



## Important information

Now includes the *Cambridge Administrative Guide*.

Cambridge for  
**exams officers**

## Cambridge Handbook (International) 2017

Regulations and guidance for  
administering Cambridge exams

**Valid for exams in 2017**



**CAMBRIDGE**  
International Examinations

<b>Introduction</b>	<b>3</b>
<b>Centre and Cambridge Associate responsibilities</b>	<b>6</b>
<b>Key dates and activities overview – June series</b>	<b>16</b>
<b>Key dates and activities overview – November series</b>	<b>17</b>
<b>1 Preparation</b>	<b>18</b>
1.1 Support from Cambridge	18
1.2 Preparing your exams timetable	22
1.3 Access arrangements	26
<b>2 Entries</b>	<b>43</b>
2.1 Candidates	43
2.2 Estimated entries	45
2.3 Final entries	46
2.4 Entry fees, late entries and entry amendments	48
2.5 Group awards, staged assessment and carrying forward internally assessed marks	51
2.6 Alternative venues	52
<b>3 Teacher assessment</b>	<b>53</b>
3.1 Outline Proposal Forms	53
3.2 Internally assessed coursework	55
3.3 Examined coursework	57
3.4 Non-coursework speaking tests	58
3.5 Submitting marks for internally assessed coursework and non-coursework speaking tests	62
3.6 Submitting coursework and speaking tests	64
3.7 Submitting Cambridge Global Perspectives® work	68
<b>4 Before the exams</b>	<b>70</b>
4.1 Forecast grades	70
4.2 Pre-exam and question paper despatches	72
4.3 Receiving question paper despatches	77
4.4 Storing confidential materials	79
4.5 Preparing the exam room	81
4.6 Invigilator requirements	83
<b>5 Exam day</b>	<b>85</b>
5.1 At the beginning of the exam	85
5.2 During the exam	92
5.3 At the end of the exam	93
5.4 Packing and despatching scripts	95
5.5 Special consideration	98
5.6 Malpractice and maladministration	102
5.7 Special instructions for particular exams	107
<b>6 Results and certificates</b>	<b>112</b>
6.1 Provisional results	112
6.2 Enquiries about results	117
6.3 Certificates	122
6.4 Certifying statements	126
6.5 Priority results information	127
6.6 Verification of results	128
6.7 University entrance	128
<b>NEW Cambridge Appeals Regulations and Guidance</b>	<b>129</b>
<b>A–Z of terms</b>	<b>138</b>
<b>Cambridge administrative forms</b>	<b>144</b>
<b>Index</b>	<b>147</b>

**This handbook provides guidance on all the administrative tasks you need to carry out during each exam series. It also sets out the regulations for running Cambridge 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.

This handbook covers the following qualification groups.

### **Cambridge Advanced**

- Cambridge International AS Level
- Cambridge International A Level
- Cambridge Advanced International Certificate of Education Diploma (Cambridge AICE Diploma)
- Cambridge Pre-U Global Perspectives & Research (GPR)


### **Cambridge Secondary 2**

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

### **Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint**

Regulations for conducting Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint are in this handbook. Guidance for administering the tests is in the *Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint Administrative Guide* available from [www.cie.org.uk/examsOfficersguide](http://www.cie.org.uk/examsOfficersguide)


### **Cambridge ICT Starters**

Regulations for conducting Cambridge ICT Starters are in this handbook. Guidance for administering ICT Starters is in the *Cambridge ICT Starters Administrative Guide* available from the 'Support Materials' section of  CIE Direct.

### **Cambridge Professional Development Qualifications**

Regulations for conducting Cambridge Professional Development Qualifications (for teachers and trainers) are in this handbook. Guidance for administering the qualifications is in the *Cambridge PDQ Administrative Guide* available from [www.cie.org.uk/pdq](http://www.cie.org.uk/pdq)

### **This handbook is divided into the following sections:**

- an overview of the Cambridge Exams Cycle
  - the responsibilities of Cambridge Centres and Cambridge Associates
  - an overview timeline of the major activities for each exam series
  - a section for each phase of the Cambridge Exams Cycle detailing the regulations and administrative tasks that apply
  - A–Z of terms to clearly explain the meaning of the key words and phrases we use throughout the handbook
  - a list of the administrative forms you will need to administer Cambridge exams and assessments
  - an index so you can quickly find the page you need.
-  If you work in an Associate Centre you need to comply with any extra local arrangements required by your Cambridge Associate.

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 ensure we have your up-to-date contact details. The changes will take immediate effect unless otherwise stated.

# Key to icons

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



## Regulations

Highlights regulations that you must follow.

**NEW**

## New or updated information

Highlights new or updated information so you know what has changed from last year.



## Important dates

Highlights key dates and deadlines.



## Administrative forms

Appears next to the administrative forms referenced on the page. A full list of our administrative forms is at the end of this handbook. You can access these forms at [www.cie.org.uk/forms](http://www.cie.org.uk/forms)



## CIE Direct

You will see this icon whenever there is a reference in the text to CIE Direct.



## Important information

Highlights key pieces of information.



## Extra guidance

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

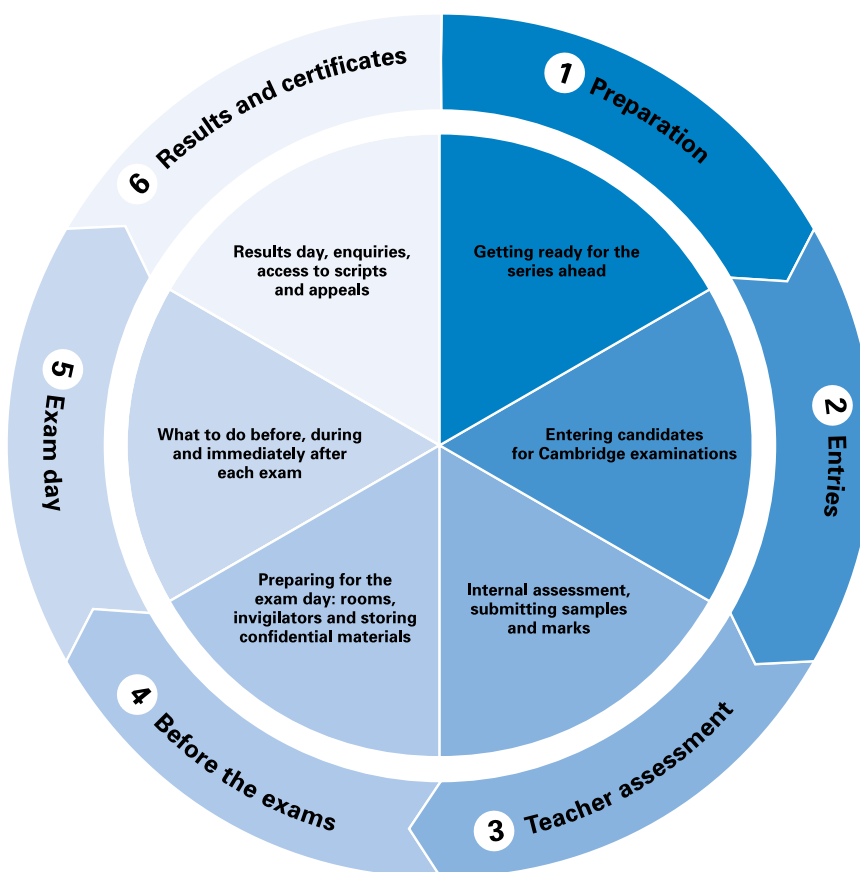


## Processes for Cambridge Associates and their Associate Centres

Highlights differences to processes for Cambridge Associates and their Associate Centres.



# 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 Teacher assessment
- 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.

# Centre and Cambridge Associate responsibilities

## In this section

Centre responsibilities	6
Cambridge Associate responsibilities	10
Associate Centres	11

## Introduction

- 1 Cambridge International Examinations is part of the Cambridge Assessment group. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES), a department of the University of Cambridge.
- 2 This [➤Cambridge 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 [➤Cambridge Handbook](#) apply to the assessments and qualifications provided by Cambridge International Examinations.
- 4 **NEW** Throughout this [➤Cambridge Handbook](#) 'You' and 'Your' refer to the Centre and, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre. 'Centre' refers to the Cambridge Centre or, in the case of a Cambridge Associate, the Cambridge Associate or the Associate Centre. 'We' and 'Our' refer to Cambridge International Examinations.
- 5 Under the terms of your Agreement with us, you must keep to the terms and conditions set out in this [➤Cambridge 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 [➤Cambridge 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.
- 9 All services we provide are conditional on the payment of all fees due, in accordance with our payment terms and the Agreement.
- 10 **NEW** This [➤Cambridge Handbook](#) is interpreted in accordance with the jurisdiction and governing law provisions as set out in our Agreement with you.

## Important information



Any fees referred to in the handbook are in our fees list, which is published a year in advance in the 'My Messages' section of [CIE Direct](#).

## A Centre responsibilities

- A1 You are responsible for the administration and conduct of our assessments.
- 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, through the Head of Centre, is responsible for appointing an appropriately qualified exams officer to effectively and securely administer our exams.
- A4 Every member of a Centre's staff who has contact with candidates must be a suitable person to be working with children and, if

relevant, vulnerable adults. You must make any checks you can to ensure this.

A5 You must provide a safe environment for candidates while they are on your premises.

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

A7 You must have:

A7.1 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 sufficient managerial and other resources to enable you to effectively and efficiently undertake the delivery of the assessments.

A8 You must allow us to look at any relevant documents, including curricula vitae, to ensure that you meet the conditions laid out in paragraph A7.

A9 If you want to offer a type of qualification beyond those initially approved by us, for example you are approved to offer Cambridge IGCSEs and now want to offer Cambridge International A Levels, you must request our approval by completing and submitting *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 *Preparation – Form 5*.

A10 You must tell us if your premises or secure storage facilities change.

A11 **NEW** You must tell us about changes to contact details, including email addresses and telephone numbers, for your Centre and any individual members of staff listed on *Preparation – Form 6*. You can do this by sending *Preparation – Form 6* by email or in writing on your official stationery. We will not accept notification of changes by telephone.

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 [➤ Cambridge 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, or

A13.3 removing your Centre status and terminating any contract we have with you.

A14 You are responsible for paying any outstanding duties upon receipt of materials from Cambridge International Examinations. These include any customs duty, local taxes and courier handling charges. 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 those costs.

A15 We may ask you to pay for inspections or other quality assurance checks where extra inspections or expenditure are deemed necessary as a result of your actions or inaction.

A16 If we need to secure an assessment because its integrity has been compromised by your actions or inaction whether negligent or otherwise, we may ask you to pay our costs.

A17 You must establish, maintain, publish and at all times comply with a written complaints procedure. Your complaints procedure must include procedures and timescales for responding to complaints, and dealing with the subject matter of complaints.

A18 **NEW** 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.

A19 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.

## B Inspections and quality assurance

B1 You must co-operate with and facilitate any inspection we make, including giving our inspectors access to the Centre's secure storage area if requested.

B2 You must co-operate with any quality assurance activities we may request, including Centre Self-Assessment. You must respond within the specified time frame and your answers must accurately describe the Centre's premises, systems and procedures. **NEW** We reserve the

right to photograph the premises and material relating to assessments, including candidate work, as part of the inspection process.

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.

We may withdraw your Centre status if an inspection shows that you are not meeting our standards or regulations.

B5 Inspectors must be accompanied by a member of Centre staff at all times during their visit.

B6 **NEW** 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.

## C Candidates

C1 We do not communicate directly with candidates about 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 the dates and times of their assessments including periods of Full Centre Supervision

C2.2 confirmation and details of their entry for each assessment

C2.3 confirmation and details of their provisional results for each assessment, and

C2.4 every certificate we issue for them.

C3 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.

C4 Before the start of any of our assessments you must confirm the identity of all the candidates present, including private candidates.

C5 You are responsible for submitting your candidates' work. As part of this responsibility you must make sure that:

C5.1 the work in every candidate's assessment submission meets the criteria in the syllabus for the series

C5.2 candidates' work is produced, and, where appropriate, marked internally, moderated and despatched according to our instructions, and

C5.3 every piece of work you submit is the candidates' own work and is clearly identified as such.

C6 **NEW** We take the protection of personal data very seriously in accordance with the UK Data Protection Act 1998. In this section, 'processing', 'personal data' and 'sensitive personal data' have the meanings given to them in the Data Protection Act 1998, and are referred to as Candidate Data.

C6.1 You must ensure that all your candidates or their parents/guardians, as appropriate, understand that we will process their personal data (for example, their name, candidate number and, where relevant, video evidence of a candidate's performance) and in some cases sensitive personal data, for example information relating to a medical condition that may be relevant to a request for special consideration.

C6.2 You must ensure that all your candidates or their parents/guardians, as appropriate, understand the reasons for which Cambridge will process Candidate Data, which is for legitimate business purposes including the processing of assessment entries and results, and for other assessment-related activities such as standards setting, maintaining the integrity of assessments, to identify malpractice or plagiarism, and for record-keeping purposes.

C6.3 You must ensure that all your candidates or their parents/guardians, as appropriate, understand that Cambridge may disclose Candidate Data to other parts of the University of Cambridge, or to trusted third parties such as other universities and the Universities and Colleges Admissions Service (UCAS).

C6.4 You must ensure that candidates or their parents/guardians, as appropriate, understand that Cambridge 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 Candidate 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.

C6.5 You must ensure that all candidates or their parents/guardians, as appropriate, understand that Cambridge may transfer Candidate Data outside of the European Economic Area (EEA), for example for the processing of entries and results, and to provide customer services support.

You must get and keep evidence of explicit written consent from candidates or their parents/guardians, as appropriate, for Cambridge to process Candidate Data, to share with third parties, and to transfer Candidate Data outside of the EEA as described here.

C6.6 To help you get this consent, we have produced a blank form called *Using Your Personal Information* for you to use. It is available from the 'Exams officers' section of our website at [www.cie.org.uk/forms](http://www.cie.org.uk/forms). You do not need to send the completed forms to us but you must keep copies of them for your records.

## D Exam administration

D1 To ensure effective exams administration you must 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 [Cambridge 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 [Cambridge Handbook](#).

D4 If your Centre is in administrative zone 4 or 5, Cambridge may specify that some exams must be taken during an evening session. The Key Time for that evening session will be specified at [www.cie.org.uk/keytime](http://www.cie.org.uk/keytime)

D5 You must comply with any request from Cambridge 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 Cambridge in advance.

D6 You must keep the 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:

D6.1 secure storage of all exam materials

D6.2 distribution of exam papers to candidates

D6.3 collection of scripts and question papers at the end of each exam, and

D6.4 secure return of scripts.

D7 You must appoint suitable invigilators and must make sure exams are carried out in accordance with this [Cambridge Handbook](#).

D8 **NEW** You must make sure candidates are supervised constantly and effectively during any exam and where required by the Key Time regulations.

D9 You will work with us to prevent malpractice or maladministration and, in particular, you must:

D9.1 make sure candidates are aware of restricted materials in the exam room

D9.2 report any established, suspected or alleged cases of malpractice by a candidate

D9.3 report any maladministration on the part of a Centre

D9.4 assist in any investigation into suspected malpractice or maladministration

D9.5 provide information and advice we may require to assist with any investigation



(see section 5.6 of this [Cambridge Handbook](#)).

D10 You must submit and process any enquiries about results or appeals in accordance with the regulations (see section 6.2 of this [Cambridge Handbook](#)).

D11 You must keep unclaimed certificates under secure conditions for a minimum of 12 months from date of issue and not destroy unclaimed certificates (see section 6.3 of this [Cambridge Handbook](#)).

## E **A** Cambridge Associate responsibilities

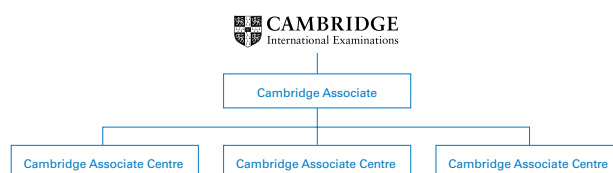
E1 A Cambridge Associate has a very important quality assurance role when it comes to working with their Associate Centres and you must ensure you carry out that role diligently.

E2 Cambridge Associates must carry out all the obligations of Centres and of Cambridge Associates which are specified in this [Cambridge Handbook](#) or in any supplementary documentation, including the Associate Agreement. The Cambridge Associate has full responsibility for the administration of all assessments in the Centres associated with it.

E3 **NEW** Throughout this [Cambridge Handbook](#) 'You' and 'Your' refer, in the case of a Cambridge Associate, to the Cambridge Associate or the Associate Centre. 'Centre' refers to the Cambridge Associate or the Associate Centre. 'We' and 'Our' refer to Cambridge International Examinations.

E4 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.

E5 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 Associate Centres – they must go through you unless otherwise specified in your Associate Agreement.



E6 Cambridge Associates must apply to register their Associate Centres with us. We can refuse such applications.

E7 As well as complying with all the duties of a Centre (see sections A–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:

E7.1 inspect their Associate Centres in accordance with the regulations stated in this [Cambridge Handbook](#), and

E7.2 fill in *Preparation – Form 5* and return it to Customer Services if the Cambridge Associate or one of their Associate Centres want to change qualification or syllabus eligibilities.

E8 We will inspect Cambridge Associates and their Associate Centres to make sure they comply with the regulations in this [Cambridge Handbook](#).

E9 We must approve in advance, and in writing, any extra obligations a Cambridge Associate wants to impose on its Associate Centres.

E10 **NEW** The Cambridge Associate is responsible for paying their fees and their Associate Centres' fees as set out in the fees list and the Associate Agreement.

E11 The Cambridge Associate will provide us with details of the fees they propose to charge to their Associate Centres, and will get written approval in advance from us before charging any such fees to Associate Centres.

E12 The Cambridge Associate will give its Associate Centres reasonable notice of fees and of any changes to those fees.

## F **A** Inspections and quality assurance of Associate Centres

F1 **NEW** The Associate Agreement may require a Cambridge Associate to carry out an initial registration approval inspection of each of its Associate Centres.

F2 The Associate Agreement may require a Cambridge Associate 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.

- F3 A Cambridge Associate will 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 the costs of inspecting their Associate Centres.
- F5 A Cambridge Associate will make their inspection reports available to us and provide us with an inspections schedule at the beginning of each year.
- F6 Where there is a conflict between inspection requirements as set out in the Cambridge Associate's agreement with an Associate Centre and this [▶Cambridge Handbook](#), the [▶Cambridge Handbook](#) must be followed. Associates must tell us if they think there is a conflict.

## G **A Associate Centres**

- G1 Associate Centres must keep to the terms and conditions for Centres in this [▶Cambridge Handbook](#) where applicable. Where it says 'Centres' or 'You' in this [▶Cambridge 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 [▶Cambridge Handbook](#). If there is a conflict they must keep to the terms of this [▶Cambridge Handbook](#).
- G3 **NEW** 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@cie.org.uk](mailto:info@cie.org.uk)). You can also contact us by filling in the online feedback form at [www.cie.org.uk/help](http://www.cie.org.uk/help)
- H2 Where possible please supply a specific email address that is connected to a particular role at your Centre, for example, [examsofficer@school.com](mailto:examsofficer@school.com) rather than a generic one ([info@school.com](mailto:info@school.com)) or a web-based email ([lsmith@gmail.com](mailto:lsmith@gmail.com)).

- H3 **A** Associate Centres must communicate with us via their Cambridge Associates rather than directly with us, unless otherwise agreed in the Associate Agreement.

- 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 Services  
Cambridge International Examinations  
1 Hills Road  
Cambridge  
CB1 2EU  
United Kingdom

If another address is specified on an administrative form or accompanying instructions, you should send the form to the address specified.

- H7 When you receive a communication or an email from Cambridge which requires a response, you must endeavour to respond within the specified time frame.
- H8 You must include the following in your messages:
  - 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 2 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.
- 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 Services team and we will add you to the distribution list.

## I Telephone communication

- I1 To telephone us, contact Customer Services 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 Cambridge software and online services

- J1 By using any of our software or online services you agree to the terms of use. If you do not agree to the terms of use you must not use them.
- 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. If you do not comply we may suspend all services with you or withdraw your Centre status.
- J4 You must not use third-party websites, such as file-sharing websites, to send information or data to us.

## K Ownership of Cambridge 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 **NEW** We assert our ownership in the copyright and all other intellectual property rights in all of the material which we deliver to you under

your Agreement, including 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 reproduce copies of past question papers and other materials for which we hold copyright, for your internal purposes, provided that copies are:
  - L2.1 limited to one copy 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, trademarks, acknowledgements and notices intact
  - L2.5 not claimed to be approved by Cambridge, and
  - L2.6 not passed to any other third party.
- L3 You must not distribute past papers electronically, including on websites, even if they are only accessible over your intranet.
- L4 If staff at your Centre want to use material we own in any publications which they are developing, they must ask for our permission to do so.
- L5 We cannot give permission to reproduce any material we do not own. This includes:
  - text taken from books published for us or on our behalf, or with our approval
  - third-party copyright material used in question papers; you can identify these items by the copyright acknowledgements which are provided on our website
  - musical scores
  - audio or video material
  - digital media
  - photographs, and
  - maps.

## 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) 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 must tell candidates about the regulations on copyright and candidates' work before the exam and you will indemnify us for any damages if you do not comply with this regulation.

## N Ownership of assessed material

- N1 All material submitted for assessment will become our physical property.
- N2 We will not return exam answer scripts to you, except for:
  - N2.1 exam work for Cambridge IGCSE Art & Design (0400/01 and 02) for which return fees are charged
  - N2.2 exam work for Cambridge International AS & A Level Art & Design (9704/01) for which no return fee is charged, and
  - N2.3 copies of answer scripts as part of enquiries about results services.
- N3 You may request the return of exam work for Cambridge IGCSE Art & Design (0400/01 and 02) by completing *Teacher Assessment – Form 5*. To request copies of answer scripts as part of enquiries about results services, see section 6.2 of this handbook.
- N4 We will normally return to you Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level coursework submitted for external moderation, but 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

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

Cambridge International Examinations ✓

Cambridge ✓

University of Cambridge International Examinations ✗

CIE ✗

UCIE ✗

Cambridge International ✗

University of Cambridge ✗

Cambridge University ✗

- O2 When translating 'Cambridge International Examinations' into another language, the most appropriate wording is 'the international exams department of the University of Cambridge (England)'.

## P Cambridge Identity

- P1 The 'Cambridge Identity' refers to the Cambridge logo and associated text.  
  
Centres, Cambridge Associates and Associate Centres are issued with official customer logos, text and sets of images when they register with Cambridge.
- P2 **NEW** 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 ➤ *Cambridge Handbook*. Your Centre status dictates which Cambridge Identity you should use. There are four different statuses:



- P3 You may:
  - P3.1 reproduce the Cambridge Identity in full colour or in a single colour, subject to sections Q and R

P3.2 use the Cambridge Identity in printed leaflets and brochures, advertisements and posters, subject to sections Q and R, and

P3.3 communicate your Centre status in the text of information or publicity material.

P4 **NEW** We have a number of trademarks, both registered and unregistered, known in this [➤ Cambridge Handbook](#) as the Cambridge Marks. Cambridge Marks includes any trademark, registered mark or design, or any other identifier that is identified with Cambridge, the University of Cambridge, University of Cambridge Local Examinations Syndicate or Cambridge Assessment. These include but are not limited to the following: 'Cambridge', 'Cambridge International Examinations', 'CIE', 'University of Cambridge Local Examinations Syndicate', 'UCLES', the 'University of Cambridge', 'Cambridge Assessment', 'Cambridge Global Perspectives' and 'IGCSE'.

P5 **NEW** During the term of your Agreement with us, you agree not to attempt to register any trademark which includes the word 'Cambridge' or which contains a shield which is the same or confusingly similar to that of Cambridge. Cambridge will make such determination in its sole discretion.

P6 **NEW** During the term of your Agreement with us, you agree to withdraw any pending applications for trademark protection, for any mark which contains the word 'Cambridge' or which contains a shield which is the same or confusingly similar to that of Cambridge.

## Q Regulations governing Cambridge Centre status identity

Q1 If you do not follow the instructions in this [➤ Cambridge Handbook](#) or misuse the Cambridge Identity or Cambridge Marks your Centre status may be withdrawn and the Agreement terminated.

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

Q3 You must email Customer Services with proof copies of all your planned uses of the Cambridge Identity and gain approval before use.

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, and

Q4.3 place the Cambridge Identity at the bottom of any document or stationery, including letterheads and business cards.

Q5 **NEW** You must:

Q5.1 make sure that where the Cambridge Identity is used on a document, it is smaller and less prominent (lower) than the logo and the name of your Centre, and lower than any other associated logo

Q5.2 not provide the Cambridge Identity or Cambridge Marks for use by any other organisations

Q5.3 not use parts of the Cambridge Identity separately

Q5.4 not use the Cambridge Identity or Cambridge Marks in certification or financial documentation that you issue, for example, attendance certificates, receipts or invoices, and

Q5.5 not use the Cambridge Identity or Cambridge Marks as part of your email or web address.

Q6 The Cambridge Identity must be no more than 75 per cent of the size of the logo of the Centre and it must also be less prominent.

Q7 **NEW** This [➤ Cambridge 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.

Q8 The name 'Cambridge' is synonymous with high standards of quality and integrity in education. To ensure we are able to maintain the integrity of the Cambridge name, we pay particular attention to those Centres who already have it within the title of their school. Any school that uses the Cambridge name must ensure they use it appropriately in order that we may continue to agree to its use by that school.

**NEW** We therefore 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 into disrepute.

We will not accept any new registrations from any school using 'Cambridge' in its name unless it is in a location called Cambridge.

A registered school may not change its name to include the word 'Cambridge'.

- Q9 Permission to use the Cambridge Identity is dependent upon your continued status as a Cambridge Centre. If your Centre status is withdrawn, use of the Cambridge Identity must stop immediately.

**NEW** For detailed instructions about how to use our logo, refer to the guidelines in the logos section of the Communications toolkit ([www.cie.org.uk/toolkit](http://www.cie.org.uk/toolkit)).

## 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 **NEW** 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 **NEW** We are committed to equality of opportunity for candidates, in accordance with current UK legislation in relation to all protected characteristics, including but not limited to gender, ethnic origin, religion, gender reassignment, age and disability.
- S2 **NEW** We have a policy of open access for all Cambridge qualifications in relation to all protected characteristics, promoted in all areas of assessment activity. We aim to overcome inequality in relation to all protected characteristics in:
- S2.1 the assessment process
  - S2.2 the arrangements made for candidates with special requirements to facilitate access to Cambridge qualifications
  - S2.3 the interpretation of data relating to the implementation of policies and procedures of the scheme, and
  - S2.4 the monitoring of all publications produced for Cambridge qualifications.

