

Damaged or open question paper packet

Use this form to report any exam materials that have been damaged or opened in transit, or while opening the outer packaging on arrival. This includes question paper packets, speaking test materials and confidential exam materials. **If you have opened the incorrect question paper packet in error in the exam room, please complete Exam Day – Form 11.**

You must complete and submit the form immediately after the incident has occurred. This means on the same day, or not later than 12 midday the following working day.

Centre number	<input type="text"/>						
Centre name	<input type="text"/>						
Incident discovered by (name)	<input type="text"/>	Incident discovered by (job title)	<input type="text"/>				
Exam series	<input type="text"/>	Date despatch received	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Airway bill number	<input type="text"/>	Date the damaged/open packet was discovered	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Syllabus/component	<input type="text"/>	/	<input type="text"/>	Syllabus name	<input type="text"/>		
Syllabus/component	<input type="text"/>	/	<input type="text"/>	Syllabus name	<input type="text"/>		
Syllabus/component	<input type="text"/>	/	<input type="text"/>	Syllabus name	<input type="text"/>		
Syllabus/component	<input type="text"/>	/	<input type="text"/>	Syllabus name	<input type="text"/>		

Please answer the following questions:		Centre report
Is there any indication that the package has been inspected by customs?	Yes No	<input type="text"/>
Is there any damage to the outer (courier) packaging? If yes, please tell us: - how it is damaged - how the damage occurred (if you know).	Yes No	<input type="text"/>
Is the blue confidential exam material packet or the blue question paper packet damaged or open? If yes, please tell us: - how it is damaged - how the damage occurred (if you know).	Yes No	<input type="text"/>
Is the transparent inner bag damaged or open? If yes, please tell us: - who has had access to the exam material, including their names and job titles. If yes, do you have the correct number of question papers or confidential materials?	Yes No	<input type="text"/>
Has anyone seen the contents of the exam material? If yes, please tell us their names and job titles.	Yes No	<input type="text"/>
Where has the packet been stored? Please tell us: - who received the despatch and where it was opened - where the packet was stored after the despatch was opened - when it was put there - who has had access to this area - where the packet is currently stored.		<input type="text"/>

Have you resealed the question paper packet in accordance with our regulations, as detailed below? Please tell us: - where the packet was resealed and who was present - the date and time you resealed it.	Yes	No	

Please follow these steps and tick to confirm you have completed them:		
1. You have attached photographs of the outer (courier) packaging (if applicable).	<input type="checkbox"/>	Yes
2. You will keep the outer (courier) packaging of the despatch.	<input type="checkbox"/>	Yes
3. You have provided the following photos of the blue packet: a) front and back of the blue packet b) label on the blue packet c) damage to the blue packet.	<input type="checkbox"/>	Yes
4. You have provided photos of the damage to the transparent inner bag (if applicable). Make sure no exam text/confidential material is visible in the photograph.	<input type="checkbox"/>	Yes
5. You have provided photographs of the resealed question paper packets. Make sure you include photographs of: a) exam details on new envelope b) two signatures over the seal covered with clear tape.	<input type="checkbox"/>	Yes

Name (Head of Centre)

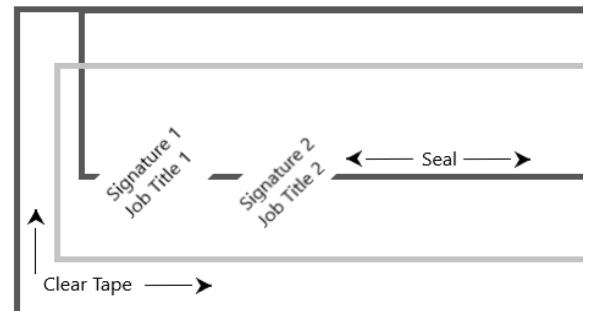
Signed (Head of Centre) Date / /

Please sign to confirm you have fully completed and understood this form and you have checked to make sure it is accurate. If you submit this form electronically, tick the check box as an alternative to signing the form.

How to resealed the packet(s)

To secure the question papers in the damaged or opened packet(s) the exams officer must follow the procedure below in the presence of the Head of Centre for each packet affected:

1. Take photographs of the damage/opening (as requested above).
2. Do **not** try to resealed the damaged packet. Instead put each damaged packet within a large envelope (or packet).
3. Mark this envelope with the type of material, for example: 'Question papers', the correct syllabus and component code and the date and time of the relevant exam.
4. Seal the envelope or packet.
5. The exams officer and the Head of Centre should now sign over the seal to show you have both witnessed the packet being resealed (see image).
6. Put a clear piece of tape over your signatures to protect them. Do **not** use masking tape.
7. Take a photograph of the signatures and the new seal (as described above).
8. Store the question paper packet in your secure storage.



Guidance notes

Returning this form

Email this form to info@cambridgeinternational.org. Please include your centre number and 'Before the exams - Form 3 Damaged or open question paper packet' in the subject line of your email. Save a copy of the form for your own records. If you are an Associate Centre and work with us through a Cambridge Associate please submit this form directly to them.

This is an interactive PDF. To complete it on screen we recommend you use Adobe Reader 9 or later or Adobe Acrobat. If you use a lower version of Adobe Reader your data will not be saved. You can download Adobe Reader for free at <http://www.adobe.com/products/reader.html>