and certificates – Form 9, available from www.cambridgeinternational.org/forms, by the relevant deadline in the Important dates box at the end of this section.

This service can be paid for by card payment or invoice. The fees are in our fees lists in the 'My Messages' section of Direct. If you are a Cambridge International School – registered as online, we send the fees lists to you.

Regulations

(a) If we are sending the statement of results 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 statement of results to another address, you must send a letter of authorisation on headed paper with the form. If a candidate applies to us directly, they must also send a letter of authorisation.

(b) We consider requests to send statements of results to third parties on a case-by-case basis. We may ask for proof of the third party's identity and address.

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Important dates

We must receive all applications for priority results by:

- June series: 12 July 2027
- November series: 19 December 2027

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 UK 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 or to receive a report on the performance of a group of candidates.

We offer a range of services depending on the type of check you would like; these are detailed below. For information about fees, see section 6.3.5.

Chk We do not offer enquiries about results services for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint.

6.3.1 UK PDQ Enquiries about results services

NEW Although examiner-marked scripts are often available via Access to Scripts, if these scripts undergo an enquiry about results service, the latest marked version of the script will not be available through Access to Scripts. See section 1.1.10 for more information about Access to Scripts.

If you require a copy of a script following an enquiry about results service, you will need to request either Service 1S or Service 2S as required; these are detailed in the following table.

Service name	Details of service	Availability of service
Clerical re-check: Service 1	A check that all parts of the script were marked, and the marks were totalled and recorded correctly. We do not review any marking.	Available for components we have assessed.
Clerical re-check with copy of script: Service 1S	The same as 'Service 1' but you also receive a copy of the script.	Available for components we have assessed.

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Service name	Details of service	Availability of service
Review of marking: Service 2	A review of the original marking to check the mark scheme was applied correctly. Also includes the re-checks in Service 1. In this context, the 'original marking' means the marking used to determine the candidate's result. This is often, but not always, the marking of the first examiner to mark the script.	Available for components we have assessed. Not available for multiple-choice question papers.
Review of marking with copy of script: Service 2S	The same as 'Service 2' but you also receive a copy of the script.	Available for components we have assessed. Not available for multiple-choice question papers.
Re-moderation of internally assessed component with report: Service 5	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.	Available for components you have assessed. Not available for individual candidates. We will only re-moderate the work of candidates in the original sample.

Service name	Details of service	Availability of service
Report on the work of a group of candidates: Service 9	A report on the work of a group of 5 to 15 candidates for a component we have assessed. We do not review any marking. The report gives teachers a better understanding of their candidates' performance in a particular component. You may not receive the report before the deadline for any retake entries you may be considering. We process enquiries in the order we receive them. If you submit another enquiry (or enquiries) after a Service 9 submission, that enquiry (or those enquiries) will show as 'Pending'. Once we complete the Service 9 enquiry and upload the report to Direct, we will process the pending enquiries and change their status. To make sure the report reflects any enquiry about results changes, we advise you to submit all other services before submitting a Service 9.	Available for components we have assessed. Not available for multiple-choice question papers.

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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' / 'X' if we think the candidate has not completed all the components of an assessment. 'PENDING' / 'Q' means we cannot issue a result at the moment.

NEW If you believe that the candidate should be awarded a result because of acceptable reasons, you may wish to consider applying for 'Special consideration – absent for an acceptable reason' (see section 5.5.9). We will not consider awarding a result unless there is an acceptable reason that the candidate has not completed all the components. See section 5.5.4 for examples of unacceptable reasons for special consideration.

If the Head of Centre asks us, we can explain 'NO RESULT' / 'X' or 'PENDING' / 'Q' 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 coursework mark.

If we say 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' / 'X' or 'PENDING' / 'Q' outcomes, visit the 'Administer Exams' section of Direct and click on the 'Enquiries about results' tab. Then 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 on Direct. Cambridge Associates can then approve the enquiry and send it to us or reject it.

If you want to amend or cancel an enquiry, you must do this within 24 hours of your enquiry being acknowledged. We charge an administration fee for any changes after this time. If the enquiry is complete, we cannot cancel any changes to the candidate's result.

UK PDQ Important dates

The deadlines for us to receive enquiries about results, including enquiries about 'NO RESULT' / 'X' or 'PENDING' / 'Q' outcomes, are:

- June series: 20 September 2027
- November series: 26 February 2028

We cannot accept requests we receive after the deadlines because we start disposing 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.

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Regulations

(a) The Head of Centre must support all requests.

(b) You must submit enquiries as soon as possible after we issue results and before the deadlines.

(c) We will not consider:

  (i) any telephone requests, including enquiries for 'NO RESULT' / 'X' or 'PENDING' / 'Q' outcomes. You must submit them through Direct

  (ii) some requests involving component(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.

(d) You can only submit enquiries at component level.

(e) You can submit different services for different candidates in the same syllabus.

(f) You can submit the same or different services for the same candidate in different syllabuses.

(g) For a single syllabus, you cannot request multiple services for the same candidate. The exceptions to this are:

  (i) a syllabus that includes multiple-choice components

  (ii) a Service 5 enquiry for any components you have assessed in the same syllabus

  (iii) where a Service 9 enquiry is required.

(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 a 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. The exception to this is a syllabus that includes multiple-choice components.

6.3.3 UK How long does it take to process enquiries?

We deal with enquiries in the order we receive them. We normally tell you the outcome of your enquiry within 30 days of receiving it.

If a candidate wants to retake in the next exam series, we cannot guarantee 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 credit your centre's account with the entry fee if you want to withdraw them. Email info@cambridgeinternational.org with details of your candidate and the syllabus. Once we approve your request, we will withdraw the candidate and credit your centre's account.

If you change the option code a candidate is entered for after the late entries deadline because of the outcome of an enquiry about results in the previous exam series, we will credit your centre's account with the late entry fee. Email info@cambridgeinternational.org with details of your candidate and the syllabus.

We process Service 9 requests in the order we receive them. If you have submitted a Service 9 enquiry for candidates with other existing enquiries, the status for the Service 9 enquiry will show as 'Pending'. Once we complete the other enquiries, the status for the Service 9 enquiry will change to 'Submitted'.

The enquiry will not show as 'Completed' on Direct until we upload the report. This may take longer than our normal 30-day turnaround. We cannot say when we will complete Service 9 reports, so you cannot use them to decide about retake exams.