## T Access and private candidates

- T1 Specific regulations govern the access of private candidates to our assessments. See section 2.1.2 of this [➤ Cambridge Handbook](#) for details.

## U Fees, invoices and payment

- U1 We publish our fees list for the following year in the 'My Messages' section of [CIE Direct](#).
- 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 All credit card payments are subject to a 2 per cent handling fee.
- U5 Payment terms are shown on your invoice as 'Payment Due Date'. You must adhere to them at all times.
- U6 **A** The Cambridge Associate is responsible for paying their fees and those of their Associate Centres.

# Key dates and activities overview – June series

For monthly calendars showing all your key dates and activities go to [www.cie.org.uk/preparation](http://www.cie.org.uk/preparation)

2017											
2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
<b>WE SEND</b> Cambridge Handbook (2017) and Cambridge Guide to Making Entries for June 2017 series <b>End of Oct 2016</b>							Until the release of results, the exams officer, or another member of staff, should be available to answer any queries from Cambridge about June series exams.	<b>WE SEND</b> Provisional results available online <b>10 Aug 2017</b>		<b>WE SEND</b> Certificates <b>Mid Oct 2017</b>	
		<b>WE SEND</b> Entries confirmation documents <b>Feb/Mar/Apr 2017</b>		<b>WE SEND</b> Question papers <b>Mid Apr 2017</b>		<b>Exams</b>		<b>WE SEND</b> Provisional results despatch <b>Late Aug 2017</b>		<b>WE SEND</b> Cambridge Handbook (2018) and Cambridge Guide to Making Entries for June 2018 series <b>End of Oct 2017</b>	
		<b>WE SEND</b> Early question papers <b>Jan/Feb/Mar 2017</b>	<b>WE SEND</b> Pre-exam despatch <b>Mid Mar 2017</b>	<b>WE SEND</b> Bar-coded labels <b>Mid Apr 2017</b>					<b>YOU SEND</b> Enquiries about results <b>By 20 Sep 2017</b>	<b>YOU SEND</b> Estimated entries for June 2018 <b>By 10 Oct 2017</b>	
<b>YOU SEND</b> Estimated entries <b>by 10 Oct 2016</b>		<b>YOU SEND</b> Final entries <b>by 21 Feb 2017</b>		<b>YOU SEND</b> Forecast grades <b>By 30 Apr 2017</b>							
	<b>YOU SEND</b> Modified question paper applications and final entries for candidates requiring modified papers <b>By 21 Jan 2017</b>			<b>YOU SEND</b> Internally assessed marks and samples <b>By dates published in the samples database (<a href="http://www.cie.org.uk/samples">www.cie.org.uk/samples</a>)</b>		<b>YOU SEND</b> Scripts <b>Immediately after the exam</b>					
	<b>YOU SEND</b> Non-delegated access arrangement applications <b>By 21 Jan 2017</b>		<b>YOU SEND</b> Notification of delegated access arrangements <b>By 31 Mar 2017</b>			<b>YOU SEND</b> Special consideration applications <b>Within 7 days of the last exam of the syllabus affected</b>					
										<b>WE SEND</b> Cambridge sends materials to Cambridge Associates who then send them on to their Associate Centres according to local arrangements.	
										<b>YOU SEND</b> Cambridge Associates need to give their Associate Centres earlier deadlines so they have enough time to process their data before submitting it to us.	

# Key dates and activities overview – November series

For monthly calendars showing all your key dates and activities go to [www.cie.org.uk/preparation](http://www.cie.org.uk/preparation)

2017					2018			
Mar–Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<div><b>WE SEND</b> Entries confirmation documents <b>Jul/Aug/Sep 2017</b></div> <div><b>WE SEND</b> <i>Cambridge Guide to Making Entries for November 2017 series</i> <b>End of Mar 2017</b></div> <div><b>WE SEND</b> Early question papers <b>Jul 2017</b></div>	<div><b>WE SEND</b> Final first-time entries <b>by 16 Aug 2017</b></div> <div><b>YOU SEND</b> Notification of delegated access arrangements <b>By 31 Aug 2017</b></div>	<div><b>WE SEND</b> Question papers <b>Mid Sep 2017</b></div> <div><b>WE SEND</b> Pre-exam despatch <b>Mid Sep 2017</b></div> <div><b>WE SEND</b> Bar-coded labels <b>Late Sep 2017</b></div> <div><b>YOU SEND</b> Retake entries <b>by 21 Sep 2017</b></div>	<div><b>YOU SEND</b> Forecast grades <b>By 31 Oct 2017</b></div>	<div>Exams</div>	<div>Until the release of results, the exams officer, or another member of staff, should be available to answer any queries from Cambridge about November series exams.</div>	<div><b>WE SEND</b> Provisional results available online for Cambridge International AS &amp; A Level <b>No later than 10 Jan 2018</b></div> <div><b>WE SEND</b> Provisional results available online for other qualifications <b>Mid Jan 2018</b></div> <div><b>WE SEND</b> Provisional results despatch for Cambridge International AS &amp; A Level <b>Mid Jan 2018</b></div> <div><b>WE SEND</b> Provisional results despatch for other qualifications <b>Late Jan 2018</b></div>	<div><b>YOU SEND</b> Enquiries about results <b>By 26 Feb 2018</b></div>	<div><b>WE SEND</b> Certificates <b>Mid Mar 2018</b></div>
<div><b>YOU SEND</b> Estimated entries <b>by 10 May 2017</b></div> <div><b>YOU SEND</b> Non-delegated access arrangement applications <b>By 1 Jul 2017</b></div> <div><b>YOU SEND</b> Modified question paper applications and final entries for candidates requiring modified papers <b>By 1 Jul 2017</b></div>	<div><b>YOU SEND</b> Scripts <b>Immediately after the exam</b></div> <div><b>YOU SEND</b> Internally assessed marks and samples <b>By dates published in the samples database (<a href="http://www.cie.org.uk/samples">www.cie.org.uk/samples</a>)</b></div> <div><b>YOU SEND</b> Special consideration applications <b>Within 7 days of the last exam of the syllabus affected</b></div>	<div><b>WE SEND</b> Cambridge sends materials to Cambridge Associate Centres who then send them on to their Associate Centres according to local arrangements.</div>	<div><b>YOU SEND</b> Cambridge Associates need to give their Associate Centres earlier deadlines so they have enough time to process their data before submitting it to us.</div>					
<div><b>A</b></div>								

- Results and certificates
- Exam day
- Before the exams
- Teacher assessment
- Entries
- Preparation
- Key dates



# 1 Preparation

## In this section

- |     |                                |    |
|-----|--------------------------------|----|
| 1.1 | Support from Cambridge         | 18 |
| 1.2 | Preparing your exams timetable | 22 |
| 1.3 | Access arrangements            | 26 |



## 1.1 Support from Cambridge

We provide a wide range of support for exams officers. This section takes you through the support we offer and tells you how to access it.

Our website: [www.cie.org.uk](http://www.cie.org.uk)  
Email: [info@cie.org.uk](mailto:info@cie.org.uk)  
Telephone: +44 1223 553554  
Fax: +44 1223 553558

Customer Services address:  
Customer Services  
Cambridge International Examinations  
1 Hills Road, Cambridge, CB1 2EU  
United Kingdom

Please tell us your Centre name and number when you contact us. **A** Associate Centres should contact their Cambridge Associate with any queries.

### 1.1.1 Cambridge 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.cie.org.uk](http://www.cie.org.uk)

### 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, **CIE Direct** and a wide range of support materials.

**NEW** Monthly calendars showing all your key dates and activities are also available from the Cambridge Exams Officers' Guide.

Visit the guide at  
[www.cie.org.uk/examsofficersguide](http://www.cie.org.uk/examsofficersguide)



### 1.1.3 Cambridge Exams Officer eNewsletter

The newsletter delivers updates straight to your inbox at the beginning of every month. It includes:

- reminders about key dates and activities for that month
- guidance on key processes
- updates on new services
- a look ahead to the next month.

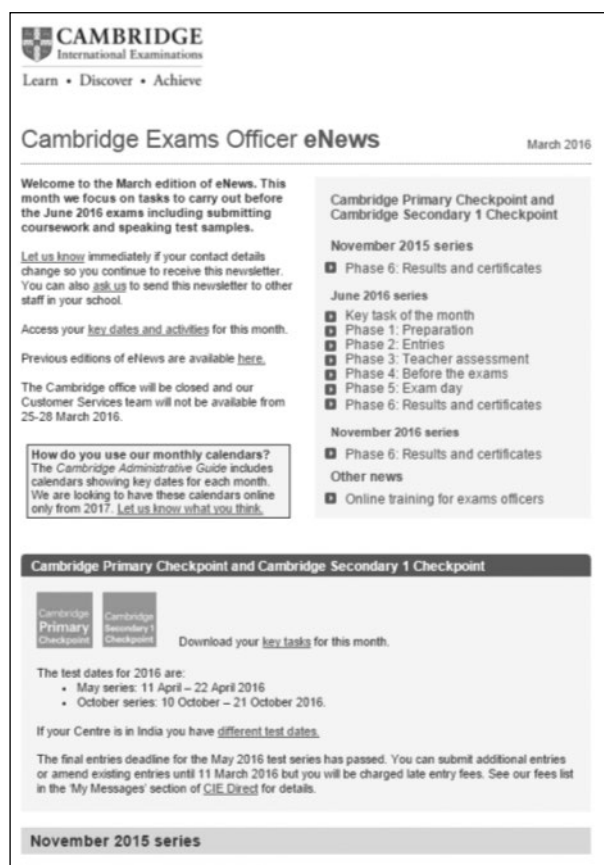
We send the newsletter to all Cambridge schools and Cambridge Associates (excluding ministries). If you work in a Cambridge school or for a Cambridge Associate and you do not receive it please contact Customer Services ([info@cie.org.uk](mailto:info@cie.org.uk)).

Read the latest newsletter at  
[www.cie.org.uk/examsofficersguide](http://www.cie.org.uk/examsofficersguide)

**A** Cambridge Associates should send relevant information from the newsletter to their Associate Centres.

## Important information

If you do not read the newsletter or if you unsubscribe from receiving it you will miss out on important information about administering our exams.



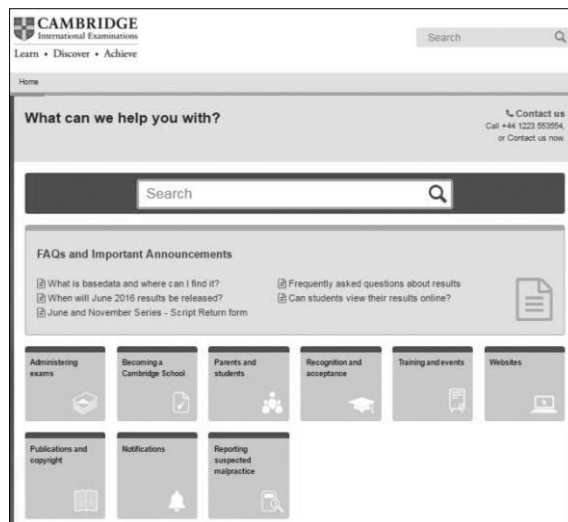
## 1.1.4 The 'Help' section of our website

The 'Help' section of our website contains an online bank of answers to frequently asked questions about Cambridge exams and services. Simply type your question into the search box or use the menu to guide you. The 'FAQs and Important Announcements' section alerts you to key information.

Our 'Help' section:

- saves you time
- contains more than 1200 answers
- is reviewed and updated daily
- is available 24 hours a day.

Visit [www.cie.org.uk/help](http://www.cie.org.uk/help)



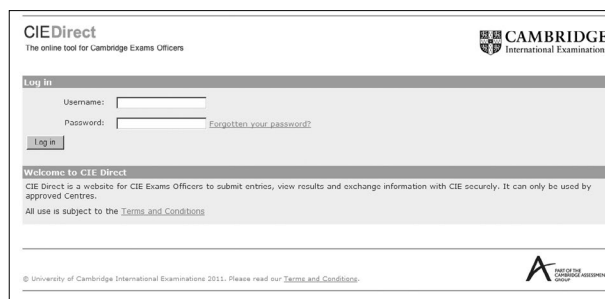
## 1.1.5 CIE Direct

**A** CIE Direct is a secure online tool for Cambridge 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
- view our fees list in the 'My Messages' section.

The site is password protected. After we have registered your Centre we send you login details by email. Keep these details secure. If you forget your password contact Customer Services ([info@cie.org.uk](mailto:info@cie.org.uk)). If the exams officer changes at your Centre send us your new exams officer's contact details as soon as possible by completing *Preparation – Form 6*. This form is available from **A** CIE Direct.

Access **A** CIE Direct at <https://direct.cie.org.uk>



## Important information

You will automatically be logged out of **A** CIE Direct after 20 minutes of inactivity.

## Cambridge Associates/ Associate Centres



Cambridge Associates can contact Customer Services to request access to CIE Direct for their Associate Centres. Once the account has been set up, we will upload login details to the 'My Messages' section of the Cambridge Associate's CIE Direct account. The Cambridge Associate must pass the relevant login details securely to their Associate Centre(s).

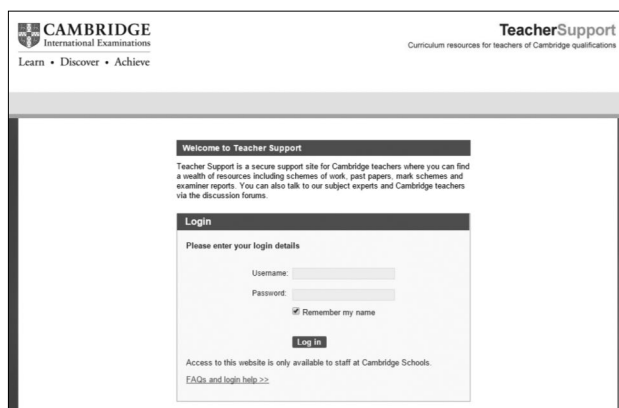
### 1.1.6 Teacher Support

Teacher Support is a valuable resource for teachers. We send you login details when your Centre registers with Cambridge. Visit Teacher Support for:

- syllabus booklets – they give teachers all the information they need to deliver the subject and prepare candidates for the exam
- specimen papers showing examples of what question papers will look like and specimen mark schemes detailing how marks would be assigned to the specimen papers – we produce these for new or revised syllabuses and we only update them when there is a significant revision to the syllabus booklet
- past question papers
- mark schemes and grade thresholds
- schemes of work – suggested teaching programmes and teaching activities
- online discussion forums – a place for teachers to share ideas, resources, questions and answers
- Principal Examiner Reports – these are produced for particular qualifications and subjects at the end of each series. The reports are written by Principal Examiners and moderators, and give an overview of how all the candidates performed.

The member of staff at your Centre with access to Teacher Support is called the 'Teacher Support coordinator'. They create logins for teachers by accessing the administration pages of the website. They are also responsible for authorising training bookings for teachers at their Centre. If the coordinator forgets their password they should contact Customer Services ([info@cie.org.uk](mailto:info@cie.org.uk)).

Access Teacher Support at  
<https://teachers.cie.org.uk>



### NEW 1.1.7 Communications toolkit

To make it easier for schools to access our marketing support resources, the Communications toolkit has replaced the Marketing Resources area of our website. It is the place to go if you are planning an open day or parents' evening, or if you want to announce your status as a Cambridge school. You will find presentations, videos, posters, event banners, press releases and more.

Everything is free to access. If you want to download your customer logo you will be asked to log in using your Centre number.

Access the Communications toolkit at  
[www.cie.org.uk/toolkit](http://www.cie.org.uk/toolkit)





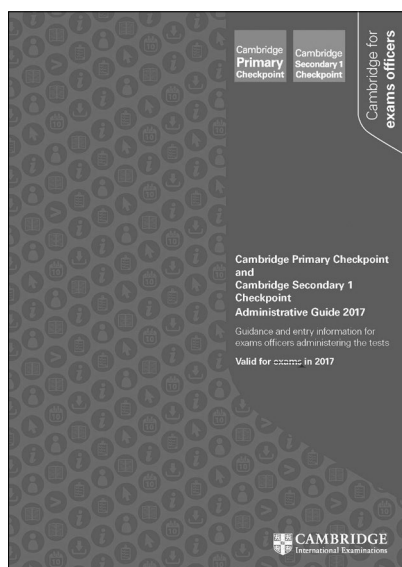
## 1.1.8 Syllabus updates

Keep up to date with changes to the syllabuses taught at your Centre by signing up for syllabus updates at [www.cie.org.uk/syllabusupdates](http://www.cie.org.uk/syllabusupdates). We will then email you details of any changes to syllabuses in your subject area including:

- new syllabuses
- revisions to content and assessment of existing syllabuses
- syllabuses we are withdrawing.

## 1.1.9 Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint

Guidance and deadlines for administering these tests are in the *Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint Administrative Guide*. Access the guide at [www.cie.org.uk/examsofficersguide](http://www.cie.org.uk/examsofficersguide)



## 1.2 Preparing your exams timetable

To maintain the security of our exams all Cambridge schools are allocated to one of six administrative zones. Each zone has a specific timetable. It is essential that you use the correct version of the timetable for your zone. You can check which administrative zone your school is in at [www.cie.org.uk/preparation](http://www.cie.org.uk/preparation)

The timetable shows the date, session and duration of each exam, including the range of dates for practical and oral exams. You must also follow our KeyTime regulations when timetabling your exams.


Each country has a **Key Time** for the morning and afternoon timetable session. We have also introduced an evening session and KeyTime in administrative zones 4 and 5. For timetabled exams, all candidates must be under Full Centre Supervision or in the exam at the KeyTime. See sections 4.6.1 and 4.6.2 of this handbook for more information.

All exams must take place in the sessions stated on the final timetable. If you have a timetable clash you may be able to apply for a timetable deviation using *Preparation – Form 2*.

As soon as the final timetable is available work out how many exam rooms you need and book them. Decide how you are going to make sure your candidates know where and when their exams will take place. You should also create a timetable specific to your Centre that you can display somewhere for all your candidates to see.


### 1.2.1 Provisional and final timetables

We construct our timetables to avoid setting exams that will cause major logistical difficulties and timetable clashes for Centres and candidates. However, this is a complex task with many constraints and it is not always possible to produce timetables that suit all the countries we work with.

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  CIE Direct.

When they are published, you can let us know if you have any major concerns. Email any comments to [info@cie.org.uk](mailto:info@cie.org.uk) with 'June/November series provisional timetable' and your Centre number in the subject line.

Because the timetables take into account a wide range of interests and constraints, we only make changes in exceptional circumstances.

Once we have considered any comments we publish the final version of the timetable to the 'Support Materials' section of  CIE Direct and our public website ([www.cie.org.uk/timetables](http://www.cie.org.uk/timetables)). After the final timetable has been published, we cannot accept any requests to change exam dates.

### Regulations



- (a) You must use the final version of the timetable.
- (b) In certain exceptional circumstances, in order to maintain the security and integrity of our question papers we may need Centres to take an exam component at a different time to that specified on the final timetable. In such circumstances we will write to you to let you know the new timetable arrangements.
- (c) When telling candidates the dates and times of exams, you must use the final timetable only.

### Important dates



Publication of final timetable:

- June series: end of October 2016
- November series: end of March 2017

### 1.2.2 Timetabling exams

The timetable will show which session timetabled exams must be taken in:

- 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 of this handbook.

## Regulations



- (a) Candidates must take timetabled exams in the session shown on the final timetable and in accordance with our KeyTime regulations.
- (b) The KeyTime is a time, specified by Cambridge, defined by the location and country of a Centre, when all candidates taking timetabled exams must either be in the exam or under Full Centre Supervision. This maintains the security of our question papers.

Find out your KeyTime at  
[www.cie.org.uk/keytime](http://www.cie.org.uk/keytime)

## Extra guidance



Watch our video to find out how to prepare your exams timetable using KeyTimes. It is available at [www.cie.org.uk/timetablingexams](http://www.cie.org.uk/timetablingexams)

### 1.2.3 Timetable deviations

Before the exam series starts, study the final timetable to see if you can identify any timetable clashes. Timetable clashes occur when, for various reasons, candidates cannot take papers in the timetabled session.

In some circumstances candidates may be taking different papers timetabled in the same session. Work out whether the candidates involved can sit the exams one immediately after the other. If this is not possible, you can request that they take the exam at another time by applying for a timetable deviation.

Exams must never be taken on an earlier day than the scheduled date.

#### 1.2.3.1 Applying for a timetable deviation

To apply for a timetable deviation, complete and submit *Preparation – Form 2* by the deadlines shown on the next page. We may not be able to accept applications if you send them after the deadlines.

**A** Associate Centres should send their completed forms to their Cambridge Associate.

Follow the instructions on the form. If the clash is due to an exam with another exam board, please include a copy of the statement of entry for the other exam, with the candidate details and a copy of the other board's timetable.

## Regulations



- (a) Wait until you have submitted your entries and received your timetable clash report before applying for a timetable deviation.
- (b) You must fill in a separate application form for each syllabus and component.
- (c) The Head of Centre needs to propose arrangements for resolving the clash of two or more papers. The arrangements should make it possible for candidates to take the papers on the day specified on the timetable. If this is not possible then you can apply for candidates to take the exam at another time, as long as it is no more than 24 hours after the published timetable date. You cannot request to hold an exam on an earlier day than the timetabled exam. You must guarantee that the candidates are kept under Full Centre Supervision between the time of the timetabled exam and the start of their rescheduled exam.
- (d) You must supervise any candidate taking an exam at a time that is not as scheduled, from the KeyTime for the exam until the time they start the exam or from the end of the exam until the KeyTime has passed.
- (e) If candidates are taking two or more exams in a session, you may decide the order in which to hold them. Candidates may be given a supervised break between exams within a session. You must follow all arrangements for invigilating candidates during and between exams. Supervisors must comply with our invigilation requirements. You must make sure the question papers remain secure and KeyTimes are observed. You will limit any disruption if the exam with the largest number of candidates is held first.
- (f) If the period of Full Centre Supervision is longer than four hours you will need to apply for a timetable deviation.
- (g) If the total duration of the papers to be taken in one session exceeds three hours and 45 minutes, you can ask for a timetable deviation. We will only consider requests to move a paper to the following day if the total duration of papers to be taken on one day exceeds six hours.
- (h) We can refuse an application for a timetable deviation if it could potentially threaten the security of the question paper.

## Regulations (continued)



- (i) We will only consider timetable deviations for candidates directly involved in any clash.
- (j) Exams must never be taken on an earlier day than the scheduled date.
- (k) If a candidate is entered at two different Centres and is required to take exams in both Centres on the same day, we will give instructions in each case regarding the security of the question paper.
- (l) Do not carry out a timetable deviation until you have received written permission from us to do so.

## Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Timetable Deviation and Additional Sessions: Preparation – Form 2

## Important dates



Timetable deviation application deadlines:

- June series: 17 April 2017
- November series: 30 September 2017

### 1.2.3.2 Cases where we may consider a timetable deviation

Examples of cases where we may consider a timetable deviation are given below.

- A clash between exams that we have timetabled in the same session (except prohibited syllabus combinations) that exceed the time allowance. Candidates are assumed to be capable of taking exams of up to six hours' duration in one day.
- A clash with an exam of a different awarding body in a different subject where the recommended number of hours is exceeded.
- Circumstances outside the control of the candidate that prevent them from taking the exam at the scheduled time, for example, a hospital appointment or attendance at court.
- Participation of candidates in events at an international level, for example, a major sporting event.

### 1.2.3.3 Unacceptable reasons for a timetable deviation

These include:

- a clash with another awarding body's exam at the same level and in the same subject, or a subject with significant overlapping content
- being required to sit three or more different subject papers on the same day
- clashes with a school function or closure
- participation in national or local events
- family holidays and weddings
- work experience
- field trips.

### 1.2.3.4 Communicating decisions to Centres

We will give you a written decision about your timetable deviation as quickly as possible. **A** If you are an Associate Centre we will communicate the decision to your Cambridge Associate.



## 1.2.4 Extra sessions for practical and listening exams for Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level

- (a) If you do not have enough equipment or space for all of your candidates to take a practical or listening exam at the same time, you may arrange one or more extra sessions on the same day. If you intend to hold extra sessions you must submit a timetable deviation request as soon as possible and at least four weeks before the day of the practical exam. You do not need to list the candidates concerned when submitting the form. However, you must make accurate seating plans and attendance registers for each session, and keep these until the end of the enquiries about results period. For practical tests you must supply copies of the seating plan and attendance registers with the supervisor's report.
- (b) The exam may be taken by several groups in different sessions, with staff supervision to make sure that security is maintained. There must be no contact between groups taking exams in different sessions until all groups have completed the exam. All conduct must comply with our regulations for Key Times and Full Centre Supervision.



## 1.2.5 Supervision arrangements

- (a) Supervision of a timetable deviation should normally be carried out by Centre staff, from the end of one exam and/or session to the beginning

of the second exam and/or session. You should also undertake this supervision if the candidate(s) travel(s) to an exam from another event or exam. If it is not possible for Centre staff to supervise the candidate(s), we are prepared to accept supervision by another responsible adult acceptable to you and the candidate. The Head of Centre must be satisfied that such an arrangement will maintain the security of the exam and report any infringements. We will hold the Head of Centre responsible if we find that there has been any breach of regulations. We may take action against you, and that action could include removal of Cambridge registered Centre status.

- (b) **NEW** The supervising adult is required to give you a written guarantee of security by filling in *Preparation – Form 7*. This should confirm that they will collect candidate(s) from the Centre and deliver them back. You must keep this form until the end of the enquiries about results period, unless we request the form beforehand.
- (c) A member of Centre staff should normally supervise a candidate overnight, if necessary, although in cases where you feel that parental supervision can be guaranteed, we may accept this. The person appointed must supervise the candidate from the end of one exam to the start of the other exam; this includes collecting them from and delivering them to the Centre. The candidate must have no outside contact with anyone taking the exam. This includes telephone calls, text messages, faxes, emails and internet access. The Head of Centre must be fully satisfied that arrangements will maintain the security of the exam.
- (d) Any infringement of the conditions governing supervision may mean that we are unable to issue results or that we withdraw the Centre's eligibility.

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Candidate Supervision Declaration: Preparation – Form 7

## 1.3 Access arrangements

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

There are three groups of access arrangements, each with their own application form and deadlines:

- Group 1: Non-delegated access arrangements. You must apply for our permission to use these.
- Group 2: Centre-delegated access arrangements. You need to notify us if you use these.
- Group 3: Modified papers. Before you apply, you must have submitted a final entry for the relevant candidate, syllabus and component.

