CAMBRIDGE
International Education

For exams officers

Cambridge Handbook 2027 sections 4 and 5 (abridged)

What is this document?

This document is an abridged (shortened) version of sections 4 and 5 of the Cambridge Handbook 2027. It contains the key regulations that must be followed when conducting exams.

How and where should I use this document?

You must print and place a copy of this document in your main exam room, and any other exam rooms in the March, June and November 2027 exam series. This does not replace the main Cambridge Handbook and you must make sure you understand and follow our full regulations.

This abridged version of sections 4 and 5 is for reference purposes only, to be used by the exams officer and invigilators in the exam room.

The section numbers and headings in this document match those in the full Cambridge Handbook. However, because this is an abridged version of sections 4 and 5, section numbers and headings are not sequential.

There is a 'key to icons' in the main Cambridge Handbook. This explains what each icon means. We have used the same icons in this document.

Why do I need to print this document and place a copy in each exam room?

The full Cambridge Handbook is now available in digital form only; we no longer send you a printed copy. However, you must still have a copy of sections 4 and 5, and the 'Key Times and Full Centre Supervision' section, of the Cambridge Handbook in each exam room. (You no longer need to have a copy of the full handbook in the main exam room.)

We have moved to a digital-only Cambridge Handbook as part of our commitment to sustainability. This allows us to reduce the use of paper and ink and removes the environmental impact of sending thousands of copies to our centres worldwide.

We want to make sure that printing this document is as easy and sustainable as possible. Therefore, we have removed some guidance and other extra information, and just kept our key regulations. We have also removed most of the images and diagrams, and we have compressed the text to make the document as short as possible for you to print. We recommend printing double-sided, to further save paper.

Section 4: Before the exams

4.2 Pre-exam and question paper despatches

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.

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 the 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.I.7.I for guidance on using calculators and the types of calculator candidates can use.

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4.4 Storing confidential materials

(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.
- **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

(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 of the Cambridge Handbook.

(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 that is being taken by a person they have an interest in (see section 2.1.5 of the Cambridge Handbook), they must not have unaccompanied access to exam materials.

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 of the Cambridge Handbook.

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 this document and the 'Key Times and Full Centre Supervision' section of the Cambridge 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 of the Cambridge Handbook.

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

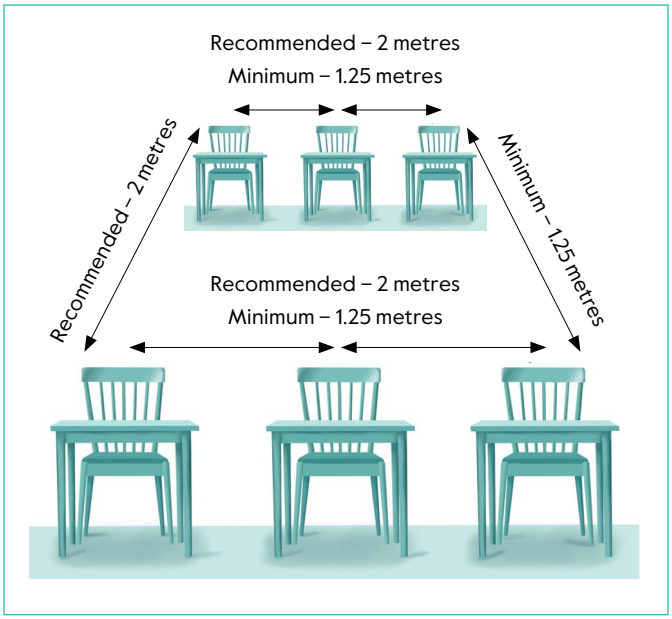
Never display material that might help or distract candidates in the exam room (for example, maps, diagrams, wall charts). You must take extra care with exams in laboratories or libraries.

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 in 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.

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' in the Cambridge Handbook.

(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. You can see an example of a seating plan in section 5.1.5 of the Cambridge Handbook.

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.

(d) You must have access to this document and the 'Key Times and Full Centre Supervision' section of the Cambridge 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 of the Cambridge Handbook.

(e) Invigilators must:

- understand the regulations in sections 4 and 5 of the Cambridge Handbook
- understand our Key Times and Full Centre Supervision regulations; see the 'Key Times and Full Centre Supervision' section of the Cambridge Handbook
- 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 the 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.

(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 of the Cambridge Handbook:

- 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 of the Cambridge Handbook.

(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.

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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 of the Cambridge Handbook.

(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.

Section 5: Exam day

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 of the Cambridge Handbook.

If you cannot meet these requirements you must apply for a timetable deviation. See section 1.2.3 of the Cambridge Handbook.

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 the Cambridge 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.

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.

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 of the Cambridge Handbook.

See the fees list 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 list 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 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.

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.

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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 a 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.

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 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 of the Cambridge Handbook).

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.

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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. 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 of the Cambridge Handbook.

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/examday. If you use your own script instead, you must include the content of our document. You must read out all instructions in English. You can then repeat them in another language, as long as the content and meaning are exactly the same.
- Tell candidates to write their name, candidate number and centre number on any work they want to hand in. For listening tests, make sure candidates are given time to do this before the invigilator plays the audio file.

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- 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 this section.

(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 of the Cambridge Handbook.

(c) If you allow the candidate to take the exam, you must follow our regulations in this section.

(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 of the Cambridge Handbook. 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 3.3.9 of the Cambridge Handbook.

Be aware

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.

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.

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- 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/examday

If you use your own script instead, you must include the content of our document. You must read out all instructions in English. You can then repeat them in another language as long as the content and meaning are exactly the same.

In listening exams, you should give a five-minute warning if it does not disturb candidates.

Be aware
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).

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

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/examday

If you want to use your own script instead, you must make sure it includes the content of our document.

If candidates arrive late and the invigilator allows the full time to take the exam (see section 5.1.10), 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 of the Cambridge Handbook). 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 of the Cambridge Handbook, 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.

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, 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 and 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 of the Cambridge Handbook. For instructions on submitting Cambridge Global Perspectives™ work, see section 3.6 of the Cambridge Handbook.

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.

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 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.

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- 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.

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

Outer packaging guidelines

It is important you pack your packet(s) of scripts carefully so that they arrive undamaged. Use strong, suitable outer packaging. Do not put too many packets in each outer package as it may get damaged in transit if overpacked.

- 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 package 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.

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 sections 5.5.1 to 5.5.9 of the Cambridge Handbook before you apply for special consideration.

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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5.6 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.

5.6.3 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.

(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.

5.6.6 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.

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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 of 'Centre and Cambridge Associate responsibilities' in the Cambridge Handbook.

(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.

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.

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