6.3.4 Outcomes of enquiries about results

Enquiries about results: Once we receive the enquiry, we will upload an acknowledgement letter to the 'Enquiries about results' section of Direct and email you when it is available.

Call Customer Support if it is not available 48 hours after you 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' / 'X' and 'PENDING' / 'Q' enquiries: Once we receive the enquiry, we will acknowledge it within seven working days. Please be aware that the status of your submitted 'NO RESULT' / 'X' or 'PENDING' / 'Q' enquiry will not update in the 'Enquiries about results' section of Direct.

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Regulations

An enquiry about results may lead to a change in the candidate's mark.

(a) If an enquiry leads to a change in the candidate's mark for a component (their mark may go up or down), their syllabus grade will either stay the same or go up, and their percentage uniform mark may go up or down.

(b) If 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) If 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) If 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 (Level 3 qualifications only)

(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.

Regulations (continued)

(e) We will delay sending certificates for any candidate(s) where an enquiry about results outcome is still pending.

(f) You must tell the candidate the outcome.

(g) Very rarely, the outcome of an enquiry may mean we need to check the results of other candidates in that syllabus. If this happens, we will tell the Head of Centre / Cambridge Associate. We will then carry out the service for any other candidates who may have been affected free of charge. We will tell the Head of Centre / Cambridge Associate the outcome.

6.3.4.1 UK 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 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.

These regulations only apply to copies of scripts that you request as part of the enquiries about results process.

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6.3.5 Fees

(a) We charge for enquiries about results. The fees for each service are in our fees lists in the 'My Messages' section of Direct. If you are a Cambridge International School – registered as online, we send the fees lists to you.

We invoice the Head of Centre for any enquiries about results six to eight weeks after the deadline for submitting new enquiries.

(b) We will not charge all or part of the fee if the enquiry leads to a change to the syllabus grade.

(c) For Service 5 requests, we will not charge all or part of the fee if a syllabus grade changes as a result of an enquiry.

(d) We explain 'NO RESULT' / 'X' and 'PENDING' / 'Q' outcomes free of charge.

6.3.6 Appeals

To appeal against the outcome of an enquiry about results, see section 7.2.

6.4 Certificates

Subject to section 6.4.7, a Cambridge certificate records and confirms a candidate's final results. A certificate is separate from a statement of results. In rare cases, as a result of appeals, malpractice investigations or 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.

We send certificates after the deadline for enquiries about results so you have time to query your results.

We send certificates by courier. A We send Associate Centres' certificates to their Cambridge Associate.

The name of the centre is not shown on certificates for private candidates.

Cover letters and details about your certificate despatch are available from www.cambridgeinternational.org/understanding-your-despatches

PDQ Important dates

You will receive your certificates by the following dates. Contact us if you do not receive them.

- June series: end of October 2027
- November series: end of March 2028

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.

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Regulations

(a) Certificates belong to Cambridge University Press & Assessment, which includes Cambridge International Education. The following conditions apply:

(i) If the certificate is altered or defaced it is invalid.

(ii) You must return a certificate if we ask you to.

(iii) You should keep the certificate in a safe place.

(iv) We will not issue copies of certificates.

(b) You must check your certificates carefully when they arrive and contact us straight away if any are damaged or missing.

(c) If any information on certificates needs to be changed, for example, the candidate's name is incorrect, follow the instructions in section 6.4.2.

(d) You must store certificates in a secure place until you give them to candidates.

(e) You are responsible for giving all your candidates, including private candidates, their certificates as soon as you can. If you cannot give a certificate to a candidate personally, ask them to let you know when they receive it.

(f) A Cambridge Associates are responsible for sending certificates to their Associate Centres. They must contact us if any are missing or incorrect.

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, 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.

Cambridge International Education
Shaftesbury Road
Cambridge
CB2 8EA
United Kingdom

(h) You must not copy Cambridge certificates in any form.

6.4.1 PDQ What is reported on certificates?

We report results for individual subjects using the grades in the tables on the following pages.

Qualification	Grades shown on certificate
Cambridge IGCSE (referred to as IGCSE on certificates)	• 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.

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Qualification	Grades shown on certificate
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) (referred to as IGCSE on certificates)	• 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. • Candidates awarded Grades 9(NINE), 8(EIGHT), 7(SEVEN), 6(SIX), 5(FIVE), 4(FOUR), 3(THREE), 2(TWO) or 1(ONE) have reached standards at least equivalent to the same grades in the General Certificate of Secondary Education (GCSE).
Cambridge IGCSE (9–1) First Language English (0990) and Cambridge IGCSE (9–1) English as a Second Language (Speaking Endorsement) (0993)	• For Cambridge IGCSE First Language English Speaking & Listening (0990/04) and Cambridge IGCSE (9–1) English as a Second Language (Speaking Endorsement) (0993/03), we report separate oral endorsement grades as Distinction, Merit or Pass. Distinction is the highest and Pass is the lowest. They are reported as follows: – with Distinction in Speaking & Listening (0990/04), Speaking (0993/03) – with Merit in Speaking & Listening (0990/04), Speaking (0993/03) – with Pass in Speaking & Listening (0990/04), Speaking (0993/03). • We do not report performances below the standard required for Pass on certificates.

Qualification	Grades shown on certificate
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 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 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.

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Qualification	Grades shown on certificate
Cambridge O Level 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 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 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 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.

Qualification	Grades shown on certificate
Cambridge International AS & A Level language syllabuses	• For some language syllabuses, we report separate oral grades as Distinction, Merit or Pass. Distinction is the highest and Pass is the lowest. They are reported as follows: – with Distinction in Speaking – with Merit in Speaking – with Pass in Speaking. • We do not report performances below the standard required for Pass on certificates.
Cambridge AICE Diploma	• The Cambridge AICE Diploma certificate is issued to candidates who have entered for the AICE Diploma. • Distinction, Merit or Pass are awarded to candidates who meet the requirements of the Diploma. The total points scored are also shown. – Distinction is awarded if a candidate achieves a point score of 360 to 420 points. – Merit is awarded if a candidate achieves a point score of 250 to 359 points. – Pass is awarded if a candidate achieves a point score of 140 to 249 points. • To determine the award, we allocate points to each potential counting syllabus according to the grade achieved. • The candidate also receives 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.

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Qualification	Grades shown on certificate
Cambridge International Project Qualification	• 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 record performances below the standard of Grade E(e).