This section explains:

- what access arrangements are
- the types of access arrangements available
- the criteria we use to make decisions about access arrangement applications
- the types of arrangements which may be suitable for particular access needs
- how to apply for access arrangements
- the regulations you must follow for specific access arrangements, along with examples of how they apply.

### 1.3.1 What are access arrangements?

We recognise that although some candidates cope with the learning demands of a course and demonstrate attainment in the skills being assessed, they still face unnecessary barriers when it comes to the standard assessment.

Such barriers may result from:

- a permanent or long-term disability or learning difficulty
- a temporary disability, illness or indisposition
- the immediate circumstances of the assessment.

The purpose of an access arrangement is to remove any unnecessary barriers to the standard assessment, without compromising the standards being tested, so that the candidate can be recognised for their attainment. For some subjects certain access arrangements are not available. A candidate may require a particular type of access arrangement in one type of assessment but not in another.

#### Regulations



The Head of Centre is responsible for making sure that their applications are based on firm evidence of the candidate's needs, and that if granted their Centre follows the relevant regulations when using the arrangements. Failure to keep to the regulations could lead to a maladministration investigation.

### 1.3.2 What types of access arrangements are available?

The arrangements available in each group are listed in the table shown on the next page. The section numbers show where you can find full details of the regulations for each arrangement. There may be other arrangements you have used before that are not listed. If this is the case please contact us to discuss whether the arrangements are appropriate for the assessment concerned. **A** If you are an Associate Centre contact your Cambridge Associate.



Group 1: Non-delegated access arrangements See section 1.3.5	Group 2: Centre-delegated access arrangements See section 1.3.6	Group 3: Modified papers See section 1.3.7
Alternative venue (for example, candidate's home or hospital) Section 2.6	<b>NEW</b> Background music Section 1.3.6.1	Braille contracted/uncontracted
Cards used by prompters (we need to approve these cards before you use them) Section 1.3.5.2	Colour naming Section 1.3.6.2	Coloured paper
E-texts for literature exams Section 1.3.5.3	Coloured overlays Section 1.3.6.3	Enlarged paper (modified) A4 18 point bold
Extra time over 25 per cent Section 1.3.5.4	Extra time up to 25 per cent (not permitted in syllabuses where time is the focus of the exam) Section 1.3.6.4	<b>NEW</b> Enlarged paper (modified) A3 18 point bold
Practical assistant Section 1.3.5.5	Live speakers (for use with a transcript of the listening paper for the hearing impaired) Section 1.3.6.5	Enlarged paper (unmodified) A3
Reader including a computer reader Section 1.3.5.6	Prompter Section 1.3.6.6	Simplified carrier language
Scribe Section 1.3.5.7	Reading aloud Section 1.3.6.7	Tactile diagrams
Voice-activated software (for example, JAWS, which acts as a reader and/or scribe) Section 1.3.5.8	Reading pens Section 1.3.5.6 (t)	Transcript of listening CDs
<b>NEW</b> Word processor with spell check enabled Section 1.3.6.13	Separate invigilation Section 1.3.6.8	
Exemptions from specific components, for example speaking and listening tests Section 1.3.5.9	Simple translation dictionaries (if permitted by the syllabus) Section 1.3.6.9	
	Supervised rest breaks Section 1.3.6.10	
	Transcript Section 1.3.6.11	
	Visual aids (for example, magnifying glasses) Section 1.3.6.12	
	Word processor, computer or electronic typewriter Section 1.3.6.13	

### 1.3.3 The criteria for approving access arrangement applications

When we approve access arrangement applications or review evidence for the use of Centre-delegated access arrangements, we are guided by two sets of criteria:

- General criteria: these are at a high level and apply regardless of the type of assessment the candidate is taking.
- Assessment criteria: these are used when looking at the specific assessment for which the candidate is using access arrangements.

Details of all criteria, including criteria you must follow when working with candidates who require access arrangements, are listed below.

#### 1.3.3.1 General criteria

- (a) We assess all candidates according to the same marking criteria, so that their grades and certificates have the same validity and are a true reflection of each candidate's attainment. Please read the criteria carefully.
- (b) Access arrangements must not give the candidate an unfair advantage over others.
- (c) Access arrangements must not compromise the competence standards being assessed, and therefore we do restrict them in certain syllabuses. For example, we cannot allow a reader to be used where reading is the focus of the assessment.
- (d) English not being the candidate's first language is not a valid reason for an application (simple translation dictionaries can be used if the syllabus allows).
- (e) You must consider a candidate's usual methods of learning and producing work when making decisions about whether to apply for access arrangements.
- (f) You must determine whether access arrangements are appropriate, and if so, which type is required in relation to the defined needs of individual candidates.
- (g) You are responsible for any costs associated with using access arrangements.

#### 1.3.3.2 Assessment criteria

- (a) We will not allow access arrangements if they affect the competence standard being tested.
- (b) If you have a candidate with a known permanent disability or learning difficulty you must talk to us before they start any of our courses to make sure

appropriate access arrangements are available for the associated assessments.

- (c) Some types of impairment affect the candidate's ability to demonstrate one or more of the assessment objectives of the course. You need to make candidates aware if they are choosing a course where they will not be able to demonstrate attainment, and therefore not be able to gain credit in all parts of the assessment. In some cases, an alternative route is available within the syllabus and you can ask for our advice on how to approach the subject.
- (d) If there is no alternative because the impairment relates to a fundamental part of the assessment, the candidate may not be able to score enough marks to justify entering for an exam. The candidate can still study the course without being assessed as long as they are fully aware that they will not be able to meet the assessment objectives and therefore that they will not get a result at the end of the course.
- (e) When working with candidates with known permanent disabilities or learning difficulties you should make them aware of the range of subject options open to them. Identify subjects in which they can cover the course and demonstrate attainment across the whole assessment.
- (f) Each Cambridge qualification has a set of assessment objectives. Please refer to the relevant syllabus for details.

The examples below show how our assessment objectives determine whether a candidate is allowed to use access arrangements.

#### Example 1

A candidate with severe cerebral palsy enjoys her design and technology course but cannot use her hands. She cannot design independently. As such abilities constitute a large proportion of the whole qualification, she decides not to enter for this particular subject. The assessment objectives are designing and making, so no adjustment can be made.



**Example 2**

A candidate with severe dyslexia wants to take English language and foreign language exams but cannot read or write adequately. As the assessment objectives being tested in these subjects include reading and writing, he cannot have an adjustment in the form of a reader in the reading papers. It is not possible to use a scribe in the written papers for foreign languages, unless the candidate is able to dictate the responses letter by letter, including all punctuation. The Centre must decide whether or not to enter him for these subjects on the basis of how much he could complete independently.

**Example 3**

A candidate with no hands wants to take art exams in painting. Mouth or foot painting might be acceptable, but the candidate cannot do either and wants another person to paint at her instruction. This is not allowed as the assessment objective is the skill of painting.



### 1.3.4 Guidance on meeting individual access needs

This section describes the specific access arrangements that may be appropriate for candidates with particular physical or learning disabilities. It is a good place to start if you are thinking about the type of access arrangements that might be appropriate for a particular candidate.

#### 1.3.4.1 Physical disabilities

- (a) An extra time allowance of 25 per cent will meet the needs of most candidates with physical disabilities.
- (b) Candidates with severe disabilities may need a supervised rest break.
- (c) If the candidate cannot write independently, apply to use a scribe.
- (d) If the candidate usually uses a word processor, they can use one for written exams.
- (e) If the candidate can write, but their writing is not easy to read, you can provide a transcript.
- (f) In speaking tests you should give a candidate who can speak, but with difficulty, enough time to answer. No formal request for extra time is necessary.
- (g) For practical exams an assistant may give necessary physical assistance to a candidate. You must not give credit to candidates where a

practical assistant has performed the skill, but you can give credit to them for planning, analysis and evaluation.

#### 1.3.4.2 Visual impairments

- (a) An extra time allowance of 25 per cent will meet the needs of most candidates with a visual impairment. Those using Braille papers may require 100 per cent extra time. If you are applying for more than 25 per cent extra time, state the amount of time the candidate needs on *Preparation – Form 1*.
- (b) Some candidates may need supervised rest breaks.
- (c) If the candidate cannot read independently or use Braille, apply to use a reader.
- (d) If the candidate cannot write independently, apply to use a scribe.
- (e) If the candidate normally uses a word processor, they can use one for written exams.
- (f) If the candidate can write, but their writing is not easy to read, you can provide a transcript.
- (g) For practical exams an assistant may give necessary physical assistance to a candidate. You must not give credit to candidates where a practical assistant has performed the skill, but you can give credit to them for planning, analysis and evaluation. You must follow the regulations for using a practical assistant set out in section 1.3.5.5.
- (h) We can provide modified papers. See section 1.3.7 for more information.
- (i) If the visual impairment is colour-blindness, the candidate can have access to colour naming, but only if the information is necessary to answer the questions and is not part of the skill being tested. For example, in a science practical exam, a candidate may be told that a solution has changed in colour, but not given any indication about what the change in colour represents.

#### 1.3.4.3 Communication difficulties

- (a) You can give candidates with a hearing impairment an extra time allowance of up to 25 per cent if literacy difficulties reduce the speed at which they read and comprehend written questions.
- (b) In speaking tests you should give a candidate who can speak, but with difficulty, enough time to answer. No formal request for extra time is necessary.

(c) In language listening exams, candidates with hearing impairments can:

- sit the exam in a separate room
- use headphones
- use live speakers who are known to the candidate to read from a transcript if their usual method of access is lip-reading.

You will always need at least two speakers, one male and one female.

You should choose the method the candidate uses in a normal classroom situation.

(d) For candidates with significant communication difficulties in language exams, please provide as much information as possible on the form about how you are preparing the candidates. On request we will send you detailed information about the conduct of listening exams, for example how to apply the extra time. Apply for a transcript of the listening exam if you have candidates who require a live speaker.

(e) A sign language interpreter can only sign the instructions on the front of the question paper. They cannot sign the questions. In language exams, including English, texts, source materials or literary extracts cannot be signed.

(f) Apply for modified language papers and the use of a reader for any candidate who meets the criteria for a reader, and who is usually supported by a sign language communicator. These candidates will require the reader to communicate through sign language. A sign language interpreter can help the candidate to understand the rubric. The interpreter may sign any questions written in English, except in an exam testing English language skills. However, the interpreter must take care to sign exactly what is written in the test paper without changing the meaning, adding any information, or providing an explanation of what the question requires of the candidate. Where a sign is iconographic and conveys the meaning of a technical or subject-specific word which is being tested, the word should be pointed to on the test paper, or may be finger spelled.

It is important that any sign language interpreter used in an assessment knows the sign language of the candidate, and the signs have been used throughout the course of study. You are responsible for selecting an appropriate sign language interpreter. You must follow the regulations for using readers in section 1.3.5.6.

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

(g) We can provide modified papers with a simplified carrier language for certain syllabuses. See section 1.3.7 for more information.

#### 1.3.4.4 Learning disabilities

(a) For any candidate with learning disabilities who will be using access arrangements, you must have a report dated within three years of the exam from an educational psychologist, a clinical psychologist, an occupational psychologist or a suitably qualified specialist teacher. The report must be submitted with any application for non-delegated access arrangements and be kept on file if they use any Centre-delegated access arrangements. The report must provide up-to-date literacy assessments for the candidate and include details of the relevant qualifications held by the specialist who wrote the report.

(b) We will accept a report written by a teacher with no formal special needs qualifications, providing they have at least five years' work experience in the area of special educational needs.

(c) An extra time allowance of up to 25 per cent will meet the needs of most candidates.

(d) Candidates with severe learning disabilities may need reading assistance. Readers are not allowed in exams where reading is part of the assessment criteria. Readers are only allowed if the candidate's reading skills (accuracy, speed, comprehension) have been measured in a test conducted by an educational psychologist, a clinical psychologist, occupational psychologist or suitably qualified teacher, and are shown to be below average. Below average is classified using a nationally standardised test and does not mean 'below average standard' within a particular Centre. We will reject applications for using a reader if they do not include the results of the candidate's reading test.

(e) If the candidate normally uses a word processor to produce work, they can use one for written exams.

(f) If the candidate can write, but their writing is not easy to read, you can provide a transcript.

(g) In exceptional cases, you can apply to use a scribe to write for the candidate. Alongside the application form you must send evidence of the candidate's work both with and without the use of a scribe. Clearly state how long each piece

of work took. In exams where writing is one of the assessment criteria we will only consider a scribe if the candidate can dictate all grammar and punctuation, and the words letter by letter. If this happens you must make a note of it on *Exam Day – Form 4*. A scribe can also act as a reader but you must apply for both access arrangements if you would like this to be the case.

- (h) If the candidate has a neurological or cognitive disability, you may want to use a prompter. See section 1.3.6.6 for more information.
- (i) We can provide modified papers with a simplified carrier language for certain syllabuses. See section 1.3.7 for more information.
- (j) When using the Detailed Assessment of Speed of Handwriting to assess a candidate's writing speed you must only use the writing speed subtest. Do not use the composite score derived from all the subtests. Please contact us for advice if you have any questions about assessing a candidate's writing speed.

### 1.3.5 Non-delegated access arrangements

You must apply for our permission to use non-delegated access arrangements with *Preparation – Form 1*.

You must send copies of supporting medical or psychological evidence with your application for non-delegated access arrangements. The application and the supporting evidence must be in English. You can provide a translation if necessary, along with the original document. Friends and relatives of the candidate should not supply any of the supporting evidence. Where this is unavoidable a senior member of Centre staff must countersign and authorise the evidence.

Follow the guidance notes on the form. The application must come from the Centre making the entry. We cannot accept applications from the candidate. **NEW** Remember, the Head of Centre, exams officer or Cambridge Associate, in the case of Associate Centres, needs to sign the form before it is submitted. **A** Associate Centres should submit their completed forms to their Cambridge Associate.

We cannot accept applications if you send them to us after the deadline. **A** Cambridge Associates should agree earlier deadline dates with their Associate Centres. This will give them time to process their applications and send them on to us.

When your application arrives, a member of the Compliance team reviews it, if necessary in consultation with subject experts, according to the criteria set out in section 1.3.3. We review all applications on an individual basis. We will reply in writing to let you know whether your application has been approved.

If we approve the application, it is up to the Head of Centre to decide whether the candidate needs to use the arrangements in all the requested assessments as they may not need the same degree of assistance in every subject.

This section explains the regulations you must follow for specific non-delegated access arrangements.

#### Administrative forms

Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Access Arrangements: Preparation – Form 1

#### Important dates

We must receive applications by:

- June series: 21 January 2017
- November series: 1 July 2017

#### 1.3.5.1 Alternative venue

You can apply for a candidate to take an exam at an alternative venue, for example if the candidate is in hospital or home educated for medical reasons. Please see section 2.6 for more information.

#### 1.3.5.2 Cards used by prompters

For candidates who require a prompter, it may be possible to use certain instructions written on prompt cards. Although the use of a prompter is a Centre-delegated access arrangement you should send any cards you are planning to use to [info@cie.org.uk](mailto:info@cie.org.uk) before the exam so we can make sure they are acceptable. Please see section 1.3.6.6 for the regulations you must follow if you are using a prompter.

#### 1.3.5.3 E-texts for literature exams

- (a) In exams where access to set texts is allowed, you can apply for our permission for a candidate to use electronic copies of set texts.
- (b) You should apply for this arrangement as far in advance of the relevant exam as possible.
- (c) You must specify the type of device to be used when you apply.

- (d) You are responsible for ensuring that the device being used is cleared of all previous data, applications and software; any internal dictionaries must be deleted or disabled and all internet or external network connections must be disabled.
- (e) We will provide additional guidance if your application is approved.

#### 1.3.5.4 Extra time over 25 per cent

- (a) We will only give permission for an extra time allowance of more than 25 per cent in exceptional cases. By 'exceptional cases' we mean that a candidate:
- has multiple disabilities
  - has a very severe physical disability or illness
  - is visually impaired and/or needs to use Braille papers
  - is normally allowed a reader but the syllabus in question is one where readers cannot be permitted
  - has a speech impediment (for orals only).
- (b) It is important to remember that if the exam is too long, it can be damaging to a candidate's condition, so please seek medical advice before applying for over 25 per cent extra time. We cannot accept responsibility for any ill effects caused by any access arrangements you request.
- (c) We recommend you allow candidates to take supervised rest breaks if they have an extra time allowance of over 25 per cent.
- (d) An extra time allowance of **up to** 25 per cent is a Centre-delegated access arrangement. See section 1.3.6.4 for more information.

#### 1.3.5.5 Practical assistant

- (a) Candidates may be allowed to use a practical assistant if they suffer from disabilities or conditions which prevent them from carrying out parts of the assessment themselves.
- (b) If a candidate needs to use a practical assistant, you must submit *Preparation – Form 1* with the relevant supporting evidence. The candidate cannot use the assistant until the application has been approved.
- (c) A practical assistant is a responsible adult who, in coursework and/or in an exam, carries out practical tasks at the instruction of the candidate. They:
- make sure candidates are safe
  - report visual observations at the candidate's instruction

- carry out some or all of the manual tasks contributing to the practical exam, at the candidate's instruction.

Practical assistants must not help with the analysis of data or answers to questions.

- (d) You must seek advice at the beginning of the course about whether using a practical assistant will affect the assessment criteria and therefore the candidate's ability to demonstrate attainment.
- (e) The use of a practical assistant should reflect the candidate's usual way of working, except in cases of temporary injury to the writing hand or arm.
- (f) The use of a practical assistant must not disadvantage the candidate or give them an unfair advantage. The practical assistant is used to enable the candidate to show their knowledge, understanding and skills.
- (g) A practical assistant is not a reader or scribe, but the same person may act as a reader, scribe and/or practical assistant if the candidate has our permission to use these access arrangements.
- (h) We will not allow a practical assistant in subjects testing design or artistic skills (for example, music, art or design and technology), where the practical skill is the focus of the assessment. If the candidate only needs minimal assistance please contact us to discuss their needs.
- (i) The practical assistant is appointed by and responsible to the Head of Centre/exams officer. They must be known and accepted by the candidate and capable of reading the material involved. A practical assistant should not usually be the candidate's own subject teacher and must not be a relative, friend or peer.
- (j) Make sure that other candidates are not disturbed by the assistant or the candidate. If you put the candidate and practical assistant in a separate exam room, they will need a separate invigilator.
- (k) If the practical assistant is also acting as a reader and/or scribe, they may also read back the candidate's answers at the candidate's request.
- (l) A practical assistant:
- must not comment on any of the candidate's answers
  - must not give any factual help or indicate when a task is complete
  - must not advise the candidate about which practical questions to answer, when to move on to the next question, or the order in which



they should answer questions. If the practical assistant is also acting as a prompter they should refer to section 1.3.6.6.

- must carry out accurately what the candidate has asked them to do, unless it is dangerous
- must follow these regulations as failure to do so can lead to the disqualification of the candidate.

The examples below show how using a practical assistant can support candidates with particular needs.

### Example 1

A candidate who has a severe tremor in both hands cannot safely perform any science practical activity. She applies for a practical assistant. She is credited with marks for planning, evaluation and observations, but she cannot gain marks for using techniques, apparatus and materials.

### Example 2

A candidate has hemiplegia affecting his left side. He is right-handed. He needs a practical assistant in science to hold equipment steady while he performs practical tasks. The practical assistant is acting only as a second hand where two hands are needed. The candidate does not lose any marks for using apparatus and materials because he performs by himself those skills which are being assessed.

### 1.3.5.6 Reader

- If a candidate needs to use a reader, you must submit the application form together with the relevant evidence. They cannot use a reader until the application has been approved.
  - We usually allow readers:
    - for permanently or temporarily visually impaired candidates who cannot read a Braille/enlarged paper independently
    - where the candidate's reading skills (accuracy, speed, comprehension) have been measured in a test by an educational psychologist, a clinical psychologist, an occupational psychologist or a specialist teacher and are in the below average range. 'Below average' is a technical definition which means one deviation below the mean on an up-to-date, nationally standardised test. It does not mean 'below average standard' in a particular Centre. We will reject applications for using a reader if they do not include the results of the candidate's reading test. Please contact us for advice if you have any questions about assessing a candidate's reading skills.
- We will not allow a reader if the request is based on English not being the candidate's first language.
  - Using a reader should reflect the candidate's usual way of working, except in cases of temporary injury.
  - A reader is a responsible adult who reads the questions to the candidate. This may involve reading the whole paper or only the words that the candidate requests. The reader must follow the regulations set out in this handbook.
  - A reader is not a scribe, but the same person may act as both reader and scribe if the candidate has our permission for both arrangements.
  - Readers are not allowed for papers or sections of papers that test reading. We may instead grant an extra time allowance to a candidate who would usually be eligible for a reader but is not permitted this arrangement in exams that test reading.
  - The reader is appointed by and responsible to the Head of Centre/exams officer. They must be known and accepted by the candidate and capable of reading the material involved. The reader should not usually be the candidate's own subject teacher. The reader cannot be a relative, friend or peer of the candidate.
  - Make sure that other candidates cannot overhear or be disturbed by the reader. If you put the candidate and reader in a separate exam room, they will need a separate invigilator.
  - The use of a reader must not disadvantage the candidate or give them an unfair advantage.
  - The 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 the understanding of the written word may be the skill being examined, for example, in language exams (including English).
  - The reader must not advise the candidate which questions to answer, when to move on to the next question, or the order in which to answer questions. If the reader is also acting as a prompter, they should refer to section 1.3.6.6.
  - The reader must not decode symbols and unit abbreviations. For example, do not read  $2^2$  as 'two squared' but simply point to the function,

since part of the assessment is recognising what the superscript 2 means. Similarly, if the symbol > is printed, do not read it as 'greater than' but simply point to it.

- (n) The 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').
- (o) The reader may read back, when requested, what the candidate has written in the answer.
- (p) The reader may, if requested, give the spelling of a word which appears on the question paper. Apart from this they must not give spellings.
- (q) The reader may enable a visually impaired candidate to identify diagrams, graphs and tables, but must not give factual information or offer any suggestions, other than to give information which would be available to sighted candidates.
- (r) If a candidate is not allowed a reader they can take their exam in a separate room so they can read aloud, particularly where this is their normal way of working. In these cases you must provide a separate invigilator. See section 1.3.6.8 for more information.
- (s) We will allow a computer reader if the candidate is eligible for a reader. The software must not decode or interpret the paper. The software must not in any way give nuance to the text being read. A computer reader will be allowed in papers testing reading. A computer reader is an acceptable arrangement since it allows the candidate to independently meet the requirements of the reading standards. Please check that the non-interactive PDF provided is compatible with the software by downloading a past paper from [www.cie.org.uk](http://www.cie.org.uk)
- (t) **NEW** Reading pens are Centre-delegated access arrangements. They must not have an in-built dictionary or thesaurus, or data-storage facility. All pens must be checked before the exam to ensure they comply with these requirements.
- (u) **Readers for the visually impaired:**
  - must read, as often as requested, the questions and the answers already recorded
  - must, if asked, give information about how much time has passed and how much time remains

- are allowed to help a candidate using tactile maps, diagrams, graphs and tables to get the information that the print/amended print copy would give to a sighted candidate
- must, if requested, give the spelling of a word which occurs in the question paper or in the coursework material – they must not give other spellings
- must immediately refer any problems, including issues with communication, to the invigilator.

- (v) If a candidate with a temporary injury needs a reader you must follow the instructions for emergency access arrangements detailed in section 1.3.8.

### Extra guidance



We recommend you make any candidates using a reader in an exam aware of what the reader can and cannot do before the candidate takes their first exam. Download *Instructions for Readers* from the 'Running exams' page at [www.cie.org.uk/examday](http://www.cie.org.uk/examday)

### 1.3.5.7 Scribe

- (a) If a candidate needs to use a scribe, you must submit the application form together with the relevant evidence. They cannot use a scribe until the application has been approved.
- (b) A scribe is a responsible adult who, in coursework and/or in exams, but not in speaking tests, writes down or word processes a candidate's dictated answers. If a candidate dictates answers onto a tape you must produce a transcript. Candidates must respond in English.
- (c) Candidates are eligible to use a scribe if they suffer from long-term or temporary disabilities that prevent them from communicating by any other means. If writing is a skill which is being tested, the candidate must dictate all spelling and punctuation in their responses to the scribe. You must use *Exam Day – Form 4* to describe in full all the help given to the candidate by the scribe, including help with spelling. Candidates cannot use a scribe in certain language syllabuses where it is not possible to dictate responses.
- (d) Using a scribe should reflect the candidate's usual way of working, except in cases of temporary injury.
- (e) A scribe is not a reader, but the same person may act as both scribe and reader as long as the candidate has our permission for both arrangements.

- (f) We will allow a scribe in certain subjects for candidates who cannot produce written communication by any other means, for example, word processing or Braille input. For exam purposes, this means:

- candidates whose spelling accuracy score is in the 'below average' category
- candidates whose free writing cannot be read by others, is grammatically incomprehensible or is produced so slowly that answers cannot be fully recorded even with the extra time allowed
- candidates whose handwriting speed (words per minute) is in the 'below average' range for their age
- candidates with a permanent physical disability or recent injury who are unable to write.

Please contact us for advice if you have any questions about assessing a candidate's spelling accuracy or writing speed.

- (g) The scribe is appointed by and responsible to the Head of Centre/exams officer. They must be known and accepted by the candidate and capable of reading the material involved. A scribe should not usually be the candidate's own subject teacher and must not be a relative, friend or peer.

- (h) **NEW** 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, make sure that the other candidates cannot overhear or be disturbed by the candidate or scribe. If the candidate and scribe are in a separate exam room, they will need a separate invigilator.

- (i) A scribe:

- must write down or word process accurately what the candidate says (except in an exam requiring word processing, in which case we will not allow a scribe)
- may, at the request of the candidate, read back what has been written but must make no comment about any part of the answer given
- must draw or add to maps, diagrams and graphs strictly in accordance with the candidate's instructions, unless the candidate is taking a design paper, in which case we will only allow a scribe to assist with written parts of the paper

- must write or word process a correction on a typescript or Braille sheet only if requested to do so by the candidate
- must immediately refer any problems, including issues with communication, to the invigilator
- must not give factual help to the candidate or indicate when the answer is complete
- must not advise the candidate about which questions to answer, when to move on to the next question, or about the order in which to answer questions. If the scribe is also acting as a prompter they should refer to section 1.3.6.6.
- must follow these regulations as failure to do so could lead to the disqualification of the candidate.