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 Replacement statement of results/certificate application: Results and certificates – Form 12, available from www.cambridgeinternational.org/forms, with the incorrect certificate and the documents listed on the form.

We do not charge for replacing certificates where grades have changed. You must first send us the incorrect certificate with the form to receive a replacement certificate showing the final grades. We can only make small changes to certificates, for example, spelling errors in candidate names or centre details.

A Associate Centres should tell their Cambridge Associate about any errors on certificates.

PDQ Important dates

We charge for changes to certificates after the following dates. We also charge a courier fee.

- June series: 26 September 2027
- November series: 26 February 2028

We will replace certificates until the following dates, unless the candidate or centre has lost them. After these dates, we will send certifying statements.

- June series: 30 April 2029
- November series: 30 September 2029

6.4.3 Name changes

A certificate is a permanent record of the candidate's achievement. It shows 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 for 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 lost certificates. When you receive certificates from us, keep them in a safe place. If you lose a candidate's certificate, you may apply for a certifying statement on their behalf. If a candidate loses their certificate, they can apply for a certifying statement (see section 6.5).

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6.4.6 Damaged certificates

We can replace damaged certificates if 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 the cost of sending it 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, 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 after we have issued the certificate for that series. They show all grades, except for 'UNGRADED', 'NO RESULT' / 'X' or 'PENDING' / 'Q' outcomes.

We produce a certifying statement for each series and 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 for a certifying statement any time after we send certificates, or you can apply for them, and 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 invoice, download Certifying statement application: Results and certificates – Form 7 from www.cambridgeinternational.org/forms

We aim to process requests within 28 days of receiving a correctly completed application.

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6.5.2 UK 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 mainly (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 student visa to study in the UK.

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 invoice, download Certifying statement application for Common European Framework of Reference (CEFR): Results and certificates – Form 11 from www.cambridgeinternational.org/forms

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 search fee for each qualification
- a fee for extra copies, for example, if you want us to send the same statement to several addresses. We charge a lower fee if you ask for extra copies at the same time
- a delivery fee for each address if we send the statement by courier or special delivery.

Find these fees in our fees lists in the 'My Messages' section of Direct. If you are a Cambridge International School – registered as online, we send the fees lists to you.

If we cannot find a result for a candidate and series, we will credit your centre's account with the delivery fee and the cost of any extra copies, but we cannot credit your centre's account with the search fee.

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 Third party verification of results application: Results and certificates – Form 8, available from www.cambridgeinternational.org/forms, 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 you can check 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 lists in the 'My Messages' section of Direct. If you are a Cambridge International School – registered as online, we send the fees lists to you.

6.7 UK 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 and qualifications, use the recognition policy search database: www.cambridgeinternational.org/recognition-search

NEW For students who need a priority statement of results for university admission, see section 6.2.1.

If the priority results deadline has passed, universities can verify candidates' results using Direct. This is a free service.

If a university does not have access to Direct, students or centres can direct them to the application page: www.cambridgeinternational.org/verification-of-students-results

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6.8 Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint results

6.8.1 Chk Cambridge Primary Checkpoint and Cambridge 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 candidates performed in English, English as a Second Language, Mathematics and Science. This helps you and your teachers recognise and address the learning needs of your candidates. We mark the tests.

Cambridge Lower Secondary Checkpoint tests are for candidates starting courses in Cambridge IGCSE or O Level English, English as a Second Language, Mathematics and Science. We mark the tests.

For both Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint tests, you will receive electronic and printed copies of statements of achievement (PDF). You will receive electronic copies only of diagnostic feedback reports (PDF) and breakdown of marks (Microsoft Excel).

A Cambridge Associates are responsible for sending diagnostic feedback to their Associate Centres according to their local arrangements.

You can give statements of achievement and reports to students to your candidates as soon as you receive them.

We cannot issue results for candidates who have not completed the full assessment in a Cambridge Checkpoint subject.

Details about your Checkpoint results despatch are available from www.cambridgeinternational.org/understanding-your-despatches

Extra guidance

For guidance on how to use the diagnostic feedback reports, see:

- Cambridge Primary Checkpoint Feedback Guide on the Cambridge Primary website at https://primary.cambridgeinternational.org
- Cambridge Lower Secondary Checkpoint Feedback Guide on the Cambridge Lower Secondary website at https://lowersecondary.cambridgeinternational.org

For more information about Cambridge Primary and Cambridge Lower Secondary support sites, see section 1.1.12.

6.8.1.1 Chk Electronic and printed diagnostic feedback

We provide the following diagnostic feedback.

In PDF:

- centre report
- report on teaching group
- individual statements of achievement
- individual reports to students.

In Microsoft Excel:

- syllabus summary report
- component report.

We upload Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint end of series reports to the Cambridge Primary and Cambridge Lower Secondary websites at a later date.

Diagnostic feedback is not available under the 'Results' tab in Direct. Instead, we send diagnostic feedback through the 'My Messages' section of Direct. We do not send results directly to anyone.

A Associate Centres receive their results according to their local arrangements.

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To download your diagnostic feedback reports and breakdown of marks, go to the 'My Messages' section of Direct.

When you receive your feedback, check 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. A If you work in an Associate Centre, contact your Cambridge Associate if any documents are missing.

Programme	Performance band and Checkpoint score reporting
Cambridge Primary Checkpoint English, English as a Second Language, Mathematics, Science	Basic, Aspiring, Good, High, Outstanding Checkpoint standardised scores on a scale between 0 and 50
Cambridge Lower Secondary Checkpoint English, English as a Second Language, Mathematics, Science	Basic, Aspiring, Good, High, Outstanding Checkpoint standardised scores on a scale between 0 and 50

Programme	Grade reporting
Cambridge Primary Checkpoint Global Perspectives	Gold(Gold), Sil(Silver), Brz(Bronze) U(Ungraded) means the candidate did not reach the standard required for Grade Brz(Bronze).
Cambridge Lower Secondary Checkpoint Global Perspectives	Gold(Gold), Sil(Silver), Brz(Bronze) U(Ungraded) means the candidate did not reach the standard required for Grade Brz(Bronze).

6.8.2 Chk Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint Global Perspectives results

We send electronic results for Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint Global Perspectives through Direct. We also send printed copies of candidates' statements of achievement.

We provide the following electronic results files:

- centre results information (Microsoft Excel)
- individual statements of achievement (PDF)
- moderation report (PDF).

You can give statements of achievement to your candidates as soon as you receive them.

We report syllabus grades on the centre results information sheet, as shown in the table below left.

'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 we cannot issue a result at the moment.

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Important dates

Your Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint diagnostic feedback and electronic statements of achievement for English, English as a Second Language, Mathematics and Science will be available to download from the 'My Messages' section of Direct on the following dates:

- March series: 6 May 2027

We send you printed statements of achievement by late May 2027.

- May series: 5 August 2027

We send you printed statements of achievement by late August 2027.

- October series: mid-December 2027

We send you printed statements of achievement by early January 2028.

Your end of series reports will be available to download from the Cambridge Primary and Cambridge Lower Secondary support sites on the following dates:

- March series: early May 2027
- May series: early August 2027
- October series: mid-December 2027

We do not send printed copies of your diagnostic feedback or end of series reports.

Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint Global Perspectives results will be available to download from the 'My Messages' section of Direct on the following dates:

- May series: 5 August 2027

We send you printed statements of achievement by late August 2027.

- October series: mid-December 2027

We send you printed statements of achievement by early January 2028.

6.8.3 Chk 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 free of charge. After results release, replacement statements of achievement are sent electronically only.

A If you work in an Associate Centre, tell your Cambridge Associate about any errors.

6.8.4 Chk 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 Chk Combining results on a single statement of achievement

We send a separate statement of achievement for 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.

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Section 7: Appeals: Regulations and guidance

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Cambridge Professional Development Qualifications

PDQ

There are some differences in this section for Cambridge Professional Development Qualifications (PDQs). Use the PDQ Administrative Guide at www.cambridgeinternational.org/eoguide, alongside this handbook.

7.1 Introduction

7.1.1 Purpose

This section tells you how to appeal against some kinds of decisions we have made about 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.

A Associate Centres must make appeals through their Cambridge Associate. Private candidates can only appeal through the Cambridge International School, Cambridge Associate or exam centre 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 deal with these through the appeals process, not the complaints process.

Contact Customer Support (info@cambridgeinternational.org) about anything else.

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 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 lists in the 'My Messages' section of Direct. If you are a Cambridge International School – registered as online, we send the fees lists to you.

If your appeal is successful we will not charge you.

7.1.5 More information

You can find more information in this handbook:

- access arrangements (section 1.3)
- late arrivals (section 5.1.10)
- special consideration (section 5.5)
- malpractice (section 5.6)
- results and enquiries about results (sections 6.1 and 6.3).

Our processes may differ from other exam boards. Read this information carefully to make sure you appeal correctly.

If you have any questions, email info@cambridgeinternational.org or call +44 1223 553554.

7.2 PDQ Appeals against the outcome of enquiries about results

If you wish to appeal an enquiry about results outcome, 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 to get 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.

A 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 enquiries 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 need to submit two separate appeals to meet the deadline for each candidate.

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Example 2: You have made enquiries 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 enquiries about results for. You may not include the other candidates. You may only appeal for a whole group if you have made enquiries 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 comply with the commitments made in our Code of Practice; or

2 We did not apply our procedures correctly in arriving at our judgements.

We will not consider appeals for any other reasons. For example, the following do not, on their own, count as evidence that we have not complied with the Code of Practice or that we have not followed our procedures properly and fairly:

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 grade thresholds at either a component or syllabus level.

3 Candidates' results are different from their results in other assessments.

To make a Stage 1 appeal, send us Application for an appeal following an enquiry about results: 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. **NEW** Please make sure the evidence included with your appeal application is focused and concise. This helps us identify the key issues more easily so we can consider the points most relevant to your appeal.

Submit the form through the 'Enquiries about results' section of Direct within the time frame in section 7.2.1.3. If you cannot submit the form through Direct, 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 Application for an appeal following an enquiry about results: Appeals – Form 2, available from the 'Support Materials' section of Direct, 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 if 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 the same 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 enquiries 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.

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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 do not receive an email in that time, 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. They will consider whether we:

1 Did not comply with the commitments made in our Code of Practice; and

2 Did not apply our 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.

7.3 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. It is your responsibility to make sure candidates and their parents/guardians are aware of the appeals process. We encourage you to explain the process to them and the approach you are taking in appealing on the candidates' behalf.

A 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 Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: Appeals – Form 1, available from the 'Support Materials' section of Direct. You must explain your reasons for appealing against the decision. These reasons should include why you believe we did not comply with the commitments made in our Code of Practice and/or we did not apply our published regulations properly and fairly in arriving at our judgement. You must give us any extra information or evidence you want us to consider. We will not accept an appeal based on the following reasons:

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 Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 1 appeal – MALPRACTICE' in the subject line, within the time frame 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.

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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 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 and any relevant evidence. They will consider whether we:

1 Did not comply with the commitments made in our Code of Practice; and

2 Did not apply our published regulations 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.

For information about the Stage 2 appeals process, see 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.

The outcome of a special consideration request is our decision to accept or not accept an application. It does not refer to how much special consideration should be given.

You may request a second review of the tariff awarded in your approved 'Special consideration – present but disadvantaged' application. A second person will review your application and the tariff awarded to confirm it is accurate. To request this, please email info@cambridgeinternational.org and include 'Special consideration – second review' in the subject line.

BE AWARE

Be aware

If you submit an access arrangement or special consideration appeal with new evidence that was not considered as part of the original decision, we may review the evidence and the appeal may not be needed.

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. It is your responsibility to make sure candidates and their parents/guardians are aware of the appeals process. We encourage you to explain the process to them and the approach you are taking in appealing on the candidates' behalf.

A 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 Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: Appeals – Form 1, available from the 'Support Materials' section of Direct. You must explain your reasons for appealing against the decision. These reasons should include why you believe we did not comply with the commitments made in our Code of Practice and/or we did not apply our published regulations properly and fairly in arriving at our judgement. You must give us any extra information or evidence you want us to consider.

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Email Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: 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 make your Stage 1 appeal within 28 days of the date 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.

You can only make an appeal if your application has been rejected.

You may request a second review of the tariff awarded in your approved 'Special consideration – present but disadvantaged' application. A second person will review your application and the tariff awarded to confirm it is accurate. To request this, email info@cambridgeinternational.org and include 'Special consideration – second review' in the subject line.