- (j) The Centre must attach *Exam Day – Form 4* to each script. Use this cover sheet to explain whether graphs and diagrams were completed by the candidate or by the scribe. The scribe must sign the sheet and it must be countersigned by the Head of Centre or the exams officer. Attach a copy of our permission letter to use a scribe to the cover sheet.

- (k) We do not allow a scribe in subjects testing writing, such as language writing papers, unless the candidate can dictate the words letter by letter. The candidate's dictation may be taped. This will help the candidate to get the flow of the particular language. When the candidate has finished dictating their response the tape may be re-run, enabling the candidate to give the exact spellings of the words dictated. In such circumstances, you may allow extra time of up to 100 per cent.

- (l) In language writing tests candidates are marked for the quality of their language, which covers not only the range and complexity, but also the accuracy of the language. It is therefore essential for the candidate to spell out the words, letter by letter, in such exams. Similarly in language listening and reading tests, marks are awarded for comprehension. Sometimes the spelling of a word in a language can indicate a particular tense and this can be important when it comes to marking the script.

- (m) In other subjects testing written communication skills we will allow a scribe. In such cases we will assess the candidate only on those aspects of written communication which are demonstrated independently, such as the use of language and grammar. If separate marks are awarded in an

exam for spelling and punctuation, these usually cannot be credited to a candidate using a scribe. However, we may award marks for punctuation and spelling if this is dictated, and is noted on the cover sheet.

- (n) If a candidate with a temporary injury needs a scribe you must follow the instructions for emergency access arrangements detailed in section 1.3.8.

The examples below show how using a scribe can support candidates with particular needs.

### Example 1

A candidate with severe cerebral palsy has no use of his hands. He cannot use speech recognition software because his speech is indistinct. It is too difficult for him to spell out each word letter by letter. He is allowed to use a scribe in all subjects except language writing papers where writing in the language is being tested.

### Example 2

A candidate with severe dyspraxia cannot use a word processor because she has poor motor skills. She can dictate words in her chosen language exam letter by letter. She is permitted a scribe, but must dictate in the language by spelling out words letter by letter. In other subjects, she is permitted simply to dictate without spelling out the words, unless they are uncommon ones. Her marks are credited for the skills she has demonstrated.

### Extra guidance

We recommend you make any candidates using a scribe in an exam aware of what the scribe can and cannot do before the candidate takes their first exam. Download *Instructions for Scribes* from the 'Running exams' page at [www.cie.org.uk/examday](http://www.cie.org.uk/examday)



### 1.3.5.8 Voice-activated software

**NEW** Where the Centre has approval for the use of a scribe and where it reflects the candidate's normal way of working within the Centre, as appropriate to his/her needs, the candidate may alternatively use:

- speech recognition technology with predictive text when the candidate dictates into a word processor. Software (such as read and write software) may be used to read back and correct the candidate's dictated answers. Please note this arrangement will not be permitted in language specifications including English.
- computer software, producing speech, which is used to dictate to a scribe. However, the candidate will not have access to marks awarded for spelling, punctuation and grammar.

In all cases, the Centre must complete and attach *Exam Day – Form 4* to each candidate's script. Do not use *Exam Day – Form 5*, which is the cover sheet for word processors.

### 1.3.5.9 Exemptions

We need to carefully balance the requirement to make sure our qualifications are accessible to candidates with the need to protect the integrity of the qualification. Exemptions may be appropriate in a few extreme cases, but we will only consider them as a last resort when all other reasonable adjustments have been made.

- (a) The candidate must still cover the course for assessment even if they are exempt from a particular component.
- (b) We will not permit exemptions if they compromise the validity of the qualification.
- (c) We will not allow exemptions from components which are the key objectives of the syllabus.
- (d) To apply for an exemption, complete and return the first part of *Preparation – Form 1* with supporting medical evidence.



### 1.3.6 Centre-delegated access arrangements

You decide whether your candidate(s) can use any of our Centre-delegated access arrangements. You should consider:

- the candidate's normal ways of working and any arrangements they use in the classroom
- the candidate's performance in internal assessments, such as mock exams
- any previous difficulties the candidate has experienced in relation to taking assessments and any lasting effects from those difficulties.

You must tell us if you use any of our Centre-delegated access arrangements by submitting *Preparation – Form 4*. Follow the guidance notes on the form. **NEW** Remember, the Head of Centre, exams officer or Cambridge Associate, in the case of Associate Centres, needs to sign the form before it is submitted. **A** Associate Centres should submit their completed forms to their Cambridge Associate. Cambridge Associates should agree earlier deadline dates with their Associate Centres. This will give them time to process their applications and send them on to us.



We keep all notification forms on file in case we need to refer to them as a result of an inspection or malpractice case.

You must keep on file all evidence relating to the candidate's needs so you can justify using any Centre-delegated access arrangements. We consider it malpractice if you do not keep this evidence on file or if you do not provide it when we ask.

You need one of the following types of evidence for candidates with learning difficulties who use delegated arrangements:

- a psychological assessment carried out by a qualified psychologist confirming a learning disability
- an assessment confirming a learning disability carried out by a specialist teacher who holds a relevant qualification.
- We will also accept a report written by a teacher who has no formal special needs qualification, but has had at least five years' working experience in the area of special educational needs, as long as the report is authenticated by the Head of Centre.

Candidates with medical, physical, mental or other ill health must have medical evidence in the form of a report, letter or sick note. The evidence should cover the relevant period of education for the assessment.

This section explains the regulations you must follow for specific Centre-delegated access arrangements.

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Centre-Delegated Access Arrangements: Preparation – Form 4

### Important dates



Tell us if you plan to use these arrangements by:

- June series: 31 March 2017
- November series: 31 August 2017

#### **NEW** 1.3.6.1 Background music

If a candidate requires low-level background music to be played during exams please contact us for advice. If permitted, background music must not relate to the syllabus being tested or distract candidates in any way. Any music used must be controlled and checked by the Centre.

#### 1.3.6.2 Colour naming

We allow colour-blind candidates to ask the invigilator to name colours. The invigilator cannot give any other information. If the candidate usually uses a colour chart, we will allow them to do so in both written and practical exams.

#### 1.3.6.3 Coloured overlays

Some visual perception difficulties are corrected by the use of tinted glasses or coloured overlays. You can allow these if the candidate needs them.

#### 1.3.6.4 Extra time up to 25 per cent

- (a) An extra time allowance of up to 25 per cent should meet the needs of most candidates. The amount of extra time granted must reflect the extent to which the completion of the exam is affected by the candidate's condition.
- (b) Candidates eligible for extra time include those with permanent or temporary physical disabilities and those with a learning difficulty. Candidates typically awarded extra time of up to 25 per cent will have a specialist assessor's report showing standardised scores on tests of speed with at least one score of 84 or less. Please contact us for advice if you have any questions about assessing a candidate's writing speed.
- (c) It is important to remember that prolonging the exam can be damaging to a candidate's condition, so please seek medical advice before using up to 25 per cent extra time. We cannot accept responsibility for any ill effects caused by any access arrangements you request or use.
- (d) Please contact us for guidance regarding the allocation of pauses in listening papers.
- (e) You must apply for our permission for extra time allowances of more than 25 per cent. See section 1.3.5.4 for more information.

#### 1.3.6.5 Live speakers (for use with a transcript of the listening paper for the hearing impaired)

- (a) If a candidate wants to use a live speaker for pre-recorded exam components, it should reflect their usual way of working.
- (b) The Head of Centre must appoint the live speakers presenting the listening component. The live speakers must be fluent in the language in question – ideally they should be teachers of the language being assessed and known to the candidate.
- (c) **NEW** In order to use a live speaker for pre-recorded exam components, you must also

submit *Preparation – Form 3* to request a transcript of the listening CD.

- (d) 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 should be seated so they can all clearly see the live speaker. Invigilation should take place in the usual way.
- (e) You should give the live speaker access to the CDs on the day of the exam at the Key Time, to allow them to prepare their role from the transcript and to hear the speed of delivery required. They must not interpret the text in any way. During this time the candidates must be kept under Full Centre Supervision. Our Key Time regulations must be observed before and after the exam.

#### 1.3.6.6 Prompter

- (a) You may allow the use of a prompter for candidates who have:
- severe 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.

For a number of candidates in this category, it may be enough for the invigilator to act as the prompter, provided that the number of candidates in the exam room is small enough.

- (b) A prompter is a responsible adult who may sit beside the candidate in order to keep the candidate focused on the task in hand, and on the need to answer a question and then move on to the next.
- (c) A prompter is not a reader, a scribe or a practical assistant, but the same person may act as these as long as we have given our permission for each of these arrangements.
- (d) The prompter is appointed by and responsible to the Head of Centre or exams officer and must be known and accepted by the candidate.
- (e) The prompter should not usually be the candidate's own subject teacher. The prompter cannot be a relative, friend or peer of the candidate. However, the prompter needs to be familiar enough with the candidate to recognise when their attention is no longer on the task in hand.

- (f) You should consider the use of a prompter if this reflects the candidate's usual way of working.
- (g) A prompter must not speak to the candidate, give factual help or offer suggestions. It may be possible to say the candidate's name or use certain instructions written on prompt cards. You must send any prompt cards you are planning to use to [info@cie.org.uk](mailto:info@cie.org.uk) before the exam so we can make sure they are acceptable.
- (h) A prompter must not advise the candidate about which questions to do, when to move on to the next question (unless they have finished the previous answer and their attention has wandered), or the order in which to answer questions.
- (i) A prompter can attract the candidate's attention by tapping on the desk or on the candidate's arm, depending on their usual practice, in order to remind the candidate that they must pay attention to the question.
- (j) A prompter should be prepared for periods of inactivity during the exam, but must remain vigilant and refer any problems during the exam to the invigilator.
- (k) The prompter must follow the regulations. If they do not the candidate may be disqualified.

The examples below show how using a prompter can support candidates with particular needs.

#### Example 1

A candidate with obsessive-compulsive disorder goes over the first question again and again. The prompter taps on the desk every quarter of an hour. The candidate knows how many questions they must do in that time and tries to move on.

#### Example 2

A candidate with Asperger's Syndrome has no sense of time. The prompter sees that the candidate is doing nothing. She taps on the desk to bring his attention back to the answer he was writing.

#### 1.3.6.7 Reading aloud

If a candidate is not allowed a reader they can take their exam in a separate room so they can read aloud, if this is their usual way of working. You are responsible for making sure that the candidate takes the exam in a suitable venue and that an invigilator is provided.

### 1.3.6.8 Separate invigilation

- (a) You may want a candidate to take the exam separately with an individual invigilator, for example if the candidate has a medical condition, such as Tourettes, and may distract other candidates, or if a candidate is using a scribe and their answers may be overheard by other candidates.
- (b) If you do allow separate invigilation you are responsible for making sure that the candidate takes the exam in a suitable venue and that an invigilator is provided.
- (c) You must follow the instructions for the conduct of exams at all times.

### 1.3.6.9 Simple translation dictionaries

We allow candidates to use simple translation dictionaries for particular qualifications. See section 5.1.6.3 for our regulations on using dictionaries.

### 1.3.6.10 Supervised rest breaks

- (a) You may allow supervised rest breaks in timed components in most subjects.
- (b) Candidates eligible for supervised rest breaks include those with permanent or temporary physical disabilities and, in certain cases, those with a learning difficulty.
- (c) You may give supervised rest breaks either in or outside the exam room. The duration of the break must not be included in the time allowed for the exam component. You should stop the clock when the candidate starts their rest break and start it again when the rest break is over. In certain cases the candidate may require extra time as well as supervised rest breaks.

### 1.3.6.11 Transcript

- (a) You may submit a transcript where a candidate's handwriting is illegible or so difficult to read that it would be beneficial for an examiner to be able to refer to a transcript for clarification, provided you fully comply with the following regulations.
- (b) The regulations apply equally to the transcription of a candidate's answers produced in Braille.
- (c) A transcript may be a full copy written in a spare answer booklet, for example, if a candidate answers in Braille, or a partial copy where only certain words need clarification. 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). It may be helpful to enlarge the photocopy to A3 size.

- (d) You may produce a transcript that is handwritten, typed or word processed.
- (e) You must produce the transcript immediately after the exam under secure conditions. The candidate must not be involved in the production of the transcript.
- (f) 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 concerned must produce the transcript.
- (g) You must complete *Exam Day – Form 6* and attach it to the candidate's script. The teacher preparing the transcript must sign the cover sheet and a person acting on behalf of the Head of Centre must countersign. You must also attach a copy of *Exam Day – Form 6* to any coursework/ portfolio work that has been transcribed.
- (h) The transcript must be an exact word-for-word copy of the candidate's script. The transcriber must not insert or remove any words and must not change their order. The transcriber must not correct spellings and technical terms.
- (i) If you consider that some interpretation is necessary, please discuss this with us as soon as possible before the exam. You should be prepared to supply samples of the candidate's usual written work.
- (j) Production of the transcript must not delay the despatch of scripts to us. You must not send us any extra information with the scripts.
- (k) For candidates whose difficulties are so significant that you cannot produce a transcript, please see the regulations for using a scribe (section 1.3.5.7) or word processor (section 1.3.6.13).

The examples below show how using a transcript can support candidates with particular needs.

#### Example 1

A candidate with severe dyslexia writes in a very cramped style which is difficult for a stranger to read. His teachers are familiar with his writing. We allow one of them, not his own subject teacher, to write a full transcript in a clean answer booklet, which they send to the examiner with the original script.

## Example 2

A candidate writes some words illegibly. The Centre makes a photocopy of the script and writes in the necessary words clearly over the top of the candidate's writing, but only on the photocopy.

### 1.3.6.12 Visual aids

You may allow a candidate with visual perception difficulties to use visual aids, for example, a magnifying glass.

### 1.3.6.13 Word processor, computer or electronic typewriter

- (a) Candidates can usually complete coursework using a word processor, computer or electronic typewriter unless prohibited by the syllabus.
- (b) The use of a word processor, computer or electronic typewriter must reflect the candidate's usual method of producing written work. Where a candidate's normal way of producing written work is to use a word processor, computer or electronic typewriter you are allowed to provide this with the spell check/predictive text disabled. (This also extends to the use of electronic Braille.) You must notify us if you plan to use this arrangement, but no evidence is needed to support it. This also applies where a candidate is using a word processor on a temporary basis as a consequence of a temporary injury.
- (c) Marks are awarded based on the achievement demonstrated by the candidate. In order to ensure the fair application of mark schemes, we may ask you to supply extra information about the method the candidate used to write their answers.
- (d) When marking candidates' coursework you must give credit according to the assessment criteria in the syllabus. You cannot give the candidate credit if they cannot demonstrate certain skills because they have used a word processor, computer or electronic typewriter. We may require you to submit coursework produced on a computer for inspection by a moderator.
- (e) The use of a word processor, computer or electronic typewriter must not result in a misleading assessment or give an unfair advantage.
- (f) **NEW** Candidates must only use a word processor, computer or electronic typewriter if their disability or learning difficulty impairs their handwritten communication, or if their handwriting is illegible so that they cannot present answers in the usual way. A candidate can also use a word processor or electronic typewriter without extra time if it is their usual way of working. Spell check and predictive text must be deactivated.
- (g) Before choosing a syllabus for a candidate who uses a word processor, computer or electronic typewriter, you must consider whether the candidate can fully meet the assessment objectives. Some syllabuses test particular skills (for example, drawing by hand), which the candidate cannot demonstrate if using a word processor, computer or electronic typewriter. If you are in any doubt please discuss the situation with us. It is in the candidate's best interest to establish at an early stage if they can use a word processor, computer or electronic typewriter.
- (h) A word processor must be used as a typewriter, not as a database, although standard formatting software is acceptable. Word processors must not have spell checking, grammatical checking or thesaurus features enabled in any assessment, or give the candidate access to other applications (such as calculators or spreadsheets). They must not include graphics packages or computer-aided design software unless we have given permission for this.
- (i) A candidate eligible for the use of a scribe (see section 1.3.5.7) may, in syllabuses where the candidate does not have to spell each word letter by letter and provide all punctuation, use the spell check. They cannot use any other functions, such as the thesaurus, grammar check or predictive text. For Cambridge IGCSE First Language English reading papers (0500/01, 02) candidates can use a word processor with spell check enabled instead of a scribe.
- (j) If you want to use a specific piece of software, you must ask for our permission first. We will determine what effect, if any, the use of specific software may have on our ability to assess the candidate fairly in each subject. We reserve the right to seek independent advice concerning a candidate's use of computers and software in order to decide which are appropriate.
- (k) The computer or word processor must not be connected to the school's network, the internet or any other means of communication.
- (l) You must be sure any word processor, computer or electronic typewriter used in an exam is clear of any previously stored data. The word processor, computer or electronic typewriter



must be in good working order and must be connected to mains electricity instead of run on a battery. It must also be connected to a printer so a script can be printed. Printing may be done after the exam is over. The candidate must ensure that the work printed is their own. The candidate should save their work regularly during the exam; where available they can use an autosave facility. **NEW** If the candidate's work has been saved onto a USB stick for printing, check that the work can be retrieved from the USB stick before deleting the work.

- (m) If a candidate uses a word processor, computer or electronic typewriter make sure the other candidates are not disturbed and cannot read the screen. If the candidate using the word processor, computer or electronic typewriter is in a separate room they will need a separate invigilator.
- (n) Using treasury tags or string, please attach word processed scripts to the relevant answer booklet or question paper if the other candidates are answering directly on the question paper.
- (o) Word processors, computers or electronic typewriters must not include voice-activated software unless the candidate has our permission to use a scribe and/or relevant software.
- (p) A third party must not use a word processor, computer or electronic typewriter on the candidate's behalf unless the candidate has our permission to use a scribe.
- (q) You must attach *Exam Day – Form 5* to each script where a word processor, computer or electronic typewriter has been used.

The examples below show how using a word processor, computer or electronic typewriter can support candidates with particular needs.

### Example 1

A candidate taking a design and technology paper wants to use a word processor. Most of the paper involves drawing original designs by hand. We do not allow computer-aided design packages in this particular paper. The candidate must not use a word processor.

### Example 2

A candidate who cannot write legibly because she has severe dyslexia applies to use a word processor in exams. It is her normal means of producing written work because her teachers cannot read her writing. She is very proficient on the machine. The candidate can use a word processor.



### 1.3.7 Modified papers

You must apply for modified papers using *Preparation – Form 3*. Follow the guidance notes on the form. **NEW** Remember, the Head of Centre, exams officer or Cambridge Associate, in the case of Associate Centres, needs to sign the form before it is submitted. **A** Associate Centres should submit their completed forms to their Cambridge Associate.

We only accept applications for modified question papers if you have already submitted a final entry for the relevant candidate, syllabus and component. You must submit final entries and applications for modified papers by the deadlines below. It is important to make your requests on time so you do not disadvantage your candidates.

If we receive the final entry and application after the deadline we cannot guarantee that we will be able to supply the modified papers you need.

**A** Cambridge Associates should agree earlier deadline dates with their Associate Centres. This will give them time to process their applications and send them on to us.

If retake candidates need modified papers please contact us as soon as possible so we can discuss the options available. The earlier you contact us, the more likely we will be able to provide the modified paper you need.

Modified papers do not have different or easier questions. We still expect candidates to answer the same questions at the same level as other candidates.

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Modified Papers: Preparation – Form 3



## Important dates



Order modified papers and submit your final entries for these candidates by:

- June series: 21 January 2017
- November series: 1 July 2017

The types of paper available are:

- Braille paper: visual information will be simplified or removed and presented as verbal information. Diagrams may be presented in a tactile form. Please indicate whether you need contracted or uncontracted Braille on the application form.
- Coloured paper: the unmodified content is printed on coloured paper.
- **NEW** Enlarged paper (modified): the paper is modified so that visual information is simplified. The paper is re-printed in 18 point bold print on A3 or A4 sheets. This is the most appropriate paper for candidates with severe impairment or for syllabuses where scaled diagrams may be required.
- Enlarged paper (unmodified): the standard paper is enlarged to A3 size. This is not appropriate where scaled diagrams have been used.
- Simplified carrier language: complex sentences are broken down into simpler ones. The questions and answers remain the same as for any other candidate and technical vocabulary is unchanged. Modified carrier language papers are only available for certain syllabuses and are not available in language or literature exams.
- Tactile diagrams
- Transcript of listening CDs

## Regulations



If candidates answer in Braille, you must provide a transcript for the examiner. Follow the regulations for producing transcripts in section 1.3.6.11. Please complete and attach *Exam Day – Form 6* to the transcript.

## 1.3.8 Emergency access arrangements

For temporary disabilities, for example, one of your candidates breaks their arm before the exam, you must get our approval before you use any access arrangements. You can do this by emailing or telephoning us straight away. We will discuss the most appropriate access arrangements, give you verbal approval and ask you to submit the relevant

form. State the arrangements that were agreed on the form and send it to us together with the candidate's medical certificate as soon as possible.

If it is not possible to contact us before the exam takes place, the Head of Centre should decide on the day whether to use access arrangements for the temporary disability. Complete and send the relevant form along with the candidate's medical certificate as soon as possible.

If we give permission for a candidate to use a scribe/writer, or if you provide a transcript, please attach a completed copy of the relevant cover sheet to the candidate's script/transcript. Cover sheets are available at [www.cie.org.uk/forms](http://www.cie.org.uk/forms) under 'Exam day'.

## 1.3.9 Appeals

**NEW** To appeal against the outcome of an access arrangement application please refer to the section of this handbook called 'Cambridge Appeals Regulations and Guidance'.

## Extra guidance



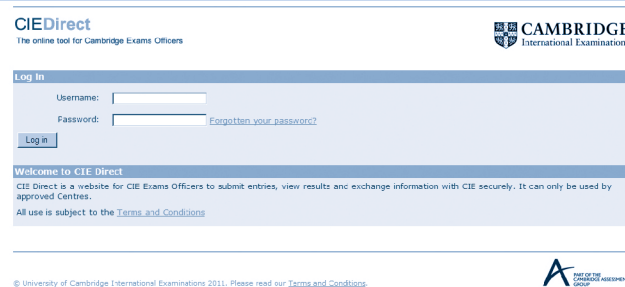
Download the following support from our website:

- *How to Apply for Access Arrangements* ([www.cie.org.uk/preparation](http://www.cie.org.uk/preparation))
- *Good Practice Guide: Running Exams with Access Arrangements* ([www.cie.org.uk/examday](http://www.cie.org.uk/examday))

## 2 Entries

### In this section

2.1 Candidates	43
2.2 Estimated entries	45
2.3 Final entries	46
2.4 Entry fees, late entries and entry amendments	48
2.5 Group awards, staged assessment and carrying forward internally assessed marks	51
2.6 Alternative venues	52



## 2.1 Candidates

### 2.1.1 Eligibility

- Each candidate must be entered by a Centre.
- Candidates may not enter for the same syllabus code at two different Centres in the same exam series.
- All candidates must meet the full requirements of the assessments for which they are entered.
- There are no age restrictions on entry for Cambridge assessments.
- You must authenticate and, where appropriate, mark and moderate all work submitted for assessment.

### 2.1.2 Private candidates

Our assessments are primarily designed for candidates who are registered on courses of study at schools and colleges that are registered with us as Centres. However, some candidates who do not attend Cambridge Centres may want to enter for assessments. These are known as 'private candidates'.

- You must check syllabuses or the *Cambridge Guide to Making Entries* to make sure that they are available for private candidates before you make any entries. You can download syllabuses from the Cambridge website ([www.cie.org.uk](http://www.cie.org.uk)). The *Cambridge Guide to Making Entries* is available from the 'Support Materials' section of [CIE Direct](#).
- Private candidates must be able to meet the full requirements of any assessment for which they are entered. Certain options, including those with coursework, are not available to private candidates.

- Entry for assessments can only be made through a Centre. It is up to private candidates to make arrangements with a Centre.
- You must pay our fees for any private candidates accepted.
- Private candidates are identified separately in summaries of the Centre's results. The Centre name does not appear on certificates issued to private candidates.

### 2.1.3 Transferred candidates

- Candidates entered for Cambridge exams who need to move to another Centre can only continue with the exams if they move to a Centre registered with us.
- We accept amendments to entries of candidates who are moved to another of our registered Centres after their entries have been submitted.
- We cannot accept a request to transfer a candidate to another Cambridge Centre if we receive it less than 10 days before the candidate's first exam in the series.
- We cannot accept requests for a candidate to transfer to another Centre for specific syllabuses or components. Candidates must only be transferred for all of their assessments in an exam series.
- To transfer a candidate:
  - The original Centre must complete and submit *Entries – Form 3*.
  - The receiving Centre must complete and submit *Entries – Form 4*.
- Associate Centres should submit forms to their Cambridge Associate.
- 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, or make any changes to their entry until we have confirmed that the transfer is complete.

- (g) A candidate who transfers to another Cambridge Centre after final entries are made 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 arrangements for the completion of internal assessment. Once the transfer is complete, the exams officer at the receiving Centre must submit any internally assessed marks and samples.
- (i) We will refund any entry fees to the original Centre 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. The original Centre must not withdraw the entry until we confirm that the refund has been approved.

### Administrative forms



Forms available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Candidate Transfer Request: Entries – Form 3
- Candidate Transfer Confirmation: Entries – Form 4

- grandchildren
- cousins
- nieces/nephews
- any person whose relationship to you could be perceived to compromise the integrity of the Centre or of our assessments
- any person whose relationship to you could be perceived to compromise your integrity or good name, as a Centre employee or otherwise, if you did not disclose the relationship.

- (c) To notify us fill in *Entries – Form 1* as soon as you know that the person concerned will be, or has been, entered for a Cambridge exam. Hand the form to the Head of Centre (or the exams officer if the member of staff concerned is the Head of Centre). The Head of Centre must send a copy of the form to us for the attention of the Compliance team. You must store the original form for a period of one year and it must be made available if we ask to see it. **A** Associate Centres should submit forms through their Cambridge Associate.

- (d) When a teacher becomes a Cambridge examiner, we communicate with them directly and ask them to let us know whether they work at a Centre that offers our qualifications. If a teacher at your Centre is a Cambridge examiner, they must also complete *Entries – Form 1* and submit it to you. You should then send it to Cambridge.

## 2.1.4 Communicating about candidates

Only the Head of Centre, exams officer/Centre co-ordinator or their nominated deputy responsible for the candidate's entry should communicate with us on any aspect of a candidate's assessment. Only in exceptional circumstances will we, at our discretion, correspond directly with candidates or their parents/guardians/carers about exams administration.