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 Did not comply with the commitments made in our Code of Practice; and

2 Did not apply our published regulations 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.

For information about the Stage 2 appeals process, see 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 7.5.1 for appeals against the outcome of enquiries about results
- section 7.5.2 for appeals against malpractice decisions
- section 7.5.3 for appeals against access arrangement, special consideration or late arrival decisions.

The instructions vary depending on the kind of decision you are appealing, 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.

All Stage 2 appeals are dealt with by a team that is not involved in cases before they reach this stage.

Email all Stage 2 appeal correspondence to info@cambridgeinternational.org with 'Stage 2 Appeal' in the subject line. Send a copy to cistage2appeals@cambridgeinternational.org

7.5.1 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.

7.5.1.1 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. A 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.

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7.5.1.2 How to make a Stage 2 appeal

To make a Stage 2 appeal, send us Application for an appeal following an enquiry about results: Appeals – Form 2, available from the 'Support Materials' section of Direct. We will not accept an appeal unless it is based on either of these two permitted reasons:

1 We did not comply with the commitments made in our Code of Practice; or

2 We did not apply our procedures properly and fairly in arriving at our judgements.

You must provide all your arguments and any evidence you want the panel to consider.

You may give evidence you did not give at Stage 1.

Email Application for an appeal following an enquiry about results: Appeals – Form 2 to info@cambridgeinternational.org with 'Stage 2 appeal' in the subject line, copying in cistage2appeals@cambridgeinternational.org, within the time frame in section 7.5.1.3.

7.5.1.3 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 if it meets the requirements in sections 7.5.1.1 and 7.5.1.2. 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 to 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.

7.5.2 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.

7.5.2.1 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.
A Associate Centres must make appeals through their Cambridge Associate.

7.5.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal, send us Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: 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 unless it is based on either of these two permitted reasons:

1 We did not comply with the commitments made in our Code of Practice; or

2 We did not apply our published regulations properly and fairly in arriving at our judgements.

You must also provide any extra information or evidence you want the panel to consider.

Email Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 2 appeal' in the subject line, copying in cistage2appeals@cambridgeinternational.org, within the time frame in section 7.5.2.3.

7.5.2.3 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.

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7.5.3 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.

7.5.3.1 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.
A Associate Centres must make appeals through their Cambridge Associate.

7.5.3.2 How to make a Stage 2 appeal

Send us Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: 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 unless it is based on either of these two permitted reasons:

1 We did not comply with the commitments made in our Code of Practice; or
2 We did not apply our published regulations properly and fairly in arriving at our judgements.

You must also provide any extra information or evidence you want the panel to consider.

Email Application for an appeal: Access arrangements, malpractice, special consideration and late arrivals: Appeals – Form 1 to info@cambridgeinternational.org with 'Stage 2 appeal' in the subject line, copying in cistage2appeals@cambridgeinternational.org, within the time frame in section 7.5.3.3.

7.5.3.3 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.

7.5.4 Before the Stage 2 appeal meeting

7.5.4.1 Scheduling the meeting

When you make your Stage 2 appeal, we tell you we have received it within three working days. We will usually confirm the date and time of the meeting within 14 days. If you do not receive an email in that time, contact us to check we have received your appeal.

All Stage 2 appeal meetings take place at our offices in Cambridge or remotely. We will tell you the meeting location, which you cannot change.

If you have told us you wish to attend the meeting, we will ask you to name representatives from your centre who will attend and provide their email addresses. We cannot reschedule meetings to suit your representatives. You may name alternative representatives if those you originally named cannot attend, in line with section 7.5.5.3.

7.5.4.2 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 the material to us at least five working days before the meeting and explain why it was not reasonably available at the time you made the Stage 2 appeal. The panel will not accept material that was available to you when you submitted your Stage 2 appeal.

Contact us if you wish to submit materials that are not easily reproduced.

7.5.4.3 The Appeal Pack

We will send an 'Appeal Pack', normally by email, to everyone attending the meeting (see section 7.5.5) 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.

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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'.

If you are attending the hearing and cannot access the 'Appeal Pack' or any of its contents, contact us at cistage2appeals@cambridgeinternational.org as soon as possible.

7.5.5 Stage 2 appeal meeting participants

7.5.5.1 The panel of the Cambridge Appeals Committee

At the Stage 2 appeal meeting, a panel of the Cambridge 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 University Press & Assessment at any time in the five years before we appointed them. Neither the chair, nor either member of the panel (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 7.5.7.2). The servicing officer will be present for the panel's deliberation after the meeting but will not take part. The servicing officer acts for the panel, not for Cambridge.

Other people may also attend to make sure the meeting runs fairly and efficiently.

7.5.5.2 Cambridge representatives

Cambridge will be represented by a member of either the Compliance team (for malpractice, access arrangement, special consideration or late arrival cases) or the Assessment team (for appeals against the outcome of enquiries about results). Other subject, assessment or specialist staff may also represent Cambridge. There may be up to three Cambridge representatives in total.

7.5.5.3 Centre representatives

The meetings are designed to be equally fair whether or not centre representatives attend remotely or in person, and the panel will consider all written submissions.

The usual format of meetings is remote via Microsoft Teams. Make sure your representatives have a stable internet connection and join the meeting via the Teams link no later than five minutes before the hearing is due to start. The chair will start the meeting on time even if not all representatives are present, and may refuse entry to any representatives who arrive late. The meeting will not be delayed, paused, repeated, rescheduled or cancelled because of any problems your representatives may have with their attendance.

Up to three members of your staff can attend. You must tell us if anyone from your centre would like to attend on the Stage 2 appeal form when you request a Stage 2 appeal. If you attend remotely, your Head of Centre must sign a declaration of continued adherence to the terms of the Cambridge Handbook for attending a Stage 2 appeal meeting online. We send the declaration once we accept an appeal.

Candidates and their parents/guardians cannot normally attend as representatives. As the Stage 2 appeal is not a judicial or quasi-judicial process, legal representatives cannot attend.

7.5.5.4 Observers

The panel and servicing officer can decide whether to allow observers to attend. Observers must:

1 Be over the age of 18.

2 Not attend 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, 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.

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7.5.5.5 Conduct of participants

All representatives and observers attending the meeting must behave with courtesy to the panel, the servicing officer, and all other participants and observers. The panel will not tolerate rudeness, shouting, intimidation or other inappropriate behaviour. The chair may ask any participant or observer who behaves in this way to leave. The chair's decision is final. The meeting will then carry on as normal and will not be prejudiced by their removal. If necessary, 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 or contacting staff in future.

7.5.6 The meeting

7.5.6.1 Centre not attending

When centre representatives do not attend the meeting, the order will be as follows.

7.5.6.1.1 Introduction

Cambridge representatives will be invited to join the panel in the meeting. The chair will introduce the panel members and ask everyone to introduce themselves. The chair will then explain the procedures that will be followed.

7.5.6.1.2 The centre's position

The chair will summarise the centre's position based on its written submissions.

7.5.6.1.3 Cambridge's presentation

- The chair will ask Cambridge representatives to put forward their arguments.
- The panel will be able to ask questions.

7.5.6.1.4 Final summaries

The chair will then invite the Cambridge representatives to summarise their arguments.

7.5.6.1.5 Deliberation

Cambridge 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, Cambridge representatives will be asked back to the meeting.

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's procedures were consistent with the commitments made in our Code of Practice; and

2 Whether Cambridge 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 to carry out further work in accordance with instructions from the panel.

7.5.6.2 Centre attending

When centre representatives attend the meeting, the order will be as follows.

7.5.6.2.1 Introduction

Your representatives, Cambridge representatives and any observers will be invited to join the panel in the meeting. The chair will introduce the panel members and ask everyone to introduce themselves. The chair will then explain the procedures that will be followed.

7.5.6.2.2 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.

7.5.6.2.3 Cambridge'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.

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7.5.6.2.4 Final summaries

- Centre representatives and Cambridge representatives will have a final opportunity to make any comments.
- The chair will invite the Cambridge representatives and then the centre representatives to summarise their arguments. To make sure everyone is treated fairly, summaries should only include 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 7.5.4.2.

7.5.6.2.5 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 to the meeting.

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's procedures were consistent with the commitments made in our Code of Practice; and

2 Whether Cambridge 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 to carry out further work in accordance with instructions from the panel.

7.5.6.3 Length of the meeting

The chair may set a time limit on the meeting or on specific parts of it (for example, presentations). Their decision is final.

When making their presentations, the Cambridge and centre representatives should assume 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 7.5.4.2. The chair may ask the panel to ignore any extra evidence. Their decision is final.

7.5.7 After the meeting

7.5.7.1 The outcome

After the panel has agreed the outcome, the servicing officer 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 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 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.

7.5.7.2 Summary meeting record

After the meeting, the servicing officer will prepare the meeting recording and unredacted transcript. We will send this to the centre within six weeks of the meeting. You might find this useful when explaining the end process to candidates and their parents/guardians.

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Access arrangements	Access arrangements are the principal way in which Cambridge complies with its duty, as guided by the UK Equality Act (2010), to make 'reasonable adjustments' for candidates with special educational needs, disability, illness, or injury. Where a candidate would otherwise be at a substantial disadvantage in comparison to a candidate with no special educational needs, disability, illness, or injury, we may be able to agree pre-exam access arrangements. These arrangements help a candidate by minimising accessibility barriers and maximising their opportunity to demonstrate their knowledge, skills and understanding in an assessment.
Access to Scripts	A service to allow centres to download a copy of a candidate's exam script after results release via My Cambridge. If you work with us through another organisation, such as a Cambridge Associate, they can log into Access to Scripts. You must check with your Cambridge Associate how they intend to use this service.
ADIP	The entry code for the Advanced International Certificate of Education Diploma.
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. You can check your administrative zone and Key Times at www.cambridgeinternational.org/preparation
Agreement	The Agreement between Cambridge and a centre for providing programmes and qualifications. In the case of an exam centre, the Agreement between Cambridge and the exam centre for providing assessments for qualifications and certificates to private candidates. The Cambridge Handbook forms part of the Agreement.
Appeals	Under certain circumstances, we provide a formal process for requesting a review of our decision. This process is called an 'appeal'. Cambridge accepts appeals in relation to five kinds of decision: 1 Outcomes of enquiries about results. 2 Malpractice decisions. 3 Access arrangement decisions. 4 Special consideration decisions. 5 Late arrival decisions. For further information about appeals, please refer to section 7 of this handbook.

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Apply for Access Arrangements	A service to allow centres to apply for access arrangements for candidates via My Cambridge.
Assessment	The method used to evaluate a candidate's performance, for example, a written exam or coursework.
A Associate Agreement	The Agreement between Cambridge and the Cambridge Associate setting out the Cambridge Associate's legal responsibilities for Associate Centres. The Cambridge Handbook forms part of the Associate Agreement.
A Associate Centre	In our operational communications we use the term 'Associate Centre' for an organisation which is affiliated with a Cambridge Associate, whose premises have been inspected and approved, and for whom the Cambridge Associate is responsible under the Agreement. We give the external brand status 'Cambridge International School' to Associate Centres.
Attendance register	Forms used in the exam room to record the presence or absence of each candidate.
UK A2C	If you are a UK centre, see the Cambridge Handbook (UK Supplement) 2027: www.cambridgeinternational.org/eoguide
Cambridge AICE Diploma	Advanced International Certificate of Education Diploma.
A Cambridge Associate	An organisation such as a ministry, exams council, distributor, department of education or other agency, which has responsibility for Associate Centres through an Associate Agreement with Cambridge.
Cambridge Early Years	Our Cambridge Early Years programme is for learners aged 3 to 6. It is the first stage in our Cambridge Pathway, which gives students a clear path for educational success from age 3 to 19. Organisations approved to offer Cambridge Early Years are called Cambridge Early Years Centres.
Cambridge Guide to Making Entries	The Cambridge Guide to Making Entries is available before each series from the 'Support Materials' section of Direct. It includes entry option codes and instructions for submitting entries. Entry option codes are specific to each series so make sure you are using the correct guide for your administrative zone.
Cambridge Handbook	This document. The Cambridge Handbook sets out the regulations for running Cambridge assessments, and provides guidance on the administrative tasks exams officers need to carry out during each exam series. It details the responsibilities of centres and Cambridge Associates, and forms part of the legal contract between Cambridge and the centre / Cambridge Associate. Our regulations exist to make sure that Cambridge candidates all over the world have the same exam experience and are treated equally and fairly. The Cambridge Handbook is updated annually, and includes any supplementary documents issued throughout the year. A reference to the Cambridge Handbook means the most recent issue available on Cambridge's websites.
Cambridge ICE	Cambridge International Certificate of Education.