## 2.1.5 Declaration of interest

- (a) If a member of staff, including the Head of Centre, is involved in administering an exam that is being taken by a person in whom they have an interest; is taking a Cambridge assessment themselves; or has an interest in a person taking a Cambridge assessment at their own Centre or at another Centre, they must declare it.
- (b) **NEW** 'Interest in a person' applies to:
  - a close relative
  - a spouse
  - children or step-children

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Declaration of Interest: Entries – Form 1

## 2.2 Estimated entries

Estimated entries are your calculation of the number of candidates you will enter for exams. We use estimated entries to despatch pre-release materials and question papers for exams that take place before the main exam period.


You do not submit any candidate details with your estimated entries, so you still need to submit final entries (see section 2.3). Submitting estimated entries does not commit you to paying any entry fees as the fees we charge are based on your final entries.

 You must provide estimated entry information when we request it.

### 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 of candidates you are expecting to recruit. If you are unsure whether you are going to enter any candidates for a particular exam, submit at least one candidate. This will ensure you receive one set of the exam materials.

### 2.2.2 Estimated Entry Form

The Estimated Entry Form lists the syllabuses and components for exams that are timetabled before the main series. The form will be available from the 'Support Materials' section of  CIE Direct:

- in September 2016 for the June 2017 series
- in April 2017 for the November 2017 series.

We will let you know when the forms are available in the *Cambridge Exams Officer eNewsletter*.

Complete the Estimated Entry Form and send it to [info@cie.org.uk](mailto:info@cie.org.uk) by the deadlines.

#### Important dates



Deadlines for estimated entries:


- June 2017 series: 10 October 2016
- November 2017 series: 10 May 2017

If you make major changes to the number of candidates you are entering for a particular syllabus and component after submitting your form, please email us to let us know.

If you do not submit estimated entries, we will not be able to send your early question papers and pre-release materials until we have received your final entries. You may not have the necessary materials to carry out assessments at the specified time.

#### Cambridge Associates/ Associate Centres

A

We will upload the Estimated Entry Form to the 'Support Materials' section of the Cambridge Associate's  CIE Direct account. They should email a copy of the form to each of their Associate Centres and ask them to complete and return the form to them by a specified date. Once the Cambridge Associates have received their Associate Centres' forms they should check them and submit them to us by the deadlines listed opposite.

## 2.3 Final entries

You need to submit a syllabus entry for every candidate who is planning to take an exam in the relevant exam series.

We use your entries to work out the number of question papers and exam materials, such as attendance registers and bar-coded labels, we need to send you.



Check your entries carefully before you submit them.

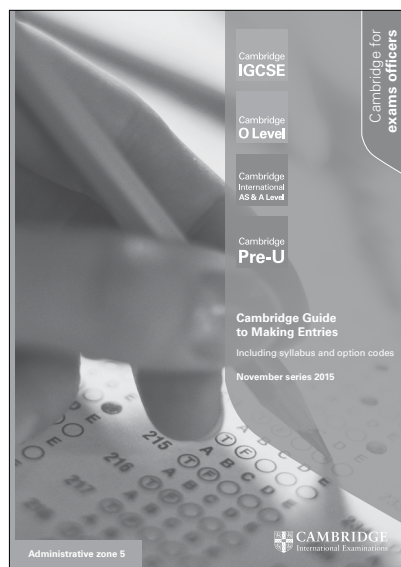
We charge late entry fees for any entries or amendments you submit after the entries deadline (see section 2.4).

The *Cambridge Guide to Making Entries* contains syllabus and option codes, as well as detailed instructions for submitting entries. Make sure you use the correct version of the guide for your series and administrative zone. You can find out which administrative zone you are in at [www.cie.org.uk/preparation](http://www.cie.org.uk/preparation)

Remember, do not send entry files by email.




### 2.3.1 Making final entries

You can make your final entries using  CIE Direct. Instructions are in the *Cambridge Guide to Making Entries* which is available in the 'Support Materials' section of  CIE Direct and sent to you in hard copy.



#### Important information




- **NEW Candidate details:** You must enter candidate names in full as shown on their identity documents.
- **Previous entry details:** A candidate's previous entry details are their Centre number and their candidate number from that previous series. You need to provide them if:
  - you enter them 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)
  - they have taken the AS 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 in to  CIE Direct, go to the 'Submit Entries' section and click 'Submit Entries to CIE'. If you do not submit your entries, we will not be able to process them and you will not receive the necessary materials and question papers to conduct the exams. It is good practice to submit your entries at least two weeks before the entries deadline. This gives you time to check the entries and amend any errors before the deadline, avoiding any late entry fees.
- **NEW  CIE Direct:** You will automatically be logged out of  CIE Direct after 20 minutes of inactivity.



## Extra guidance





View our online tutorials on making entries using  CIE Direct at [www.cie.org.uk/entries](http://www.cie.org.uk/entries)

## Cambridge Associates/ Associate Centres



We recommend Cambridge Associates submit the entries for all their Associate Centres at least two weeks before the closing date. This allows them time to check the entries and resolve any issues with Associate Centres before our deadline, avoiding any late entry fees. Remember, Cambridge Associates should set earlier deadlines for their Associate Centres to submit final entries.


### 2.3.2 Confirming entries

 CIE Direct allows you to generate statements of entry, candidate entry lists and reports at any point, to confirm the entry status for each of your candidates and to check 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 by accessing the 'Timetables' tab in  CIE Direct.

#### 2.3.2.1 Entries confirmation despatch

Within two weeks of receiving your final entries we will send your entries confirmation despatch. This includes:

- statements of entry for each candidate
- 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.

If you do not receive your entries confirmation despatch within two weeks of submitting your final entries, email [info@cie.org.uk](mailto:info@cie.org.uk). If you find errors in your entries documents or on  CIE Direct, follow the instructions in section 2.4.

#### 2.3.2.2 Statements of entry

Statements of entry confirm the entry status for each of your candidates and form your record of entries, both 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.

Give statements of entry to your candidates, including private candidates, so they can check their entry details. The candidate name shown on the statement of entry is the name that will be printed on statements of results and certificates, so it is important to let us know 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



We send statements of entry to Cambridge Associates, who send them to their Associate Centres for checking. Associate Centres should let their Cambridge Associate know if they need to make any amendments to their entries as soon as possible.

## Regulations



- (a) You must submit final entries through  CIE Direct.
- (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  CIE Direct.
- (d) Between the entries deadline and the late entries deadline you can send late entries or changes to entries but you will be charged late entry fees.
- (e) We only accept applications for modified question papers if you have already submitted a final entry for the relevant candidate, syllabus and component. See section 1.3.7.
- (f) You must assign one four-digit candidate number to every candidate. This number cannot be changed after you have submitted your entries. Do not assign the same candidate number to more than one candidate in the same exam series.

## Important dates



The *Cambridge Guide to Making Entries* is available from the 'Support Materials' section of [CIE Direct](#) and is sent to you in hard copy:

- June series: end of October 2016
- November series: end of March 2017

### Entries can be made from:

- June series: mid November 2016
- November series: mid May 2017

### Entry deadlines

Please submit your entries at least two weeks before the entries deadline. This will give you time to check your entries and submit any entry amendments to us before the deadline.

#### June series

- Entries deadline and application deadline for candidates requiring modified papers: 21 January 2017
- Entries deadline for other candidates: 21 February 2017
- Late entries deadline: 17 April 2017

#### November series

- Entries deadline and application deadline for candidates requiring modified papers: 1 July 2017
- Entries deadline for first-time entries: 16 August 2017
- Entries deadline for retake entries from the June 2017 series only: 21 September 2017
- Late entries deadline: 21 September 2017

## 2.4 Entry fees, late entries and entry amendments

Details of the fees for all our exams and methods of payment are in our fees list. We publish the fees list for the following year on 1 October in the 'My Messages' section of [CIE Direct](#).

We reserve the right to make amendments to the fees list as required. Please check you are using the latest version.

If you want to make any amendments to your entries or submit extra entries, do so as quickly as possible. You can use [CIE Direct](#) online entries to make the necessary amendments to the candidate details and then submit the amendments.

## Regulations



- (a) We will 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 refer to the *Cambridge Guide to Making Entries* to check that your candidates are eligible before making an entry. Entry fees charged for ineligible candidates will not be refunded.
- (c) We will charge late entry fees for any syllabus and group award entries submitted after the entries deadline.
- (d) We will charge late entry fees for any changes to entry options submitted after the entries deadline. Please note that a late fee will be charged for each amendment; if an entry option is changed twice, then two sets of late fees will be charged.
- (e) If a candidate changes their syllabus entry to another subject after the entries deadline, we will charge a new syllabus entry fee and a late entry fee. We cannot refund the original syllabus entry or transfer the entry fees for the original syllabus to the new syllabus entry.
- (f) You can amend candidate information on [CIE Direct](#), without incurring late entry fees, after the entries deadline and up until the late entries deadline. This means you can change any of the following:
  - names
  - dates of birth
  - gender
  - status
  - unique candidate identifier
  - national identity number
  - first language English indicators
  - teaching groups (Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint only).
- (g) You cannot make late entries for candidates requiring modified papers. If retake candidates need modified papers please contact us as soon as possible so we can discuss the options available. The earlier you contact us, the more likely we will be able to provide the modified paper you need. See section 1.3.7.

## Regulations (continued)



(h) It is not possible to amend or revise an entry once the first component of an exam entry has been sat.

(i) We will not accept entries for any exams outside the timetabled exam series where the test date window has closed.

(j) We will accept November 2017 retake entries, which are dependent on results from the June 2017 series, until 21 September 2017 without charging late entry fees, as long as:

- the candidate sat the same syllabus, regardless of the option code, in the June 2017 series
- you submit their previous entry details correctly
- you indicate that the syllabus entry is a retake entry when you first submit it to us by ticking 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 2017 series. After 21 September we will apply late entry fees.

(k) Although there is not a syllabus entry fee for certain Cambridge IGCSE staged assessment entry options, you are liable for late entry fees for any entries received after the deadline.

(l) After the late entries deadline the CIE Direct online entries page will close to any further amendments.

(m) In exceptional circumstances, you can request to make further entries or entry amendments after the late entries deadline by following these instructions:

- If a candidate arrives for an exam they have not been entered for, this is known as an unauthorised entry. They can take the exam providing that they are able to take all the components required for the syllabus


option they wish to enter. This means you must have enough spare question papers so the candidate can sit all the components required for the syllabus option at the appropriate 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 complete and return *Exam Day – Form 12* once they have completed all the components required for the entry. See section 5.1.5 of this handbook for detailed instructions on dealing with unauthorised entries.

- If you do not have enough spare question papers for each of the relevant components, email [info@cie.org.uk](mailto:info@cie.org.uk) immediately and we may be able to send you additional question papers. **NEW** Each request will be considered on a case-by-case basis. We reserve the right to decline any request received after the late entry deadline if it is not possible for us to send the additional question papers in time for the exam. In this case, you must tell the candidate that they cannot sit the exam as they have not been entered for it.

You will be charged a very late entry fee for any unauthorised entries or for any additional question papers we send you after the late entries deadline. It may not be possible for us to release results for these entries at the same time as other results.

- (n) Fee rates and methods of payment are detailed in the Cambridge fees list. This document is issued annually and can be accessed through the 'My Messages' section of CIE Direct.
- (o) We will invoice you for any late fees or other priced services you have used.

### 2.4.1 Withdrawing a candidate

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

#### Regulations



- (a) We will usually only refund entry fees if you tell us about the withdrawal of a candidate before the entries deadline.
- (b) We will consider refund requests for candidates withdrawn after the entries deadline on medical grounds. Email any requests to [info@cie.org.uk](mailto:info@cie.org.uk), including a medical certificate or statement from a medical practitioner confirming that the candidate was unable to sit the exam(s).  
**NEW** Any certificate and statement must be in English. You can provide a translation if necessary, along with the original document.  
**A** Associate Centres should submit requests through their Cambridge Associate.
- (c) If you have requested a refund please wait for our approval before withdrawing the candidate.
- (d) Once you have received approval from us, you can withdraw the candidate and you will receive the refund. Refunds are issued as a credit on your next invoice.

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

### 2.5.1 Entries for group awards

Group awards require candidates to study subjects drawn from a specified number of curriculum areas. Enter candidates for group awards at the same time as you make your other entries using the relevant group award entry code. Enter your candidates in the series in which you expect them to complete all the requirements for the award.

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. Candidates can also use some Cambridge O Levels towards Cambridge ICE. To enter a candidate for the award, you must include the entry code **'ICE'** in addition to the syllabus and option codes for the subjects the candidate is taking in the series. You can enter candidates for syllabuses that count towards the Cambridge ICE group award in a single 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.

**NEW** To ensure the Diploma develops breadth as well as depth and provides students with a robust, rigorous and challenging programme, we are introducing some changes effective from 2017. For more information about these changes visit [www.cie.org.uk/aice](http://www.cie.org.uk/aice). To enter a candidate for the award, you must include the entry code **'ADIP'** in addition to the syllabus and option codes for the subjects the candidate is taking in the series. You can enter candidates for syllabuses that count towards the Cambridge AICE Diploma either in a single series or over a maximum of five series within a 25-month period.

**NEW** You must check that your candidates are eligible to receive the group award before submitting the group award entry. You will be charged the entry fee for the group award even if your candidate is not eligible for the group award. We will only refund the entry fee if you withdraw the entry before the entries deadline.

More information about group awards is 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. Some subjects can be started as a Cambridge International AS Level and extended 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) Subject to the requirements of the particular Cambridge International A Level syllabus, 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 in which the candidate took the Cambridge International AS Level.

*Examples:*

*Candidates can use their Cambridge International AS Level results achieved in the June 2017 series towards the award of a Cambridge International A Level in the November 2017 and/or June 2018 series.*

*Candidates can use their Cambridge International AS Level results achieved in the November 2017 series towards the award of a Cambridge International A Level in the June 2018 series and/or November 2018 series.*

- (b) You must enter the appropriate entry option code and provide the previous entry details when entering candidates who want to carry forward a Cambridge International AS Level result. Option codes are in the *Cambridge Guide to Making Entries*.



### 2.5.3 Carrying forward internally assessed marks

Candidates wishing to take a syllabus again in a future exam series may want to retake the written components and carry forward the marks they achieved in their internally assessed components. Individual syllabuses specify whether candidates can do this or not.

#### Regulations



- (a) If the syllabus allows it you can carry forward Cambridge IGCSE, Cambridge O Level and Cambridge Pre-U marks once and Cambridge International AS Level marks twice within a 13-month period.

*Examples:*

*A coursework or speaking test mark for the June 2017 series may be carried forward to the November 2017 series or the June 2018 series only.*

*A coursework or speaking test mark for the November 2017 series may be carried forward to the June 2018 series or the November 2018 series only.*

- (b) You must enter the correct carry-forward option code when you enter a candidate who wants to carry forward internally assessed marks from a previous series. Option codes are in the *Cambridge Guide to Making Entries*. Please also provide the candidate's previous Centre number and candidate number so we can locate the marks previously awarded.

#### Regulations



- (a) The proposed security arrangements you detail on the form must comply fully with section 4.4 of the handbook.
- (b) You cannot use an alternative venue unless you have our written permission to do so.
- (c) You should not split groups of candidates entered for the same subject between your Centre and the alternative venue. If there are exceptional circumstances where an individual candidate needs to take an exam in an alternative venue, for example, the candidate is in hospital or home educated for medical reasons, please detail them on *Entries – Form 5* and submit the form to us for review.

#### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Using an Alternative Venue: Entries – Form 5

#### Important dates



We can accept alternative venue requests until:

- June series: 17 April 2017
- November series: 30 September 2017

## 2.6 Alternative venues

When you make entries you may realise that some or all of your candidates need to take their exams at a venue that is not your registered Centre. Reasons for requesting an alternative venue may include a lack of facilities for practical exams.

To request an alternative venue, please complete and submit *Entries – Form 5*. Follow the instructions on the form. **A** Associate Centres should submit forms through their Cambridge Associate.

## 3 Teacher assessment

### In this section

3.1 Outline Proposal Forms	53
3.2 Internally assessed coursework	55
3.3 Examined coursework	57
3.4 Non-coursework speaking tests	58
3.5 Submitting marks for internally assessed coursework and non-coursework speaking tests	62
3.6 Submitting coursework and speaking tests	64
3.7 Submitting Cambridge Global Perspectives work	68

### 3.1 Outline Proposal Forms

You need to make sure an Outline Proposal Form is completed for candidates entered for the following components:

- Cambridge IGCSE Art & Design (0400/03)
- Cambridge International AS & A Level:
  - Art & Design (9704/04)
  - Design & Technology (9705/02)
  - English Literature (9695/08)
  - Environmental Management (8291/03)
  - Global Perspectives & Research (9239/04)
  - NEW** Media Studies (9607/01 and 03)
- Cambridge Pre-U Global Perspectives & Research (9766/04).

Completing an Outline Proposal Form for the following components is optional:

- Cambridge International AS & A Level:
  - NEW** Design & Textiles (9631/02 and 04)
  - NEW** Travel & Tourism (9395/02)
- Cambridge Pre-U Global Perspectives & Research (9766/02).

You can download the forms from the 'Support Materials' section of [CIE Direct](https://cie-direct.org.uk) and from the relevant subject page of Teacher Support (<https://teachers.cie.org.uk>).

Refer to the details and deadlines given in the relevant syllabus and the notes on the back of the form. Each form must include:

- the title of the proposal
- the scope of the investigation
- the content areas of the syllabus the investigation is likely to draw on
- the research methods the candidate plans to use.

### Important dates



Deadlines for submitting Outline Proposal Forms:

- June 2017 series: 31 October 2016
- November 2017 series: 30 April 2017

We aim to provide feedback within four weeks of receiving your forms but during the June exam series this may take longer, therefore please submit your forms as early as possible and before the deadlines.

**A** Associate Centres should submit their completed Outline Proposal Forms to us through their Cambridge Associate.

## Regulations



- (a) **NEW** Please refer to the Outline Proposal Form (OPF) for instructions about completing and submitting the proposal.
- (b) We reserve the right to refuse any proposal or completed work that in our sole opinion is sexually explicit, violent, breaches standards of good taste or decency, brings our reputation into disrepute, is potentially illegal or otherwise actionable either in the UK or in the student's own jurisdiction, or is otherwise controversial.

## 3.2 Internally assessed coursework

Internally assessed coursework refers to any coursework component specified by a Cambridge syllabus that is assessed in the Centre and moderated by us.

Examples include speaking coursework, speaking and listening coursework, projects, folios of essays, field work, art and craft items, design studies, practical work, assignments, and experiments undertaken and assessed during the course.

The syllabus booklet sets out the assessment method for each component and states whether a component is assessed internally. It also gives details of the marking criteria.

Coursework may include work where the theme, experiment or parameters of a project have been set by the teacher, specified in the syllabus or chosen by the candidates.

Coursework options are not available to private candidates. For more information please refer to the relevant syllabus and the *Cambridge Guide to Making Entries*, which is available from the 'Support Materials' section of [CIE Direct](#).

You must submit marks for all candidates entered for internally assessed coursework components and the work of a sample of candidates. See sections 3.5 and 3.6 for guidance.

### 3.2.1 Authenticating coursework

We need to be confident that the work is the candidate's own before we can award a grade. Therefore you must confirm that the work you submit on behalf of a candidate is entirely the candidate's own and original work. By submitting the coursework marks for the candidate you confirm that the work for which each mark has been given is solely that of the candidate concerned and was conducted under the conditions required by the syllabus. If you cannot confirm that this is the case, you must not submit the work.

### 3.2.2 Supervising coursework

- (a) We do not expect candidates to undertake coursework without guidance and continuing teacher supervision. Teachers may:
  - (i) assist with the choice of subjects for investigations, models and topics
  - (ii) indicate sources of information, for example, materials, places to visit and references, organisations, or people who might be able to help
  - (iii) advise on the practicability of ideas suggested by candidates
  - (iv) advise on length, approach and treatment
  - (v) treat coursework as an integral part of the course and see that candidates are given regular class work and/or homework relating to it, as appropriate.
- (b) In addition, teachers must:
  - (i) continuously supervise work to prevent plagiarism and to monitor progress

- (ii) distinguish between deliberate copying and an innocent over-reliance on books or other published materials
- (iii) make sure that candidates state their sources
- (iv) make sure that work is completed in line with syllabus requirements and can be assessed against the criteria.

- (c) Coursework must be a candidate's own, unaided work. Unless there is subject-specific guidance that says otherwise, teachers can support candidates by reviewing their work before it is handed in for final assessment. They can do this orally or through written feedback. Their advice should be kept at a general level so that the student leads the discussion and makes the suggestions for any amendments. Teachers must not give detailed advice to individual students or groups of students on how their work can be improved to meet the assessment criteria.
- (d) Teachers must record full details of the nature of any assistance given to individual candidates beyond that specified above. They should record this information on the candidate's Individual Candidate Record Card, which is available from the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)). Teachers must take this assistance into account in awarding marks for the work.

### 3.2.3 Presenting coursework

- (a) Each candidate must present written coursework on A4 paper, unless stated otherwise in the syllabus.

- (b) Candidates may produce their coursework on a word processor, unless this is specifically prohibited in the syllabus.

### 3.2.4 Marking coursework

- (a) The teacher must award marks for coursework in line with the criteria in the syllabus. They must provide evidence of how they have awarded marks, using the documentation we have provided for that syllabus.
- (b) Teachers must apply the marking criteria to all pieces of work, without regard to the stage of the candidate's course at which they were produced.

### 3.2.5 Standardising marking within Centres

- (a) If more than one teacher is involved in the assessment, you must standardise assessments across teachers and teaching groups. This will ensure that all candidates have been judged against the same standards for a particular syllabus. Centres must produce a rank order for all candidates.
- (b) Standardisation within a Centre is achieved by all teachers involved in assessing samples of work coming to an agreement on the marks to be awarded. Marks for some teaching groups may be moved up or down to ensure consistency for the whole Centre. Round up any part marks to reach the final total marks.
- (c) One teacher per Centre must be responsible for standardising the marking of members of staff for each syllabus. This teacher must make sure that a valid set of marks is produced for candidates from that Centre, for that syllabus.

### 3.2.6 Failure to complete coursework

If a candidate is entered for a coursework component but fails to submit any coursework, they are not eligible for the award of a grade in that syllabus and will receive a 'NO RESULT' outcome. The teacher must mark them as absent (with an 'A', not '0'), when submitting internally assessed marks and completing the forms to return with the sample for that component.

### 3.2.7 Incomplete or extra coursework

- (a) Some coursework components of a syllabus require candidates to produce several distinct pieces of work (for example, three essays). You should credit a candidate who does not complete all parts of the coursework with only the marks that they have earned for the work submitted.

- (b) If a candidate supplies more than the prescribed number of pieces of coursework, provided each piece meets the requirements of the syllabus, the worst piece(s) should be disregarded in awarding the candidate's mark.

### 3.2.8 Special consideration

Where a candidate has a shortfall in coursework due to an unforeseen illness or other misfortune during the period when coursework was produced, you can apply for special consideration. We may, in some subjects, accept a reduced quantity of coursework without penalty. We will not be able to give this consideration in every case, for example, if the candidate has not satisfied the coursework assessment objectives. See sections 5.5.6 to 5.5.8 of the handbook for more information about coursework-related special consideration.

### 3.2.9 Dishonesty and malpractice

In cases where dishonesty or malpractice is suspected in relation to coursework, you must take action in accordance with the regulations set out in section 5.6 of this handbook.

### 3.2.10 Unsatisfactory practice

We will provide further guidance where individual teachers or Centres fail to meet our requirements for coursework. Where, in our sole judgement, a significant problem has occurred, we may ask you to find another person to assess coursework components in future exam series.

### 3.2.11 Submitting coursework for more than one syllabus

- (a) There is no restriction on submitting the same coursework for more than one syllabus, unless indicated in the syllabus. However, coursework submitted for more than one syllabus must be relevant, and will be assessed separately for each syllabus according to its criteria.
- (b) More than one moderator may require the coursework. You are responsible for making sure it is made available.

### 3.2.12 Resubmitting coursework in later series

Candidates can resubmit, in whole or in part, coursework submitted in a previous series. The work must comply with all guidelines specified in the syllabus, including completing an Outline Proposal Form where required. Any work that is resubmitted needs to meet the requirements of the syllabus in that series and will be subject to external moderation in the series for which it is entered.



## 3.3 Examined coursework

Examined coursework is coursework marked by a Cambridge examiner.

These components are not available to:

- private candidates
- candidates entering through a Centre other than the one they are studying at.

For examined coursework, instead of submitting samples you submit the coursework of all your candidates. See section 3.6 for guidance. As the work is externally assessed you do not submit marks with the coursework.

### 3.3.1 Authenticating examined coursework

By submitting coursework you are deemed to have authenticated the work as the candidates' own original work. Coursework must not incorporate corrections made by the teacher.

### 3.3.2 Supervising examined coursework

- (a) We do not expect candidates to undertake coursework without guidance and continuing supervision from teachers. Teachers may:
- (i) assist with the choice of subjects for investigations, models and topics
  - (ii) indicate sources of information, for example, organisations or people who might be able to help, materials, places to visit and references
  - (iii) advise on the practicability of ideas suggested by candidates
  - (iv) give advice as to length, approach and treatment
  - (v) treat coursework as an integral part of the course and see that candidates are given, as appropriate, regular class work and/or homework relating to it.
- (b) In addition, teachers must:
- (i) supervise work to prevent plagiarism and monitor progress
  - (ii) distinguish between deliberate copying and an innocent over-reliance on books or other published materials
  - (iii) make sure candidates state their sources
  - (iv) check work is completed in line with the syllabus requirements and that it can be assessed against the specified criteria.

### 3.3.3 Submitting examined coursework for more than one syllabus

There is no restriction on submitting the same coursework for more than one syllabus, unless indicated in the syllabus. However, any coursework submitted for more than one syllabus must be relevant to the requirements of each syllabus, and must be assessed separately for each syllabus according to the criteria. More than one examiner may require the coursework. You are responsible for making sure it is made available.

### 3.3.4 Re-using examined coursework

A candidate cannot re-use examined coursework from a previous exam series. They must submit a new piece of work with a new Outline Proposal Form where appropriate. The work they submit cannot be a reworked version of the work they submitted in the previous exam series.

## 3.4 Non-coursework speaking tests

Non-coursework speaking tests are internally administered and assessed by your teachers, then externally moderated by us. We set the format for non-coursework speaking tests and it is the same for all candidates.

Unlike coursework speaking tests, non-coursework speaking tests do not take place over the course of study. Instead they are carried out as an exam within a time period that we set.


The following tests are internally assessed non-coursework speaking tests:

- Cambridge IGCSE foreign language speaking tests – syllabuses 0515, 0519, 0520, 0525, 0530, 0535, 0540, 0543, 0544, 0545, 0546 and 0547. To download the syllabuses visit **[www.cie.org.uk](http://www.cie.org.uk)**
- Cambridge IGCSE first language speaking tests
- Cambridge IGCSE second language speaking tests
- Cambridge IGCSE Bahasa Indonesia (0538)
- Cambridge International AS & A Level language speaking tests, except for English.


You must submit marks for all candidates entered for non-coursework speaking tests and the recordings of a sample of candidates. See sections 3.5 and 3.6 for guidance.

### Important information



We send instructions on conducting Cambridge IGCSE and Cambridge International AS & A Level speaking tests at least a month before the test window. Look out for them in the *Cambridge Exams Officer eNewsletter*.  Cambridge Associates should pass these instructions on to their Associate Centres.

### 3.4.1 Timetabling


- (a) The speaking tests take place before the main exam period. You must conduct the speaking tests within the period specified in the timetable (**[www.cie.org.uk/timetables](http://www.cie.org.uk/timetables)**).
- (b)  Once a Centre starts its speaking tests all candidates must be examined within as short a time as possible to help maintain the security of the examination.\*

### 3.4.2 Estimated entries

We use your estimated entries to calculate how many sets of materials you will need for non-coursework speaking tests and other exams that take place before the main exam series. If you do not submit estimated entries you may not have the necessary materials to carry out the speaking tests at the specified time.\*

See section 2.2 of this handbook for more information about estimated entries.

### 3.4.3 Appointing teacher-examiners

- (a) You must select a teacher-examiner to assess non-coursework speaking tests. This would normally be a teacher from within the relevant department at your Centre, but could be a suitably qualified person independent of the department/Centre. Please contact us if you are in any doubt about the suitability of a teacher-examiner.
- (b)  If you are operating through a Cambridge Associate, the Cambridge Associate is responsible for ensuring that the arrangements described above are in place.
- (c) Cambridge International AS & A Level non-coursework speaking tests require a Nomination of Oral Examiner Form. Please refer to the details given in the relevant syllabus.

### 3.4.4 Support for teacher-examiners


A range of Cambridge IGCSE Speaking Test Handbooks are available from Teacher Support (**<https://teachers.cie.org.uk>**). These offer guidance and advice on the preparation for and delivery of the speaking test. They also provide marked recordings of candidate work with accompanying examiner comments. Online Coursework Training Programmes provide marking practice and are available at **[www.cie.org.uk/events](http://www.cie.org.uk/events)**. A presentation offering general guidance on the administration of speaking tests before, during and after the examination is available in the 'Exams officers' section of our website at **[www.cie.org.uk/teacherassessment](http://www.cie.org.uk/teacherassessment)**

\* These regulations do not apply to Cambridge IGCSE First Language English Speaking & Listening (0500/05) as we do not send confidential materials for these speaking tests. All the materials you need for these tests are in the 2017 syllabus booklets.

### 3.4.5 Special instructions for non-coursework speaking tests where we provide confidential test materials\*

- (a) For Cambridge IGCSE English as a Second Language (0510 and 0511), speaking test cards and Teachers' Notes booklets must only be opened one working day before the test.
- NEW** For all other Cambridge IGCSE syllabuses, speaking test cards and Teachers' Notes booklets can be opened four working days before the test.
- (b) Once they have been opened, the Head of Centre should make the confidential Teachers' Notes booklet available to the head of department or appropriate teacher-examiner. Teacher-examiners must allow sufficient time to familiarise themselves with the materials and procedures.
- (c) **NEW** Materials must not be removed from the Centre and the information within them must remain confidential.
- (d) You must store the materials securely in accordance with our regulations until after the speaking test period specified on the Cambridge timetable has passed (even if you have completed your tests before that date).

### 3.4.6 Marking

- (a) The teacher-examiner must award marks for speaking tests in accordance with the criteria specified in the mark scheme for the component. Teacher-examiners will find this in the Teachers' Notes booklet or in the syllabus for the appropriate year.
- (b) **NEW** You must assess candidates during the face-to-face test, and not subsequently from any recording made. During the speaking test the teacher-examiner should fill in the marks under the separate headings on the Coursework Assessment Summary Form, Working Mark Sheet or Oral Examination Summary Form. The teacher-examiner should make sure the total marks are transferred to  CIE Direct or the Internal Assessment Mark Sheet (MS1) depending on how your Centre is submitting marks. See section 3.5 for detailed instructions.

### 3.4.7 Standardising marking within Centres

- (a) **NEW** You should appoint only one teacher-examiner for each syllabus. If you want to use extra teacher-examiners because you have a large number of candidates, you must ask us for permission by emailing [info@cie.org.uk](mailto:info@cie.org.uk), before the start of the speaking test window. Your email must include:
- the syllabus and component number
  - the number of candidates taking the speaking test at your Centre
  - the names and job titles of the proposed teacher-examiners
  - the breakdown of candidates for each teacher-examiner.
- (b) Where we give permission for more than one teacher-examiner to conduct and assess speaking tests, you must standardise assessments across different teacher-examiners. This is to make sure your candidates have been assessed against the same standards for a particular syllabus. You must produce a rank order of candidates for the Centre as a whole.
- (c) Standardisation is achieved by all teacher-examiners involved in assessing samples of work coming to an agreement on the marks to be awarded. Marks for some teacher-examiners may be moved up or down to ensure consistency for the whole Centre.
- (d) One teacher-examiner per Centre per syllabus must take responsibility for standardising the marking of members of staff from that Centre in that syllabus. This person must make sure that a valid set of marks and recordings are produced for candidates in that syllabus from that Centre.

### 3.4.8 Recording the tests

- (a) **NEW** You need to provide your own:
- equipment to record your speaking tests
  - USBs, CDs and/or DVDs to submit your samples.
- Please check the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)) for details of acceptable recording formats.
- (b) **NEW** You must make sure that speaking tests take place in a suitably quiet room. There must also be a separate quiet area for candidates who are waiting or preparing for the test. There must be someone present in the preparation room to supervise the candidate(s) before

they go to their speaking test. If there is more than one candidate in the waiting/preparation room at any time, the person supervising must ensure that the room is silent and that there is no communication between candidates. The area must not be accessed by other candidates, including the candidates who have already taken the test. Remove or cover up any display material which may be helpful to candidates in the exam room and in the waiting/preparation room.

### Important information



- For Cambridge IGCSE English as a Second Language Speaking (0510/05 and 0511/05), candidates spend 2–3 minutes preparing for the assessed part of the test in the exam room itself with the teacher-examiner.
- You do not need to provide a separate quiet area for Cambridge IGCSE First Language English Speaking & Listening (0500/05). We do not provide confidential materials for this test, therefore candidates do not need any preparation time before they go into the exam room.

- (c) Check that good-quality recording equipment is available, for example, a digital voice recorder with a separate microphone. Before the test, you must check equipment for the quality of the recording in the room where the tests are being held.
- (d) **NEW** The teacher-examiner is responsible for ensuring that the recording equipment is working correctly.
- (e) Before sending recordings to Cambridge, teacher-examiners must carry out checks to make sure that all candidates have been recorded and that all recordings are audible and complete. If there are any problems with the recordings, contact us immediately for advice by emailing [info@cie.org.uk](mailto:info@cie.org.uk) with a detailed account of the issue.

### 3.4.9 Absent candidates and failure to complete speaking tests

- (a) Candidates who do not take the speaking test and who are not eligible for special consideration will not be awarded a grade in that syllabus and will receive a 'NO RESULT' outcome. See section 5.5 of this handbook for more information about special consideration.
- (b) Where the speaking test does not contribute to the overall grade for the syllabus, candidates who

do not attend are still eligible for an overall grade but will not receive a separate speaking test score.

- (c) **NEW** If any candidate is absent at the time you have set aside for the speaking tests and they wish to take the test, you must make a request to allow the candidate to be examined after the main body of candidates at another time within the specified speaking test period. Email your request to [info@cie.org.uk](mailto:info@cie.org.uk). These arrangements must not delay sending the sample and forms for moderation.

Where an absent candidate will be taking the speaking test at a later date:

- 1 Indicate this on the Working Mark Sheet, Oral Examination Summary Form or Coursework Assessment Summary Form.
- 2 Do not mark the candidate as 'Absent' on the pre-printed Internal Assessment Mark Sheet (MS1) or on CIE Direct, but instead leave the relevant fields blank.
- 3 Record the speaking test on a separate USB stick, CD or DVD, in addition to the specified sample.
- 4 Include the mark for the previously absent candidate on the Working Mark Sheet, Oral Examination Summary Form or Coursework Assessment Summary Form.
- 5 As soon as the rescheduled test has taken place, send the recording and a copy of the Working Mark Sheet, Oral Examination Summary Form or Coursework Assessment Summary Form to:  
Cambridge International Examinations  
Cambridge Assessment DC10  
Hill Farm Road  
Whittlesford  
Cambridge CB22 4FZ  
United Kingdom
- 6 Submit the total mark for the speaking test on *Teacher Assessment – Form 4*.


### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Supplementary Internal Assessment Mark Sheet (MS1): Teacher Assessment – Form 4

- (d) **NEW** If a candidate fails to take the speaking test, and is not eligible to take the test at a later date as a result of special consideration, the teacher-examiner must mark them as absent (with an **A**, not **0**) on:

- the Working Mark Sheet, Oral Examination Summary Form or Coursework Assessment Summary Form
- the pre-printed Internal Assessment Mark Sheet (MS1) or  CIE Direct, depending on how the marks are submitted.

- (e) **NEW** For a candidate to be considered present at a speaking test, you must have a recording of that candidate's test which you can submit if requested.

### 3.4.10 Special consideration

- (a) Where a candidate is unavoidably prevented from completing the speaking test requirements of the syllabus, and there is no possibility of them being examined at a later date, we will consider a request for special consideration.
- (b) If you fail to find a suitable examiner we will not accept this as grounds for granting special consideration.

See section 5.5 of this handbook for more information about special consideration.

### 3.4.11 Malpractice

In submitting speaking test marks you are making a statement that you have fulfilled our requirements for the conduct of the speaking test. We will deal with any suspect practice in the conduct of speaking tests (for example, candidates or teachers using pre-determined scripts, or rehearsal of role-plays where these form a part of the exam) in accordance with our malpractice procedures. See section 5.6 of this handbook for more details.

### 3.4.12 Unsatisfactory practice

- (a) We will provide further guidance where individual teacher-examiners or Centres fail to meet requirements for speaking tests.
- (b) If we believe that a significant problem has occurred, we may ask you to find another person to conduct and assess the speaking tests in future exam series.



## 3.5 Submitting marks for internally assessed coursework and non-coursework speaking tests

You need to submit a mark for every candidate entered for an internally assessed coursework component or a non-coursework speaking test. If a candidate is absent or does not complete the coursework, indicate this with an 'A'. If you do not submit a mark for a candidate, they will usually be awarded 'NO RESULT' for the syllabus.


For each internally assessed component, submit the final mark the teacher awarded to each candidate. If more than one teacher was involved in the assessment, marks must be standardised in your Centre before you submit them. In these cases, you must only submit the standardised marks to Cambridge. Check that all candidates' marks are correct before submitting them. Make sure the marks you submit match the marks on the forms you send with your samples.


### 3.5.1 How to submit marks


There are two ways you can submit your marks.

**NEW** Please use the same method to submit all marks in the same component.


#### CIE Direct

You can submit your internally assessed marks using  CIE Direct as soon as your entries have been processed. If you are submitting marks for a component with a test date window, you can submit your marks when the test date window starts.


- 1 Go to your 'Dashboard' in the 'Administer Exams' section. You will see a list by syllabus of all the candidates for whom you need to submit internally assessed marks. Submit the marks or indicate that the candidate was absent (with an **A** not **0**) in the boxes provided. **NEW** Alternatively you can submit your marks all together. For instructions, see the 'Extra guidance' box on this page.
- 2 Before you submit the marks, run a report to check all the marks you have entered. To access the report click on 'Download CSV' in the 'Internally Assessed Marks' tab. It is important that you do this, because once you have submitted a mark you cannot change it through  CIE Direct. To change a mark you have already submitted email us at [info@cie.org.uk](mailto:info@cie.org.uk)
- 3 Once you have submitted your marks, click on 'Download Internally Assessed marks report' and print your marks. Include this printout when you send us your samples for moderation. You do not need to return an Internal Assessment Mark Sheet (MS1).

**A** Associate Centres can submit their internally assessed marks to their Cambridge Associate through  CIE Direct. Once marks have been submitted the Associate Centre should contact their Cambridge Associate to let them know their marks are in the system for them to approve and submit to Cambridge.


#### Important information

You will automatically be logged out of  CIE Direct after 20 minutes of inactivity.

#### Extra guidance

View our online tutorial and factsheet on submitting internally assessed marks using  CIE Direct at [www.cie.org.uk/teacherassessment](http://www.cie.org.uk/teacherassessment)

#### Internal Assessment Mark Sheets (MS1)

We recommend you submit your marks through  CIE Direct but if this is not possible, you can use the pre-printed Internal Assessment Mark Sheets (MS1) instead. We send them in the Cambridge pre-exam despatch. Instructions for completing the forms are on the back.

The forms are printed on three-part self-copying paper:

- Send the **top copy** for each component to us in the envelope provided.
- Enclose the **second copy** with the samples you send us for moderation.
- Keep the **third copy** for your records.

We scan the forms so please do not bend, staple or damage them in any way.

**NEW** When completing the MS1 forms, please:

- enter a mark for all candidates both in the mark column and by filling in the lozenges in the mark grid column
- mark candidates who did not complete the component as absent by filling in the unit **A**
- check that the lozenged mark in the mark grid matches the mark written in the mark column

- always shade the tens and the units. For example:
  - to enter a mark of 30, shade the **30** lozenge and the **0** lozenge on the row underneath
  - to enter a mark of 9, shade the **9** lozenge and the **00** lozenge on the row above.

For marks over 100:

- to enter a mark of 100, shade the **100** lozenge, the **00** lozenge and the **0** lozenge
- to enter a mark of 110, shade the **100** lozenge, the **10** lozenge and the **0** lozenge.
- check that the marks entered do not exceed the maximum mark allowed for the component. The maximum mark is shown in the top right-hand corner of the form.
- check that written and lozenged marks and any additional candidate details can be clearly read on all copies of the MS1 form
- always sign each MS1.

If you made an entry or an entry amendment after the forms were printed and a candidate is not listed, add the candidate details to the bottom of the last sheet, using the candidate number lozenges where possible. If there is not enough room, or if you do not have an MS1 form for the syllabus for which you made the late entry, use *Teacher Assessment – Form 4*.

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Supplementary Internal Assessment Mark Sheet (MS1): Teacher Assessment – Form 4

### 3.5.2 Carrying forward internally assessed marks

Please refer to section 2.5.3 of this handbook for details.

### Important dates



We must receive your internally assessed marks by the following deadlines.

**NEW** Cambridge IGCSE First Language English (0500), English Literature (0486), Geography (0460) and History (0470)

- June series: 27 April 2017
- November series: 28 October 2017

#### Cambridge International AS & A Level language speaking test components

- June series: 7 June 2017
- November series: 31 October 2017

#### All other internally assessed components

- June series: 30 April 2017
- November series: 31 October 2017

These deadlines are also shown in the samples database:

- 1 Visit our samples database at [www.cie.org.uk/samples](http://www.cie.org.uk/samples)
- 2 Select 'Enable macros' or 'Enable content'.
- 3 Enter your Centre number, up to five syllabus codes and select 'Search'.
- 4 The deadlines for internally assessed marks are in the 'June deadline for marks' and 'November deadline for marks' columns.

**A** Associate Centres should submit their marks to their Cambridge Associates by an earlier deadline set by the Cambridge Associate. Cambridge Associates should check all the information has been supplied and then forward the marks to us by the deadlines.

## 3.6 Submitting coursework and speaking tests

You need to submit samples of internally assessed coursework and speaking tests so that we can moderate your internally assessed marks. Always include a copy of your marks and the forms specified in the samples database with your samples. You must send us all the work that contributed to a candidate's final mark for that component. We reserve the right to request a full Centre sample. You must submit this to us by the date we specify.

For examined coursework, instead of submitting samples you submit the work of all your candidates.

If you do not provide the required materials, we will not be able to issue a result for the syllabuses concerned.

**A** Cambridge Associates should work with their Associate Centres to make sure they select the correct samples. The Associate Centre should send the samples to their Cambridge Associate along with the relevant forms by an earlier deadline set by the Cambridge Associate. The Cambridge Associate should then send the samples and forms to us.

### 3.6.1 How are samples selected?

Sampling arrangements vary depending on the component. Use our samples database to check:

- when and how to submit your candidates' work
- how many samples you need to send
- which forms you need to complete and return with your candidates' work.

- 1 Visit the samples database at [www.cie.org.uk/samples](http://www.cie.org.uk/samples)
- 2 Select 'Enable macros' or 'Enable content'.
- 3 Enter your Centre number, up to five syllabus codes and select 'Search'.

### 3.6.2 How to complete the forms


The samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)) will show you which forms to complete and return with your candidates' work. Depending on the component, you need to complete one of the following:

- a Coursework Assessment Summary Form (CASF)
- a Working Mark Sheet (WMS), or
- an Oral Examination Summary Form (OESF).

For some components you also need to complete an Individual Candidate Record Card for each candidate entered for the component. You only need to submit the cards of the candidates included in the sample.

**NEW** Please keep the cards of any candidates not included in the sample. We may ask to see them at a later date.


Download the interactive forms from the 'Forms to include with your sample' column of the samples database. We recommend you complete them on screen with the teacher who carried out the assessment. When completing the CASF, WMS or OESF, please remember:

- Include the marks of all candidates entered for a component, not just the marks of the candidates in the sample.
- The total marks you enter on your forms must add up correctly and must not exceed the maximum mark. The interactive forms on the samples database will add up the marks for you and will alert you if you have exceeded the maximum mark.
- If only one teacher was involved in the assessment, enter the breakdown of marks and fill in the 'Total Mark' column of the form. The marks in this column must match the marks you submit to us through  CIE Direct or the Internal Assessment Mark Sheet (MS1).
- If more than one teacher was involved in the assessment, you must also enter the standardised marks in the 'Internally Moderated Mark' column of the form. The marks in this column must match the marks you submit to us.
- If the candidates have not completed the component, indicate that they were absent on the forms.

### 3.6.3 How to submit the samples

#### What to include

When you submit your samples please include:

- The sample specified in the samples database and all the work that contributed to the candidate's final mark for the component.
- A report showing the marks submitted for all candidates entered for the component. This can either be your  CIE Direct internal marks report or the second copy of the Internal Assessment Mark Sheet (MS1).
- The forms specified in the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)). If forms are missing, incomplete or inaccurate we will need to contact

you and this could delay the moderation process and the release of results to your candidates.

- **NEW** For each speaking test or music component, a single USB stick, CD or DVD containing all the recordings in your sample. Submit recordings from separate components on separate USB sticks, CDs or DVDs.
- For components where we require video evidence of candidates' performances, a full-sized DVD (standard PAL or NTSC DVD video) that can be played on a standard DVD player. If you do not provide video evidence in the correct format we will not issue a result for the syllabus. You must make sure that video evidence is stored securely until submitted.
- For the components listed in section 3.1 of this handbook, a copy of the Outline Proposal Form for each piece of work in the sample.

### Important information



For some components, you cannot submit your samples using USB sticks. Please visit the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)) to check how to submit your candidates' work.

### Preparing samples for despatch

**NEW** Make sure each piece of work in your internally assessed sample is clearly identified with your Centre number, the candidate number, the syllabus and component. You can use the 'Coursework identification labels' we send in the Cambridge pre-exam despatch. We also provide separate identification labels for Cambridge IGCSE Art & Design coursework. Download additional labels from [www.cie.org.uk/forms](http://www.cie.org.uk/forms) (*Teacher Assessment – Labels 1 and 3*).

**NEW** For each speaking test or music component, submit the recordings in the sample on the same USB stick, CD or DVD if possible. Submit recordings from different components separately. Each USB stick, CD or DVD you send us must be clearly identified with your Centre number, the syllabus code and the component code. Write this information on CDs and DVDs using a CD/DVD marker, not a label. For USB sticks you can use a label or a fine-tip marker.

Please enclose a list of the candidates' tests in order of recording. This list should include:

- your Centre number
- syllabus and component code
- candidate number and name of each candidate included.

Pack these items carefully so they do not get damaged in transit.

Submit written coursework in plain, thin covers, not in bulky ring binders. Please ensure any tied written coursework is securely fastened.

Avoid sending materials of value or large, bulky or fragile items.

### Packing and despatch

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

- 1 Pack the samples 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 to ensure your samples are not damaged in transit. 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 if necessary.
- 4 Stick the coursework address label showing our address onto this package. You can download extra labels from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)
- 5 Send your samples to the following address. They must reach us no later than the deadlines in the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)). Use a service that provides a tracking facility and keep a record of your tracking number.  
Cambridge International Examinations  
Cambridge Assessment DC10  
Hill Farm Road  
Whittlesford  
Cambridge CB22 4FZ  
United Kingdom
- 6 **NEW** You must complete our script return form each time you send us a consignment of samples. This form will allow us to collect tracking information for your consignments so we can ensure they are returned to Cambridge without delay. We will email you a link to the form in the *Cambridge Exams Officer eNewsletter*.

### Important information



- Before sending the work, check that you have kept the information and materials listed in section 3.6.4.
- Please pack the work carefully to make sure it reaches us undamaged. If samples are damaged we will need to contact you and this could delay the moderation process and the release of results to your candidates.

### Extra guidance



To help you submit your samples correctly, watch our online tutorials which are available at [www.cie.org.uk/teacherassessment](http://www.cie.org.uk/teacherassessment)

### Administrative forms



Labels available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Coursework Identification Labels: Cambridge IGCSE Art & Design – Teacher Assessment – Label 1
- Coursework Address Labels – Teacher Assessment – Label 2
- Coursework Identification Labels – Teacher Assessment – Label 3

### Important dates



Your internally assessed samples must reach us by the following dates:

**Cambridge International AS & A Level language speaking test components**

June series: 7 June 2017

November series: 31 October 2017

**All other internally assessed components**

June series: 30 April 2017

November series: 31 October 2017

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

### 3.6.4 What materials do Centres need to keep?

You must keep the following materials and information until after the enquiries about results period:

- a record of the work sent
- a record of the marks awarded, for example a printout of your [CIE Direct](#) internal marks report
- a summary of how marks were standardised, if applicable
- copies of the coursework sent in your sample
- all of the assessed coursework of all candidates not included in the sample, in case we ask you to provide a further sample of work
- copies of the recordings of all candidates who took speaking tests
- a copy of each form. These forms are an important part of the assessment process and we may need to refer to them as part of our ongoing quality review.

You must store the materials securely. Do not return the materials to candidates until after the enquiries about results period.

### 3.6.5 Does Cambridge return candidates' work?

We will normally return internally assessed coursework samples that you submit for moderation after we have issued results and certificates. We may keep some items of coursework for research, exhibition, archive or educational purposes. When you receive the returned coursework you may return it to the candidates.

### Regulations



We are not responsible for loss of or damage to coursework submitted for moderation.

### Recordings of speaking tests

We do not return speaking test recordings that you submit for moderation.

### Cambridge IGCSE Art & Design

We charge a fee per component for the return of work for Cambridge IGCSE Art & Design (0400/01 and 02). Details are in our fees list, which is available in the 'My Messages' section of [CIE Direct](#) or from your Cambridge Associate if you work at an Associate Centre. The fee is based on items being



returned using a courier and on the work being a maximum size of A2. We may charge an additional fee if the maximum size is exceeded.

To apply for the return of Cambridge IGCSE Art & Design work please complete and return *Teacher Assessment – Form 5* by the deadline.

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Returning Cambridge IGCSE Art & Design Work: Teacher Assessment – Form 5

### Important dates



The deadlines for submitting *Teacher Assessment – Form 5* are:

- June series: 30 April 2017
- November series: 31 October 2017

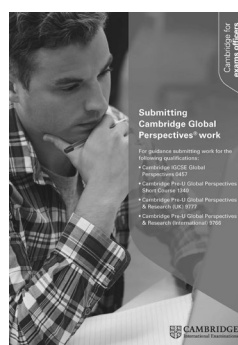
### 3.6.6 Do Centres receive a report after the moderation of samples?

We send a report for each internally assessed component in your provisional results despatch. The report highlights any adjustments made to your candidates' marks. See section 6.1.3 of this handbook for details.

### 3.7 Submitting Cambridge Global Perspectives® work

Syllabus	Component	Component type	How to submit your candidates' work	Which guide to use for detailed guidance
<b>Cambridge IGCSE Global Perspectives (0457)</b>	Individual research (0457/01) Group project (0457/02)	Internally assessed coursework	Please see the <i>Submitting Cambridge Global Perspectives work</i> guide and the <i>Cambridge Global Perspectives Administrative Guide</i> . Both guides will be available in early 2017.	<i>Submitting Cambridge Global Perspectives Work</i>
<b>Cambridge Pre-U Global Perspectives &amp; Research (9766)</b>	Essay (9766/02) Presentation (9766/03)	Examined coursework		
<b>Cambridge International AS &amp; A Level Global Perspectives &amp; Research (9239)</b>	Essay (9239/02) Team project (9239/03)	Examined coursework		<i>Cambridge Global Perspectives Administrative Guide</i>
<b>Cambridge International AS &amp; A Level Global Perspectives &amp; Research (9239)</b>	Research Report (9239/04)	Internally assessed coursework	Hard copy	Sections 3.6.3 and 3.7.1 of the <a href="#">Cambridge Handbook</a>
<b>Cambridge Pre-U Global Perspectives &amp; Research (9766)</b>	Independent Research Report (9766/04)	Internally assessed coursework		Sections 3.6.3 and 3.7.2 of the <a href="#">Cambridge Handbook</a>

Both guides will be available at [www.cie.org.uk/examsofficersguide](http://www.cie.org.uk/examsofficersguide) in early 2017.



**A** Cambridge Associates should pass these instructions on to their Associate Centres as necessary.

### 3.7.1 Cambridge International AS & A Level Global Perspectives & Research (9239/04)


**NEW** Your candidates' Research Reports are internally assessed. This means they are marked and annotated by teachers in your Centre. You then submit a sample of reports to Cambridge in hard copy. For each candidate in the sample you must submit:

- the Research Report and Research Log
- the Individual Candidate Record Card
- the Monitoring Form
- the Oral Explanation Form.