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UK Cambridge IGCSE	Cambridge International General Certificate of Secondary Education. The international version of the GCSE – GCSEs are national qualifications usually taken by students at around the age of 16 in England.
UK Cambridge IGCSE (9–1)	As above but this qualification is available only in zone 3.
Cambridge International AS & A Level	The international version of the AS/A Level. The AS/A Level is a national qualification usually taken at age 16 to 18 in England. For details of assessment approaches for Cambridge International AS & A Level, see section 2.5.2.
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.
Cambridge International School	The external brand status we give to schools that meet our registration quality standards and criteria to successfully register with us and offer our programmes and qualifications. A Cambridge International School can either work with us directly or through a Cambridge Associate.
Cambridge International School – also approved to offer Cambridge programmes online	A centre that delivers Cambridge programmes to some students at its physical premises and to others fully or mainly online. All students, whether studying in person or remotely, are registered with the school and sit their exams at the centre's physical premises. If a Cambridge International School – also approved to offer Cambridge programmes online wishes to enrol students globally, the centre should apply to become a Cambridge International School – registered as online and its students should enter as private candidates.
Cambridge International School – registered as online	A centre that delivers Cambridge programmes for students remotely. A fully online centre has no traditional school campus but may have physical premises where students occasionally meet for extra-curricular or sporting activities. Most of the teaching and learning takes place online. Candidates register to sit their exams as private candidates at a Cambridge exam venue local to them.
Cambridge International School – registered as online (with exam venues)	A centre that delivers Cambridge programmes for students remotely. A fully online centre has no traditional school campus but may have physical premises where students occasionally meet for extra-curricular or sporting activities. Most of the teaching and learning takes place online. The centre is approved to run its own exam venues. Candidates can either be entered for exams directly and sit exams as regular candidates, or alternatively as private candidates at other Cambridge exam venues not connected to the online school.
Chk Cambridge Lower Secondary Checkpoint	Assessments available in English, English as a Second Language, Mathematics, Science and Global Perspectives, specially designed for candidates who are beginning courses leading to Cambridge IGCSE or Cambridge O Level exams in these subjects. They are designed for candidates of approximately 14 years of age. Cambridge Lower Secondary Checkpoint assesses skills at the end of stages 7 to 9 of the curriculum for English and English as a Second Language, and the content of stage 9 of the curriculum for Mathematics and Science.
Cambridge O Level	General Certificate of Education (GCE) Ordinary Level. Cambridge O Level is an internationally recognised qualification equivalent to the General Certificate of Secondary Education (GCSE) in England.

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Chk Cambridge Primary Checkpoint	Assessments available in English, English as a Second Language, Mathematics, Science and Global Perspectives that provide assessment based on the learning objectives within the Cambridge Primary curriculum frameworks. They are designed for candidates of approximately 11 years of age and cover all major areas of learning in the first years of an international secondary education. Cambridge Primary Checkpoint assesses skills at the end of stages 4 to 6 of the curriculum for English and English as a Second Language, and the content of stage 6 of the curriculum for Mathematics and Science.
PDQ Cambridge Professional Development Qualifications (PDQs)	Professional learning qualifications for teachers and leaders in Cambridge centres.
Cambridge University Press & Assessment	Cambridge University Press & Assessment is a non-teaching department of the University of Cambridge. They exist to further the University's mission 'to contribute to society through the pursuit of education, learning and research at the highest international levels of excellence'. Cambridge International Education is part of Cambridge University Press & Assessment.
Candidate	A person who has been entered for an assessment.
Candidate Data	Candidate Data means personal data and, in some cases, special category (sensitive) personal data, as defined in the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 which relates to a candidate.
Candidate Results Service	A service that gives your candidates access to their results directly via a secure website. Centres can control which of their candidates have access to the site and what they can view through the 'Administer Exams' page on Direct.
Centre	In our operational communications, such as the Cambridge Handbook, we use 'centre' as an overarching term to refer to any type of organisation that has met our registration quality standards and criteria to successfully register with us to offer our programmes and/or qualifications and make entries for our exams. This includes Cambridge International Schools, Cambridge Associates and Associate Centres. In our operational communications, such as the Cambridge Handbook, we also use 'centre' to refer to exam centres.
Centre name	The name of a centre, Cambridge Associate, Associate Centre or exam centre.
Centre number	The five-character code given to a centre, Cambridge Associate, Associate Centre or exam centre.
Centre status	Centre status is awarded to a school, institution or organisation once it has been approved by and registered with Cambridge as a centre. Cambridge can withdraw this status in line with the conditions of this handbook and the centre's Agreement with Cambridge.
Certificate	A Cambridge certificate records and confirms a candidate's final results.

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Certifying statement	An official document issued by Cambridge to show the grades achieved by a candidate in a particular series. Cambridge can send certifying statements at any time to any address, including educational institutions, as long as the original certificate has been issued. Candidates can apply for certifying statements or centres can apply on their behalf.
Component	A component is part of or a section of the subject exam. An individual syllabus usually has several components. A component is sometimes referred to as a paper.
Component number	The two-digit number allocated to each component of a syllabus.
Coursework Assessment Summary Form **Oral Examination Summary Form** **Speaking Examination Summary Form** **Working Mark Sheet**	These forms should be used when assessing candidates' work in coursework and speaking test components. Depending on the component, you need to complete a Coursework Assessment Summary Form, Working Mark Sheet, Speaking Examination Summary Form, or Oral Examination Summary Form. The forms must show the marks of all candidates entered for the component and must be sent with the samples. For some components you also need to complete an Individual Candidate Record Card for each candidate. Visit the samples database (www.cambridgeinternational.org/samples) to check which forms are required for specific components and to access interactive copies of the forms.
Coursework (Examined)	A component for which the candidate produces work over the course which is assessed by us.
Coursework (Moderated)	A component for which the candidate produces work over the course which is assessed in the centre and moderated by us.
Chk Diagnostic feedback	Comprehensive feedback on a learner's strengths and weaknesses in the key curriculum areas of Cambridge Primary Checkpoint and Cambridge Lower Secondary Checkpoint – English, English as a Second Language, Mathematics and Science. The feedback helps candidates understand more about their strengths and weaknesses in these subjects.
Digital File Despatch	Digital File Despatch is where we upload confidential materials, pre-release materials and early question papers as digital files, instead of sending printed copies, once centres have made their final entries.
Direct	Direct is a secure website for the direct submission and transfer of data and other information between centres and Cambridge. It is used by Cambridge exams officers to manage exam entries, download results and carry out other key administrative tasks. www.cambridgeinternational.org/direct
Direct online entries	A secure, quick and easy online system for making and submitting entries and amendments.
Enquiries about results	Services available to centres after the release of results if they want to have a candidate's script reviewed or their candidates' coursework re-moderated. See section 6.3 for details.
Entries	The candidates a centre has entered for a Cambridge qualification in a particular series.
Equalities laws	The UK Equality Act 2010 or any statutory successor and/or equivalent legislation in an applicable jurisdiction.
Estimated entries	An approximation of the number of candidates a centre will enter for assessments.

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Exam centre	A centre, approved by Cambridge International Education, that only provides assessments for qualifications and certificates to private candidates, in accordance with the Standard Terms of Exam Centre Registration. Any requirements outlined in this handbook of the duties of a centre apply to exam centres, including, but not limited to, any requirements for provision of assessments for qualifications for private candidates. However, requirements related to coursework or the teaching or delivery of courses, syllabuses or programmes do not apply to exam centres. We refer to exam centres as 'exam centres approved by Cambridge International Education' or 'approved exam centres'.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for the administration of Cambridge exams. The Head of Centre may also be the exams officer.
Fees	Sums payable by the centre or by the Cambridge Associate to Cambridge, the amounts of which are specified in the relevant fees list, and any fees specified in the Associate Agreement.
Fees lists	The official listings published from time to time by Cambridge, detailing its fees.
Forecast grade	The grade a teacher expects a candidate to achieve for a syllabus.
Full Centre Supervision	A specific type of supervision for candidates. For a full definition see the 'Key Times and Full Centre Supervision' section.
Global Listening	A service to allow centres to access and download audio files for listening exams via My Cambridge.
GMT	Greenwich Mean Time – an absolute time reference that does not change with the seasons.

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.
Head of Centre	The Head of Centre is the person who has been appointed by the Responsible Person as the head or principal of the centre.
Intellectual property rights	All intellectual property rights throughout the world for the full term of the rights concerned, whether or not registered and whether or not registrable, including copyright, database rights, patents, rights in inventions, know-how and technical information, design rights, design patents, registered designs, trade marks (including business and brand names, domain names, devices and logos) and the right to apply for any of the foregoing anywhere in the world.
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.
UK 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. You can find your Key Times at www.cambridgeinternational.org/keytimes

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Malpractice	Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certification.
Marks	The total score or individual points given by an examiner.
Moderation	The process to bring the marking of an internally assessed component to an agreed standard in all participating Cambridge centres.
Multiple-choice answer sheet	Form used by candidates to answer multiple-choice questions.
My Cambridge	A 'single sign-on' service which allows you to access services provided by Cambridge using one set of login details.
Non-coursework test	A component which is administered by teachers or examiners at the centre as an exam within a time period specified by us. This component is internally assessed by teachers at the centre and then externally moderated by us.
Online Learning Area	The Online Learning Area (www.cambridgeinternational.org/learningarea) is where you can access all professional development training for teachers and exams officers.
Option code	A code that indicates the combination of components a candidate is taking. Option codes are specific to each syllabus, series and administrative zone. Option codes are shown in the Cambridge Guide to Making Entries.
Premises	Places which are available to a centre, Cambridge Associate or Associate Centre, and which are used for the purposes of exam administration.
Priority results	A statement of results we send directly to a candidate's chosen educational institutions or employers on the day results are released. The candidate applies for this using Priority results application: Results and certificates – Form 9.
Private candidate	A candidate taking Cambridge exams who is not a registered student with your centre. In the case of exam centres, a private candidate is a candidate who is: • not registered as a student at any centre or • registered as a student at a different centre but is choosing to sit an assessment or assessments at the exam centre and is not being taught any content for the programme or syllabus by the exam centre.
Qualification	A certificated award made by Cambridge to students to demonstrate their achievement.
Responsible Person	The Responsible Person is the person legally responsible for an institution to offer Cambridge assessments and exams. They are responsible for carrying out their duties in line with the Agreement and this handbook, whether or not they have delegated the duties to the Head of Centre or to any other person.
Results	The outcome issued to a candidate after they have completed a component and/or combination of components which together form a valid syllabus qualification.
School Support coordinator	The designated person at a centre who is responsible for creating and maintaining users of the School Support Hub.

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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 AS & A Level, with the same closing date for entries and timetable period. A series is identified by a month and year, for example, June 2027.
Session	A period in a day in which an exam takes place, which is 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.
Special educational needs	This term refers to candidates who have significantly greater difficulty in learning and accessing assessments than the majority of candidates of the same age. It includes candidates who have sensory impairments, physical needs or medical conditions who require additional/specialist support and/or adjustments in order to access learning and assessments.
Statement of entry	A document showing a candidate's details and the entry options the candidate has been entered for.
Statement of results	A document showing a candidate's details and the syllabus grades they have been awarded.
Submit for Assessment	Submit for Assessment is available for some syllabuses that require marks, samples and forms for some internally assessed and examined components to be sent to us digitally.

Syllabus	A complete description of the content, assessment arrangements and performance requirements for a qualification. A course leading to an award or certificate is based on a subject syllabus.
Syllabus number	The four-digit number allocated to each syllabus.
Teacher-examiner	A teacher-examiner is someone selected by the centre to administer and assess speaking tests. The teacher-examiner should normally be a teacher at your centre. Where this is not possible and it is necessary to look for someone outside the centre, select someone who is fluent in the target language, preferably with recent and relevant teaching experience and with experience of conducting other speaking tests. The person appointed must be given the opportunity to familiarise themselves with the requirements of the speaking tests before conducting any tests.
Timetable deviation	Arrangements proposed by the Head of Centre to resolve any timetable clashes.
UCAS	University and Colleges Admissions Service.
UTC	Coordinated Universal Time – the primary standard by which the world regulates clocks and time.
Venue	A location where assessments are taken.
Verification of results	A service offered by Cambridge if a third party, such as an employer or university, wants to verify results we have issued. The third party or candidate applies for this service using Third party verification of results application: Results and certificates – Form 8.
Weighted mark	The final mark of a component that has been multiplied by a weighting factor to give its correct weighting within the result of the whole syllabus.

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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).

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