You must also submit a Coursework Assessment Summary Form showing the marks of all candidates entered for 9239/04, not just the marks of candidates in the sample.

### 3.7.2 Cambridge Pre-U Global Perspectives & Research (9766/04)

The Independent Research Report should be submitted in hard copy. Follow the instructions in section 3.6.3. You must include the following with your sample:

- a report showing the marks submitted for all candidates entered for the component. This can either be your  CIE Direct internal marks report or the second copy of the Internal Assessment Mark Sheet (MS1)
- a Coursework Assessment Summary Form
- an Independent Research Report Monitoring Form for each candidate in the sample
- a cover sheet for each candidate in the sample.

These forms are available from the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)). You do not need to submit Individual Candidate Record Cards.

#### Important dates



For internally assessed coursework, we need to receive your marks and samples by:

- June series: 30 April 2017
- November series: 31 October

We need to receive examined coursework by:

- June series: 31 May 2017
- November series: 31 October 2017

## 4 Before the exams

### In this section

4.1 Forecast grades	70
4.2 Pre-exam and question paper despatches	72
4.3 Receiving question paper despatches	77
4.4 Storing confidential materials	79
4.5 Preparing the exam room	81
4.6 Invigilator requirements	83



### 4.1 Forecast grades

We ask you to 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 should be a realistic prediction of what the candidate is expected to achieve in the exam. It is not the teacher's assessment of the quality of the candidate's work during the course, or of the effort the candidate has made.

Where the candidate has already 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 inform decisions about syllabus grade thresholds
- to help make a post-exam adjustment to a candidate's mark, if you have applied for special consideration, to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury
- to carry out checks before we release results.

If you do not submit forecast grades you will disadvantage your candidates. We cannot apply these quality assurance processes without them.

#### 4.1.1 How to submit forecast grades


There are two ways you can submit forecast grades. You must submit them by the relevant deadline, and we recommend that you submit them as soon as you can.

##### CIE Direct

You can submit your forecast grades through  CIE Direct as soon as your entries have been processed.


#### Important information



You will automatically be logged out of  CIE Direct after 20 minutes of inactivity.

For instructions, see the 'Extra guidance' box on the next page.


- 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 for whom you need to submit forecast grades. **NEW** Alternatively you can submit your marks all together.

- 2 Using the radio buttons 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, select 'X'.
- 4 Before you submit the forecast grades, run a report to check all the grades you have entered. To access the report click on 'Download CSV' in the 'Forecast grades' tab. It is important that you do this, because once you have submitted a grade you cannot change it through  CIE Direct.
- 5 To change a forecast grade you have already submitted email [info@cie.org.uk](mailto:info@cie.org.uk)

**A** Associate Centres should submit their forecast grades to their Cambridge Associate. Once they have done this, they should contact their Cambridge Associate to let them know their forecast grades are in the system for the Cambridge Associate to approve and submit to Cambridge.

## Extra guidance



View our online tutorial and factsheet on submitting forecast grades using  CIE Direct at [www.cie.org.uk/beforetheexams](http://www.cie.org.uk/beforetheexams)

## Forecast Grade Forms

If you cannot submit your forecast grades electronically use the Forecast Grade Form (FS1) instead. We send you pre-printed forms in the Cambridge pre-exam despatch.

- 1 Complete the form by following the instructions on the back of the form.
- 2 If you cannot forecast a grade enter 'X' in the 'Forecast grade' column.
- 3 Take copies of the forms for your own records.
- 4 Return the forms using the envelope provided in the Cambridge pre-exam despatch. We scan the forms so please do not bend, staple or damage them in any way.
- 5 If you made an entry or an entry amendment after the forms were printed, add the candidate details to the bottom of the form. If there is not enough room, or if you do not have an FS1 form for the syllabus for which you made the late entry, use *Before the Exams – Form 1*. Use a different form for each syllabus.

## Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Supplementary Forecast Grade Sheet (FS1):  
Before the Exams – Form 1

## Important dates



Deadlines for submitting forecast grades:

- June series: 30 April 2017
- November series: 31 October 2017

**A** Associate Centres should submit their forecast grades to their Cambridge Associates by an earlier deadline set by the Cambridge Associate. Cambridge Associates should check all the information has been supplied and then forward the forecast grades to us by the relevant deadline.



## 4.2 Pre-exam and question paper despatches

We send you the following despatches before the exams, depending on your entries. These despatches contain all the materials you need to administer our exams.

- 1 **Cambridge early question paper despatch:** question papers and exam materials for specific components, such as practical, project or speaking components where materials are needed before the main timetable period.
- 2 **Cambridge entries confirmation despatch:** documents confirming the details of your entries.
- 3 **Cambridge pre-exam despatch:** exam stationery, key administrative documents, despatch labels, script packets and attendance registers.
- 4 **Cambridge question paper despatch:** confidential question papers and supporting materials, including multiple-choice answer sheets.
- 5 **Cambridge bar-coded labels despatch:** these labels identify the contents of each script packet you send back to us.

**A** We send all despatches to Cambridge Associates. The despatches are labelled for each of their Associate Centres. Cambridge Associates should pass the despatches to their Associate Centres according to their agreed arrangements.

### 4.2.1 Dates and contents

The tables below tell you the contents of each despatch and when you can expect to receive them.

#### Cambridge early question papers

- June series: January, February and March 2017
- November series: July 2017

**U** The regulations outlined in sections 4.3 and 4.4 apply to early question papers too.

Art & Design question papers	Question papers will be available to download from the 'My Messages' section of <a href="#">CIE Direct</a> and Teacher Support for: <ul style="list-style-type: none"><li>• Cambridge IGCSE Art &amp; Design (0400/01, 02)</li><li>• Cambridge O Level Art &amp; Design (6090/01, 02, 03)</li><li>• Cambridge International AS &amp; A Level Art &amp; Design (9704/01).</li></ul> Please note these question papers will only be available on <a href="#">CIE Direct</a> if you have submitted estimated entries for these components.  For specific dates see the monthly calendars for January and July 2017, which are available at <a href="http://www.cie.org.uk/preparation">www.cie.org.uk/preparation</a>
Assessment forms for practical tests	For practical exams in ICT, Fashion & Fabrics, Food & Nutrition and Food Studies.
Cambridge Global Perspectives question papers	Question papers for Cambridge Pre-U Global Perspectives & Research (9766/03) will be available to download from the 'My Messages' section of <a href="#">CIE Direct</a> .
Case study for Cambridge IGCSE Enterprise (0454/01)	We send the case study to Centres for immediate distribution to candidates.

### Cambridge early question papers for speaking tests

- June series: February and March 2017
- November series: July 2017

 The regulations outlined in sections 4.3 and 4.4 apply to early question papers too.

Speaking Test Cards for Cambridge IGCSE languages	For teachers to use when conducting non-coursework speaking tests.
Speaking Test Teachers' Notes for Cambridge IGCSE languages	Instructions for teachers conducting the non-coursework speaking tests.

You do not need a question paper for:

- Cambridge IGCSE First Language English (0500/05)
- Cambridge IGCSE First Language Spanish (0502/05)
- Cambridge International AS & A Level languages other than English.


All the materials you need for these speaking tests are in the 2017 syllabus booklets, including:

- component requirements
- mark scheme
- administrative guidance.

Download the Nomination of Oral Examiner Form (AS & A Level only) and Working Mark Sheet from the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)).

### Confidential instructions

Sent several weeks before the exams based on your final entries

 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 for the conduct of practical exams in science syllabuses detailed in section 5.7.1.

Confidential instructions for practical exams in science syllabuses	These instructions enable the member of staff in charge of the laboratory to carry out proper preparations before the exam.
---	---

### Cambridge entries confirmation despatch

- June series: February/March/April 2017
- November series: July/August/September 2017

Candidate statements of entry	One for each candidate showing their details, syllabuses, entry options and the date of their exams. 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 of this handbook.
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.

## Cambridge pre-exam despatch

- June series: Mid March 2017
- November series: Mid September 2017

In your pre-exam despatch you will receive a *Cambridge Pre-exam Despatch Guide*, which explains exactly what you need to do with each item. We will also send the guide in the *Cambridge Exams Officer eNewsletter* and you can download it from [www.cie.org.uk/beforetheexams](http://www.cie.org.uk/beforetheexams)


### Exam stationery


Grey plastic script packets	To return scripts or internally assessed samples. There are four different sizes depending on the materials you are sending. You will also receive an A1 packet for the return of Art & Design work.
Graph paper	For specific components. The number of sheets required per candidate is detailed in the additional exam materials database ( <a href="http://www.cie.org.uk/database">www.cie.org.uk/database</a> ).
Formulae and statistics tables	Reference guides for candidates taking mathematics or statistics exams containing important formulae and tables. One table per candidate for specific exams.
Chemistry data booklets (Cambridge International AS & A Level)	Reference guide for candidates containing important formulae and tables. One book per candidate for specific exams.

### Despatch and identification labels

Bar-coded labels for internally assessed and non-timetabled components	Bar-coded labels identify the contents of each packet and allow packets to be tracked at every stage of the marking or moderation process. Place the scripts or samples in the grey script packets then attach the relevant bar-coded label to the front of the packet.
Return labels	Attach to the outer packaging when you return scripts to us.
Labels for returning internally assessed samples	Attach to the outer packaging when you return internally assessed samples to us for moderation.
Identification labels	Attach to individual pieces of internally assessed work you send us for moderation.
Cambridge IGCSE Art & Design identification labels	Attach to individual pieces of work for Cambridge IGCSE Art & Design (0400/01, 02, 03, 04).

### Administrative forms and other materials

Notice to Candidates and Candidate Warning poster	These posters outline our exam rules and regulations for candidates. Before the exam period starts, make sure you display a copy of both posters outside and inside all exam rooms. Download extra copies from <a href="http://www.cie.org.uk/examday">www.cie.org.uk/examday</a>
Forecast Grade Forms (FS1)	If you do not submit forecast grades through  CIE Direct, pass these pre-printed forms to the relevant teachers to complete. Instructions are on the back of the form.

Internal Assessment Mark Sheets (MS1)	If you do not submit internally assessed marks through  CIE Direct, pass these pre-printed forms to the relevant teachers to complete. Instructions are on the back of the form.
Return envelope for forecast grades and internally assessed marks	To return Forecast Grade Forms and Internal Assessment Mark Sheets.
Attendance registers for non-timetabled and timetabled exams	To record the presence of each candidate at the start of the exam. If any of your candidates are not on the attendance registers, add them to the bottom. Return the top copy with the scripts in the script packet. Keep the bottom copy for your own records.

### Cambridge question paper despatch

- June series: Mid April 2017
- November series: Mid September 2017
- 🔒 Store the contents of this despatch securely and do not open the question paper packets. See sections 4.3 and 4.4 for our full regulations.

Question papers and supporting materials, including multiple-choice answer sheets	Confidential question papers and supporting materials for each exam component.
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### Cambridge bar-coded labels despatch

- June series: Mid April 2017
- November series: Late September 2017

Bar-coded labels for timetabled components	Bar-coded labels identify the contents of each script packet and allow packets to be tracked at every stage of the marking process. Place the scripts in the grey script packets then attach the relevant bar-coded label to the front of the packet.
--	---

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 amended entries in main despatches; they will arrive at a later date.

Key dates

1. Preparation

2. Entries

3. Teacher assessment

4. Before the exams

5. Exam day


6. Results and certificates

## 4.2.2 Additional exam materials database

For any exam where candidates need additional materials, use our additional exam materials database ([www.cie.org.uk/database](http://www.cie.org.uk/database)) to find out:

- which additional 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 provided as an insert in the question paper.

The database also contains details of the regulations for dictionaries and calculators, and the standard materials candidates need for every Cambridge exam.


**Additional exam materials database (May and June 2016)**

This database is for exams officers. For any exam in the May and June 2016 exam series where candidates require additional exam materials, this database will tell you:

- which additional materials candidates need in the exam
- which additional materials we provide for candidates
- whether the candidates should answer directly on the question paper, on multiple-choice answer sheets or on an answer booklet provided as an insert in the question paper.

Simply type in the relevant syllabus and component code and the database will return the information. Once you have retrieved the information you can print it off and go through it to make sure you have all the necessary materials for each component. Make invigilators aware of the information and have a copy of your print out available in the exam room.

Details of the regulations for dictionaries and calculators, standard materials candidates need for every Cambridge exam and items not included in the database can be accessed [here](#).

Your search results may include components with more than one date. This is because of time differences between some countries. Please follow the information for the component showing the date that is in your administrative zone's timetable.

Timetable date is for information purposes only, please refer to the timetable for your administration zone.

Search by: ☐ Syllabus and component ☒ Syllabus and date (dd/mm/yy)
Centrenumber: 


Copies:

Syllabus & component code	Subject	Qualification	Time Zone	Exam date	Additional exam materials we provide	Additional exam materials candidates need	Do candidates answer on the question paper?
0500/12	First Language English	IGCSE	4	03.05.2016	Attendance Register / Small Script Envelopes-INT 1 / Medium Script Envelope-INT 2 / Bar-coded script return label	Not applicable for this component	Yes, candidates must write their answers directly onto the spaces provided on the question paper
0500/12	First Language English	IGCSE	5	03.05.2016	Attendance Register / Small Script Envelopes-INT 1 / Medium Script Envelope-INT 2 / Bar-coded script return label	Not applicable for this component	Yes, candidates must write their answers directly onto the spaces provided on the question paper
0500/22	First Language English	IGCSE	4	03.05.2016	Attendance Register / Small Script Envelopes-INT 1 / Medium Script Envelope-INT 2 / Bar-coded script return label	Not applicable for this component	Yes, candidates must write their answers directly onto the spaces provided on the question paper



## 4.3 Receiving question paper despatches

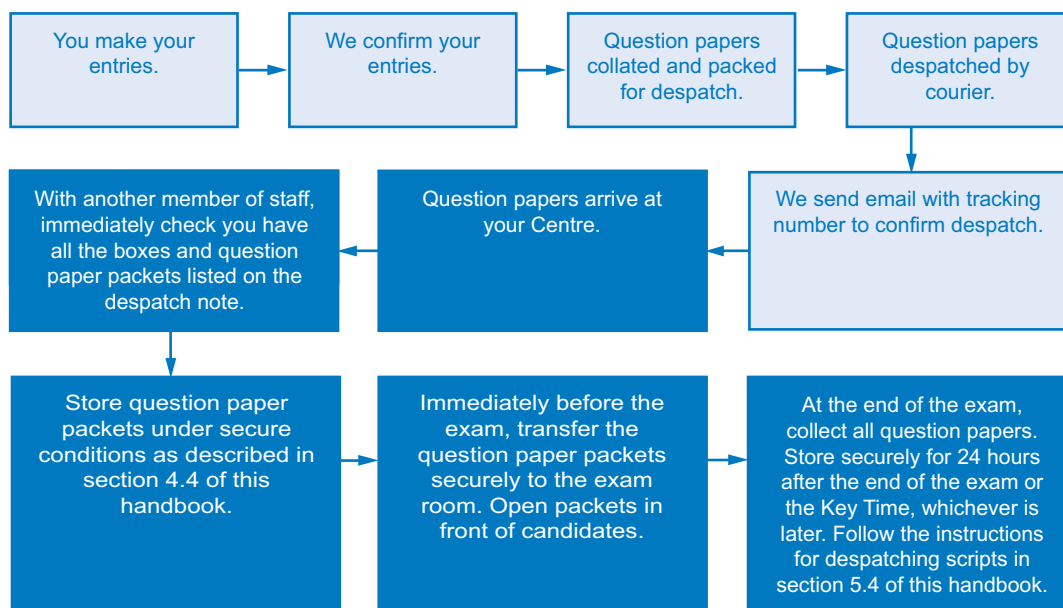
We send you question papers and exam materials before the exam period begins. **A** We send despatches to Cambridge Associates. Associate Centres receive their question papers and exam materials through their Cambridge Associate according to local arrangements.

This section explains the regulations you must follow when you receive confidential materials.

### Security of question papers

  Cambridge is responsible for security of question papers

  Centre is responsible for security of question papers



- (a) The Head of Centre, or Cambridge Associate, is responsible for making sure that an authorised member of staff is available to receive question paper deliveries; this may include security staff outside of your Centre's opening times. The authorised person must also check the deliveries carefully as soon as they arrive and keep them under secure conditions.
- (b) The following must be checked:
  - (i) that the correct Centre number and address are shown on the outer packaging
  - (ii) that the correct number of boxes and the materials listed in the despatch note have arrived
  - (iii) that the outer packaging is intact and there is no sign of damage or tampering. **The question paper packets must remain sealed until the exam.** At this stage you are checking to make sure you have question paper packets for all the components for which you have made entries. You are not checking the number of question papers.
- (c) The check must be made on arrival by the Head of Centre, or the exams officer, in the presence of another member of staff. This member of staff needs to understand our question paper regulations but does not need to be a senior member of staff. It is up to the Head of Centre or exams officer to choose an appropriate member of staff for this task.
- (d) You must keep records of this check either by:
  - (i) ticking next to the listed materials on the despatch note
  - (ii) creating a list of all materials received in each delivery.
- (e) Records must be dated and signed by the Head of Centre or exams officer and by the member of staff who witnessed the delivery being checked.
- (f) You must keep the records until we have issued certificates, and they must be made available if we ask to see them.

(g) You must tell us immediately if there are any problems, for example if:

- there are discrepancies between the material received and the despatch note
- the material does not appear to meet Centre requirements
- the material has been damaged in transit
- the seal of any question paper packet is not intact, or if there is any indication of tampering
- **NEW** there seems to have been an excessive delay in the delivery of the question papers
- a question paper packet has been opened before the exam
- **NEW** the confidential despatch does not show the correct Centre number and address. If this is the case, do not open the outer packaging.

If the despatch has been damaged, opened in transit or shows any signs of being tampered with, photograph the despatch as evidence and then complete and return *Before the Exams – Form 3*. Follow the instructions on the form and send the photographs as evidence with the form.

If any of the question paper packets listed on the despatch note are missing, complete and return *Before the Exams – Form 2*.

- (h) **A** Cambridge Associates must check the deliveries and report any issues on behalf of their Associate Centres.
- (i) **NEW** You must keep the confidential materials secure during these checks, until they are transferred to secure storage. See section 4.4 for more information.

### Administrative forms



Forms available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Missing Question Paper Packet: Before the Exams – Form 2
- Damaged or Opened Question Paper Packet: Before the Exams – Form 3

## 4.4 Storing confidential materials

This section explains our regulations for storing confidential materials.

- (a) You must store question papers securely and in full compliance with our regulations.
- (b) Store question paper packets unopened, in a place of high security, ideally a strong safe.  
**NEW** If a safe is not available, use a non-portable, lockable, reinforced solid metal cabinet or similar. If you use a container like this it must be bolted to the floor or wall and fitted with sufficient locking bars to prevent the doors from being

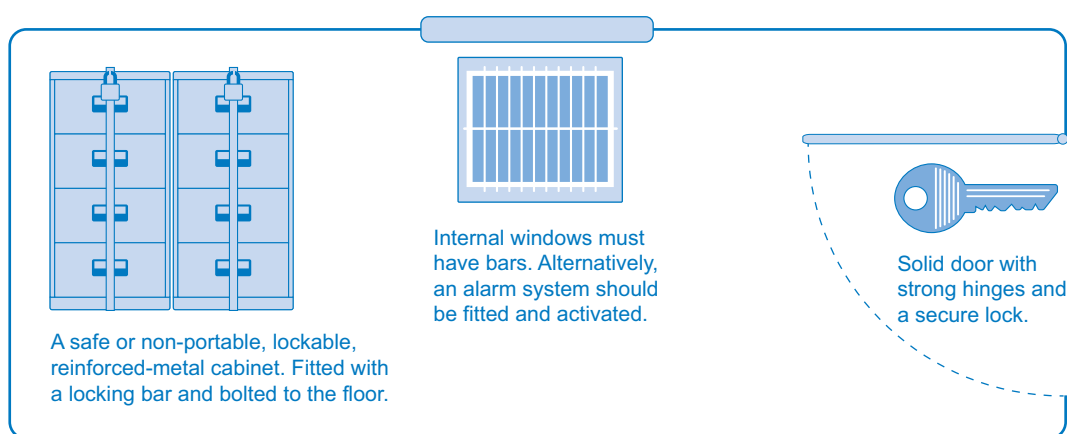
forced open. One external locking bar across the middle of a tall metal container may not be sufficient.

Keep the secure container in a securely locked room in a fixed building where walls, ceilings and floors are of solid construction. The door to the secure room must be solid or reinforced and fitted with strong hinges. Any glass panels in the door must be strongly reinforced or have bars.

The room the secure container is in should have no internal or external windows. Where this is not possible, fit windows with bars or fit the room with an alarm (which must be switched on at all times). Ideally this room should be located on an upper floor.

### Storing question papers

**This room should be in a fixed building where the walls, ceiling and floor are of solid construction.**



A minimum of two and a 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 they should have a clear understanding of our question paper regulations. It is up to the Head of Centre or exams officer to nominate an appropriate member of staff to be a key holder. Only key holders should have access to the secure room and to the secure container holding the question papers and confidential materials.


**NEW** Keep the keys and any access codes to both the secure container and the room in a secure place where unauthorised people cannot access them. Each key holder should be able to access the exam materials independently, in case the other key holders are not present on the day of the exam.

- (c) 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.
- (d) Check question paper packets against the exam timetable and arrange them in timetable order to reduce the possibility of opening a packet at the wrong time.
- (e) Do not open packets of question papers and other confidential exam materials until the time set for the relevant exam, except in the circumstances below.

- **Confidential instructions** – Certain confidential materials, such as instructions for practical exams, must be opened before the exam. The instructions on the front of the packet will tell you whether you should open it before the exam. If you are

unsure whether to open the packet contact Customer Services or your Cambridge Associate. Make arrangements to safeguard confidential instructions after opening. Do not remove them from the building. When they are not in use, return them to your secure storage facilities and store them under the same secure conditions as the rest of your exam materials. **NEW** Do not photocopy the confidential instructions. The Head of Centre is responsible for making sure these materials remain confidential and that no information about them reaches candidates. Under no circumstances should you discuss the confidential instructions with any other Centre. Contact us if you have any questions about confidential instructions.

- **Literature question paper packets** – You can open certain literature question paper packets for plain text or open book exams one hour before the start of the exam in order to check the page references to specific editions of texts. The head of department or appropriate teacher must open and check them in the presence of the Head of Centre or their deputy.
- **Pre-recorded materials** – Where confidential material is pre-recorded on CDs or other media, you must make arrangements, before the exam, to test the material according to our instructions in sections 5.7.3 and 5.7.7.
- **Erratum notices** – You must open erratum notices as soon as they arrive, unless otherwise stated on the envelope. Once you have read them you must place them in secure storage until the timetabled date and time of an exam.


- (f) If you make entries for a particular component and subsequently withdraw all entries for that component, you may still receive the question papers for that component. If this happens, store the question paper packets securely and unopened until after the release of results for the relevant series.
- (g) If we ask you to return unopened confidential materials as part of investigations into security breaches, you must do so using a secure traceable method, i.e. a courier.
- (h) You must store exam stationery, materials and secure materials downloaded from  CIE Direct securely until the time they are needed. If you have printed them off they must be stored securely with your other question papers and confidential materials.


- (i) If you have to keep answer scripts in storage before despatching them they must be sealed and stored under the same secure conditions as question paper packets and other confidential exam materials.
- (j) If a member of staff is involved in administering an exam that is being taken by a person in whom they have an interest (see section 2.1.5 for a full definition), the Head of Centre must make sure that they do not have unaccompanied access to exam materials, either before the exam (for example, question papers and question paper packets), or after the exam (for example, answer scripts). If the member of staff is the exams officer, another person must be present for all the administration relating to that person's exams. A member of Centre staff other than the exams officer must authorise any documentation connected with the person in whom they have an interest taking the exam (for example, access arrangements forms). The member of staff must also complete *Entries – Form 1*. See section 2.1.5 for more details.

### Extra guidance



Access the following support from our website at [www.cie.org.uk/beforetheexams](http://www.cie.org.uk/beforetheexams)

- Our 'Receiving and storing question papers' video explains what you need to do when your question papers arrive.
- 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 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.

If you need advice on security arrangements please contact the Compliance team at [info@cie.org.uk](mailto:info@cie.org.uk).  Associate Centres should contact their Cambridge Associate.

## 4.5 Preparing the exam room

This section sets out the regulations you must follow when preparing the exam room.

### 4.5.1 Exam venue

All candidates must sit the exam at the Centre unless you have our prior permission for them to take the exam elsewhere. If you need some or all of your candidates to take their exams at a venue that is not your registered Centre please follow the instructions in section 2.6.

### 4.5.2 Exam room

- (a) Exam rooms must provide candidates with appropriate conditions. Pay attention to access, heating, ventilation, lighting and outside noise.
- (b) You must carry out practical exams under conditions that give all candidates the opportunity to finish their tasks and display their true level of attainment in the subject.
- (c) You must clearly display to all candidates:
  - the Centre number
  - the start and finish times of each exam
  - the syllabus and component code of each exam.
- (d) You must have a copy of Parts 4 and 5 of this handbook in each exam room and a copy of the full handbook in the main exam room.

#### 4.5.2.1 Clock

A reliable clock must be directly visible to all candidates in the exam room.

#### 4.5.2.2 Display material

**NEW** Under no circumstances should display material that might help or distract candidates be visible in the exam room (for example, maps, diagrams, wall charts). You must take particular care with exams held in laboratories or libraries.

#### 4.5.2.3 Notice to Candidates and Candidate Warning poster

**NEW** You must display the Notice to Candidates and Candidate Warning poster both inside and outside the exam room for all exams, including speaking and listening tests. You will receive copies of each poster in the pre-exam despatch and you can download them from our website at [www.cie.org.uk/examday](http://www.cie.org.uk/examday)

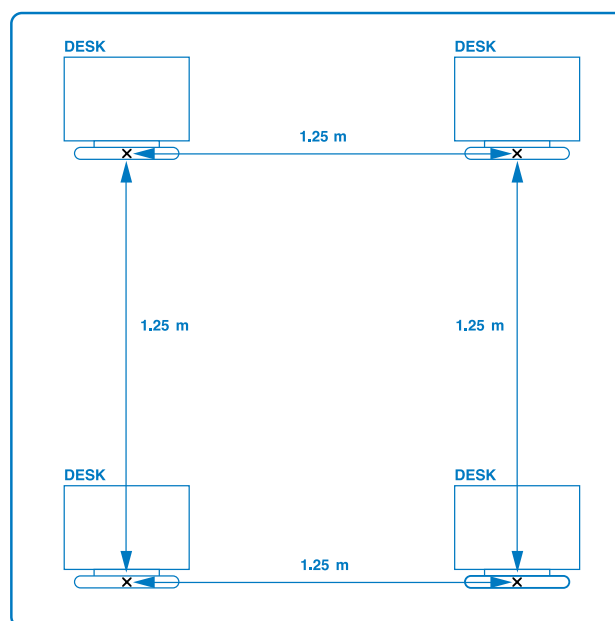
### Important information

The regulations in this section also apply to all Art & Design practical exams.

### 4.5.3 Seating arrangements

#### 4.5.3.1 Distance between candidates

- (a) Seating arrangements must prevent candidates from viewing the work of others, intentionally or otherwise. 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).



- (b) For multiple-choice papers, if desks are spaced 1.25 metres apart candidates may still be able to see other candidates' work, intentionally or otherwise. Where this is the case the exams officer must use an alternative method so that no candidate's work can be overseen by any other candidates. This can be achieved by:
  - increasing the space between candidates' desks
  - seating alternating rows of candidates taking different exams
  - using extra invigilators.
- (c) If necessary, please contact us or your Cambridge Associate for advice about alternative methods. We retain the right to approve or query the steps the exams officer has taken to prevent candidates from seeing the work of others.



#### 4.5.3.2 Written exams

- (a) All candidates must face in the same direction.
- (b) **NEW** Candidates must sit in candidate number order, with candidate numbers or index numbers on each desk.
- (c) Each candidate must have their own desk or table of sufficient size to accommodate question papers, maps, equipment and materials for practical exams, and answer booklets/paper.
- (d) We would suggest that where possible you do not use desks with shelves in exams. Candidates could use these shelves to store notes or other unauthorised items. If no alternative desks are available, invigilators must check the shelves before the beginning of the exam, and must pay special attention to ensure nothing is placed on them during the exam. You could appoint extra invigilators to monitor this.
- (e) Candidates who are working on a drawing board set on an easel or another non-horizontal surface should, wherever possible, sit in an inward-facing circle or similar.
- (f) Where candidates sit 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 meet this requirement you must use screened booths instead.
- (g) 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 meet this requirement, candidates must sit at alternate monitors or in screened booths.
- (h) You may hold other exams in the room at the same time, provided no disturbance is caused.

#### 4.5.3.3 Candidates suffering from a contagious disease

- (a) **NEW** If a candidate is suffering from a contagious disease, you should consider whether the candidate is fit to take the exam. If the candidate does take the exam, they must be in a separate room where you can apply all exam regulations.
- (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. **NEW** Store the original script securely and contact Cambridge for further guidance.

#### 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.cie.org.uk/examday](http://www.cie.org.uk/examday)

## 4.6 Invigilator requirements

This section sets out our regulations for invigilators.

- (a) Invigilators are the people in the exam room responsible for the conduct of a particular exam.
- (b) The Head of Centre must make sure that suitably trained and experienced adults carry out invigilation. The Head of Centre can decide who is suitable, however, they cannot let any person who has an interest in a candidate invigilate an exam by themselves. If the Head of Centre decides to use parents/guardians/carers or relatives of a candidate they must ask them to complete *Entries – Form 1* before they invigilate any exams. The Head of Centre **must** make sure that invigilators are fully briefed and trained before carrying out invigilation.
- (c) Invigilators must give their whole attention to the proper conduct of the exam and must not perform any other task (for example, marking) in the exam room. Invigilators must be present, mobile and attentive throughout the exam.
- (d) **Invigilator numbers**
  - (i) At least one invigilator must be present for every 30 candidates. You must make arrangements so that the invigilators can observe each candidate in the exam room at all times.
  - (ii) For practical tests there must be one invigilator for every 15 candidates. A teacher of the subject should also be present. For practical tests for the following syllabuses please refer to section 5.7.5:
    - Cambridge IGCSE ICT (0417)
    - Cambridge International AS & A Level Applied ICT (9713)
    - **NEW** Cambridge International AS & A Level Information Technology (9626).
  - (iii) When only one invigilator is present, they must be able to ask for assistance easily, without leaving the exam room or disturbing candidates. A change of invigilators during an exam is allowed, provided the number of invigilators in the room does not fall below the number prescribed.
  - (iv) Where there are both male and female candidates, you must ensure that both male and female invigilators are available to accompany candidates to the washroom, if required. Where there is a sole invigilator you must ensure that the invigilator can

contact a male and female member of staff without leaving the exam room or causing a disturbance to the candidates.

- (v) A teacher who has prepared the candidates for the subject under examination must not be the sole invigilator at any time.
- (vi) For listening exams a member of staff who speaks the language of the test should ideally be present to deal with any technical difficulties.
- (vii) In exams where questions or passages must be read to candidates it is essential that an invigilator is present as well as the reader.
- (e) Invigilators must be familiar with the regulations in Parts 4 and 5 of this handbook and the contents of the Notice to Candidates, as well as any specific regulations relating to the subjects being examined. You must have a copy of Parts 4 and 5 of this handbook in each exam room and a copy of the full handbook in the main exam room.
- (f) Apart from a single device to ask for assistance, invigilators must not have access to any other form of external communication while in the exam room.
- (g) **NEW** You must keep signed records of the start and finish times of your exams, as well as periods of invigilation. We may ask to see these records at any time until certificates are issued.

### Extra guidance



You should conduct a training session with your invigilators before the exam, even if they are experienced. Download our PowerPoint presentation 'Invigilating Cambridge exams' from [www.cie.org.uk/beforetheexams](http://www.cie.org.uk/beforetheexams). You can adapt it to train your invigilators or simply read it to refresh your own memory.

### 4.6.1 Key Times

We are an international awarding organisation working with over 10 000 schools in 160 countries. To maintain the security and integrity of our exams we have a number of arrangements in place including Key Times.

Key Times are designed to make sure countries in similar time zones have their candidates under exam or supervised conditions at the same time to maintain the security of question paper content. Key Times only apply to timetabled exams. Each Centre taking our exams is given a specific time, based

on their country and location, when all candidates taking timetabled exams must either be in an exam or under Full Centre Supervision.

If the Key Time is before the start of the exam, candidates must be supervised by invigilators from the Key Time until the start of the exam. If they have finished their exam, they may be allowed to leave the room, provided they are under Full Centre Supervision continuously from the time they leave until the Key Time has passed.

You can find the Key Times for your morning or afternoon exam sessions at [www.cie.org.uk/keytime](http://www.cie.org.uk/keytime)

We have introduced an evening session and Key Time for Centres in administrative zones 4 and 5. The evening Key Time is four hours after the afternoon (PM) Key Time.

**NEW** You must keep signed records of the supervision arrangements for candidates under Full Centre Supervision. We may ask to see these records at any time until certificates are issued. If you fail to arrange necessary periods of Full Centre Supervision, we will consider this to be a breach of Key Time regulations.

### Extra guidance



Watch our video to find out how to prepare your exams timetable using Key Times. It is available at [www.cie.org.uk/timetablingexams](http://www.cie.org.uk/timetablingexams)

## 4.6.2 Full Centre Supervision

Full Centre Supervision is a specific type of supervision for candidates. For timetabled exams, if candidates are not in their exam at the Key Time they must be under Full Centre Supervision until the Key Time has passed or until the exam starts.

During Full Centre Supervision, candidates **must not**:

- be in the same room as any other people except for invigilators and candidates taking the same exam
- have access to telephones, mobile phones, laptops/computers 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 that Centre.

There must be at least one supervisor present for every 30 candidates under Full Centre Supervision.

When supervised, candidates may have access to their books and notes, and talk to each other, provided that they do not disturb candidates taking an exam.

If there are candidates in the supervised group who have already taken an exam that others in the group are due to take, for example an ICT practical test, they must be separated from each other. See section 5.7.5 for details of supervision arrangements for Cambridge ICT practical tests.

If candidates need to leave the room during periods of Full Centre Supervision for whatever reason, they must be accompanied by a supervisor. Where there is only one supervisor, you must make sure that the supervisor has the means to get help without leaving the room unattended or disturbing candidates. You must also make sure that you have both male and female supervisors available to accompany candidates if required.

If a candidate fails to attend a period of Full Centre Supervision before or after an exam we will consider this as possible malpractice. Contact us immediately if this happens.

If the period of Full Centre Supervision is longer than four hours you will need to apply for a timetable deviation.

## 5 Exam day

### In this section

5.1 At the beginning of the exam	85
5.2 During the exam	92
5.3 At the end of the exam	93
5.4 Packing and despatching scripts	95
5.5 Special consideration	98
5.6 Malpractice and maladministration	102
5.7 Special instructions for particular exams	107



### 5.1 At the beginning of the exam

You must make sure that candidates take their Cambridge exams in the correct timetabled session. You are allowed to start the exams at any time within the sessions but must make sure you follow our KeyTime and Full Centre Supervision regulations. See sections 4.6.1 and 4.6.2 for details.

If you are unable to meet these requirements you must apply for a timetable deviation. See section 1.2.3 of this handbook.

You are responsible for informing candidates of exam times.

#### Extra guidance

We have a range of extra guidance materials to support exams officers before and during exams, including online video tutorials, invigilator training materials and 'how to' guides. They are available at:

- [www.cie.org.uk/beforetheexams](http://www.cie.org.uk/beforetheexams)
- [www.cie.org.uk/examday](http://www.cie.org.uk/examday)

We also have a video to help Cambridge students understand what to expect on exam day. The video is in the 'Parents and students' section of our website at [www.cie.org.uk/parentsandstudents](http://www.cie.org.uk/parentsandstudents)

#### 5.1.1 Identifying candidates

The Head of Centre must make sure that procedures are in place to enable invigilators to carry out thorough identity checks. Private candidates not known to the Centre must present evidence of their identity (for example, 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.

#### 5.1.2 Candidate numbers

You must inform all candidates of their candidate numbers before the exam.

#### 5.1.3 Attendance registers

The attendance register is a formal record of all the 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. Follow the

instructions for returning attendance registers in section 5.4.1. **NEW** If you have candidate(s) taking an exam in a different room to the main exam room, whether in a separate exam room at your Centre or at an alternative venue, do not submit a separate attendance register for them. Mark them as 'present' on the main attendance register and return their scripts in the same packet as the other candidates taking the exam.

If you do not complete the attendance registers properly this can lead to problems and delay the release of results to candidates.

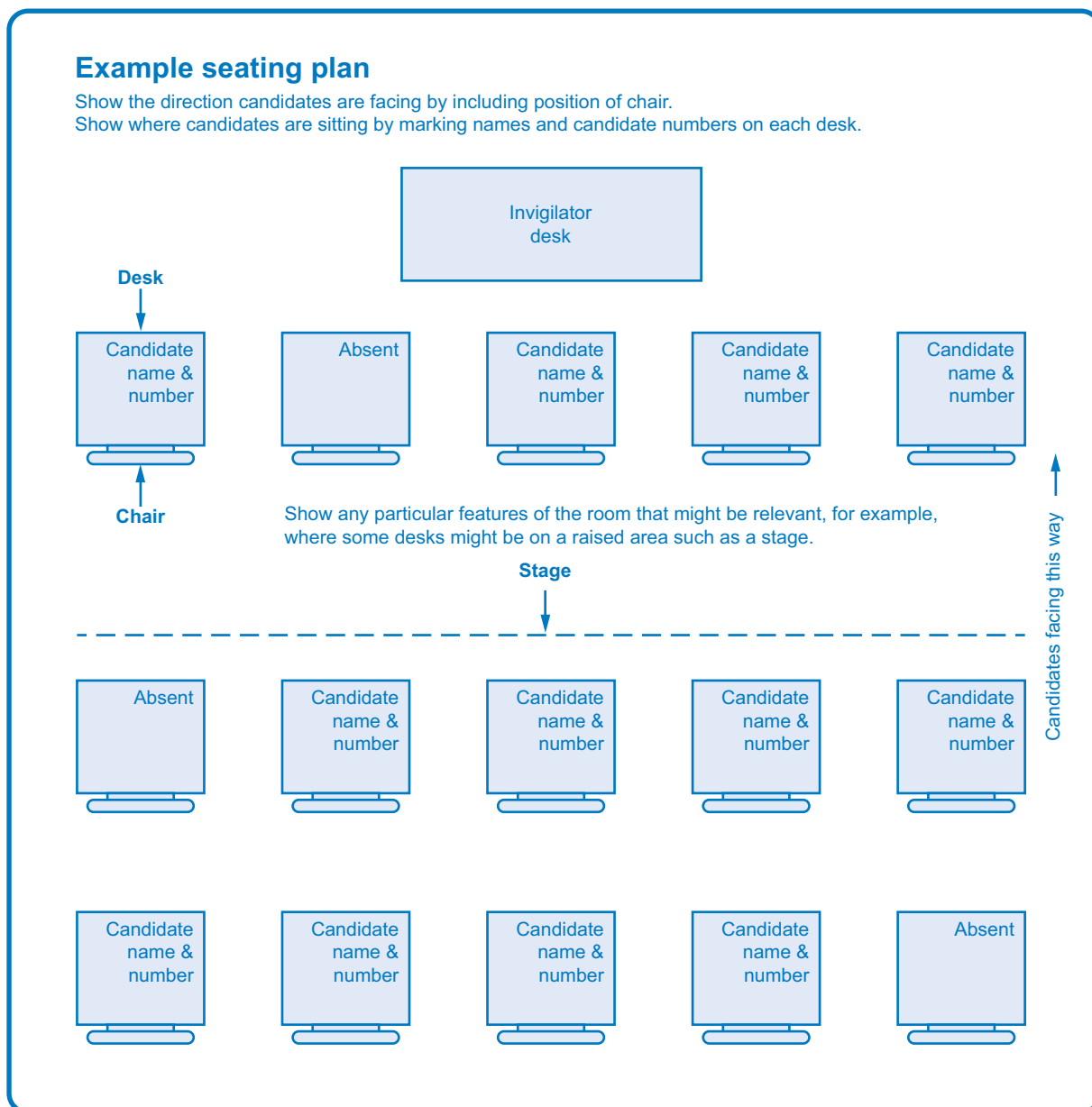
#### Extra guidance

Watch our video for guidance on completing attendance registers. It is available at [www.cie.org.uk/examday](http://www.cie.org.uk/examday)

### 5.1.4 Seating plan

You must produce a seating plan for each exam. A seating plan is a diagram that outlines how the exam room is set up. It shows the position of the tables

in the room, the position of each chair and which candidate is seated where. It should also show the position of the invigilator's desk and the direction the candidates are facing.



You must keep signed records of the seating plan for each exam session. We may ask to see the seating plan at any time up until we issue certificates.

### 5.1.5 Unauthorised entries

If a candidate arrives for an exam they have not been entered for, you can allow them to take the exam providing that:

- The candidate is able to take all the components required for the syllabus option they wish to enter. This means you must have enough spare question papers so the candidate can sit all the components required for the syllabus option at the appropriate time, not just the specific exam.

- You add them to the attendance register for each component they take that they were not previously entered for. Once they have completed all the components required for the entry, complete *Exam Day – Form 12* and return it to us or to your Cambridge Associate without delay.

We will then mark the candidate's scripts, enter them for the entry option and issue a grade in the syllabus. You will be charged a very late entry fee for any unauthorised entries.

If you do not have enough spare question papers for each of the relevant components, email [info@cie.org.uk](mailto:info@cie.org.uk) immediately and we may be



able to send you extra question papers. **NEW** Each request will be considered on a case-by-case basis. We reserve the right to decline any request received after the late entry deadline if it is not possible for us to despatch the extra question papers in time for the exam. In this case you must tell the candidate they cannot sit the exam as they have not been entered for it. You must not photocopy question papers.

You will be charged a very late entry fee for any unauthorised entries or for any extra question papers we send you. See the fees list in the 'My Messages' section of [CIE Direct](#) for details. It may not be possible for us to release results for these entries at the same time as other results.

After marking, if we find any candidates who have not been entered for a syllabus but who have sufficient marks to make up a valid entry option, we will make an entry for the candidates on your behalf and raise an invoice that will be subject to very late entry fees, as described above.

If for any reason 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.

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Reporting an Unauthorised Entry: Exam Day – Form 12

## 5.1.6 Stationery, materials and other equipment

Our additional exam materials database is updated before each series. For components where candidates need additional materials, use the database ([www.cie.org.uk/database](http://www.cie.org.uk/database)) to check:

- which additional 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 provided as an insert in the question paper.

**NEW** For exams where candidates answer in an answer booklet, give your candidates continuation booklets if they run out of space. Continuation booklets are sent in your pre-exam despatch. If you run out of continuation booklets, give your candidates A4 lined paper. For exams where candidates answer on the question paper give your candidates A4 lined paper if they run out of space.

The invigilator must make sure that only specified items are given to candidates.

For multiple-choice tests individual pre-printed answer sheets are provided for each candidate. The invigilator must make sure that each answer sheet is given to the correct candidate and that the sheets relate to the subject and the component being examined.

Candidates must:

- provide their own pens, pencils, ink, drawing instruments (including rulers) and erasers
- write their answers legibly in black or dark blue ink
- use soft pencils (type B or HB is recommended) for multiple-choice tests
- use pencils or pens in other colours for diagrams and maps only if indicated on the question paper.

During the exam candidates must not use:

- red or green ink
- correcting fluid or 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.

### **NEW** 5.1.6.1 Science papers

(a) The following materials must be available to candidates in all science papers:

- ruler (300 mm)
- protractor.

We do not list these materials on science question papers.

(b) You can provide candidates with graph paper if they ask for it.

(c) Candidates are permitted to use calculators in all science papers.

### 5.1.6.2 Calculators

Candidates may use calculators in exams unless the relevant syllabus and the front of the question paper state that calculators are prohibited. If the syllabus or the front of the question paper do not state that calculators are prohibited or do not mention calculators, candidates can use a calculator if they want to.

Invigilators should check a sample of the candidates' calculators before the start of the exam to make sure they comply with the regulations below.

**A** We may, in consultation with the relevant Cambridge Associate, issue specific local regulations for the use of calculators. Where this happens, the local regulations will override the regulations below.

For exams where calculators are allowed, you must tell candidates the following:

- (a) The calculator must be of a suitable size for use during an exam.
- (b) The power supply for the calculator is the responsibility of the candidate and must be integral to the calculator. The candidate can bring a spare set of batteries into the exam in transparent packaging.
- (c) The working condition of the calculator is the responsibility of the candidate.
- (d) The calculator must be silent, with a visual display only.
- (e) We will not consider a calculator fault as justifying special consideration for the candidate.
- (f) Candidates 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. Any cover or case that the candidate cannot remove must be securely covered.
- (g) Candidates must not borrow calculators from other candidates during the exam for any reason, although the invigilator can provide a candidate with a replacement calculator if the Centre has one available.
- (h) Candidates must clear any information and/or programs stored in the calculator's memory before and after the exam; retrieval of prepared information and/or programs during the exam, or removal of question paper content from the exam room, is malpractice.
- (i) Candidates can use programmable calculators. However, calculators with any of the following facilities are not allowed, unless stated otherwise in the syllabus:
  - graphic display
  - data banks
  - dictionaries
  - language translators
  - retrieval or manipulation of text or formulae
  - QWERTY keyboards
  - built-in symbolic algebraic manipulations (output must be numeric not algebraic)
  - symbolic differentiation or integration (output must be numeric not algebraic)

- capability of any remote communication.

We regard the use of any such calculator as malpractice. We do not recommend any particular brand of calculator.

### 5.1.6.3 Dictionaries

Electronic dictionaries are not allowed in any exam; this includes tablets and e-readers.

#### **Cambridge O Level, Cambridge International AS & A Level and Cambridge Pre-U**

Dictionaries are not allowed in these exams, except where specifically permitted by the syllabus.

#### **Cambridge IGCSE**

Simple translation dictionaries are allowed, except in language exams or where they are specifically prohibited in the syllabus. 'Simple translation dictionary' means a dictionary that only translates the word and does not give a translation of the meaning or definition of the word.

#### **Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint**

Simple translation dictionaries are allowed in science and mathematics tests. They are not allowed in English and English as a second language tests.

### 5.1.6.4 Mathematical tables

Candidates can only use mathematical or statistical tables that are permitted by the syllabus or included in the additional materials section of the question paper. You must provide these for the duration of the exam.

### 5.1.7 Authorised and unauthorised materials

It is essential that you make sure candidates do not bring any unauthorised materials into the exam room.

#### 5.1.7.1 Authorised materials

Candidates can only take articles, instruments or materials into the exam room which are expressly permitted in the instructions on the question paper, in the additional exam materials database or in the syllabus booklet.

The Head of Centre can decide whether to allow candidates to bring food and drink into the exam room. If they decide to allow this they must make sure it is done in accordance with our regulations on packaging and labelling (see below) and that other candidates are not disturbed.

### 5.1.7.2 Unauthorised materials

Unauthorised materials are those that potentially enable candidates to conceal or access information in the exam room. Having unauthorised materials in the exam room is a breach of regulations and may result in cancellation of exam grades. 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.

Unauthorised materials could include:

- bags
- calculator cases
- instruction leaflets
- non-transparent pencil cases
- any packaging with images or text on it (candidates should put food, drink, batteries or any other equipment in transparent, plain packaging)
- computers of any sort
- any recording device
- electronic or radio communication devices
- e-readers
- mobile telephones
- tablet computers
- cameras
- Bluetooth headsets
- any other electronic device that enables external communication or the storage and retrieval of data, including smart watches.

This list does not include every possible item that would be considered 'unauthorised'. You should use your judgement for any items not on the list above by asking yourself whether the item potentially enables a candidate to conceal or access information in the exam room.

All electronic items, including mobile phones and Bluetooth devices, must be switched off and left outside the exam room. Other types of unauthorised material must either be left outside or handed to the invigilator before the exam begins. **NEW** Materials handed to the invigilator must be placed out of reach and sight of the candidates.

### Important information

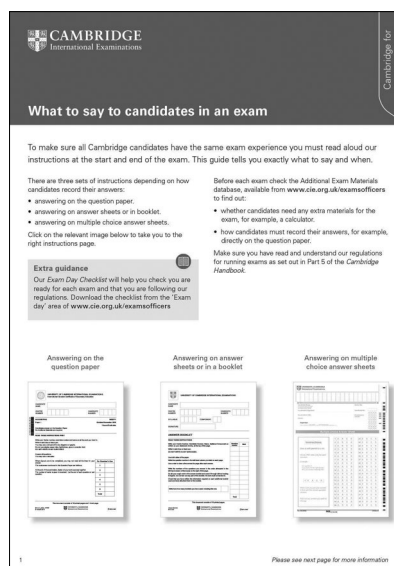


The invigilator is responsible for reporting any grounds for suspicion about the security of question papers or the conduct of any exam to the Head of Centre. The Head of Centre or Cambridge Associate must notify us of this immediately.

### 5.1.8 Starting the exam

An exam is in progress from the time the candidates enter the room until all the scripts have been collected.

- When the candidates are seated, two members of staff must check they have the correct question paper packet before opening it and handing out the question papers to candidates.
- 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 the candidates enter the room. If you do this, question papers must not be left unattended at any time. **NEW** You must ensure that candidates do not open the question paper until they are instructed to do so by the invigilator.
- To make sure all Cambridge candidates have the same exam experience you must read aloud a specific set of instructions before they are allowed to start working. The instructions are in our *What to Say to Candidates in an Exam* document, which is available at [www.cie.org.uk/examday](http://www.cie.org.uk/examday). If you wish to use your own script instead you must ensure the content of our document is included and communicated to make sure candidates understand exactly what is expected of them.
- Tell candidates to write their name, candidate number and Centre number on any work they want to hand in.



### 5.1.8.1 Opening the wrong question paper packet in error

If you open the wrong question paper packet in error, do not give the question papers to the candidates. Complete and return *Exam Day – Form 11* immediately. On the form you must explain:

- why the packet was opened in error
- who opened it and when they opened it
- who has had access to the packet since it has been opened.

Follow the steps below in the presence of the Head of Centre:

- Take photographs of the opened packet.
- Reseal the packet securely.
- Sign over the seal to show you have both witnessed the packet being resealed.
- Put a clear piece of tape over your signatures to protect them.
- Take a photograph of the signatures and the new seal.
- Return the resealed question paper packet to secure storage.

#### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Question Paper Packet Opened in Error: Exam Day – Form 11

### 5.1.9 Late arrival of candidates

- (a) If a candidate arrives late but before the Key Time you may allow them to enter the exam room and sit the exam. You do not need to notify us.
- (b) If a candidate arrives after the Key Time but before the end of the exam, you can allow them to enter the room and sit the exam. You must warn the candidate that we may not accept their script. You need to tell us if this happens by filling in *Exam Day – Form 3*.
- (c) If any candidates arrive after the Key Time the following rules apply:
- Send the answer script in the normal way.
  - On the answer script indicate any work completed after the official finishing time.
  - The Head of Centre must fill in *Exam Day – Form 3* and return it as quickly as possible.
- A** Associate Centres should submit forms through their Cambridge Associate.

- (d) When deciding whether to accept any of the work of a candidate who arrives late, we carefully consider whether the exam security was maintained, especially in relation to the time when candidates entered the exam room.
- (e) You may, at your discretion, allow the full time for the exam for a candidate who arrives after the scheduled start time.
- (f) **NEW** The regulations in this section also apply to timetabled listening components. If a candidate arrives late, you can allow them to sit the exam by following one of these arrangements:
- Supervise the candidate until the other candidates have finished the exam and left the room. You can then start the CD from the beginning for the candidate who arrived late.
  - If you have a spare CD, the candidate can take the exam in a separate room with a separate invigilator.

#### Important information



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 is able to attend. If they are, ask the parents/guardians/carers to keep the candidate under supervision at all times without access to external forms of communication until the candidate is met by a member of Centre staff. The parent/guardian/carer and the candidate should sign a statement using *Preparation – Form 7* to confirm the supervision arrangements that were put in place. We will consider these statements from the parent/guardian/carer, the candidate and the Centre.

#### 5.1.9.1 Reasons we may consider acceptable for late arrival

In cases where the candidate is late with good reason and we are satisfied that there has been no breach of exam security (for example, you can guarantee supervision from the Key Time), we will accept the work completed in the whole exam, including any work completed in the extra time allowed to make up for the late arrival. Examples of acceptable reasons include sudden illness or transport difficulties beyond the candidate's control.

#### 5.1.9.2 Unacceptable reasons for late arrival

In cases where a candidate is late because of negligence or oversight, and we are satisfied that there has been no breach of security (for example, you can guarantee supervision from the Key Time),

we will accept the work completed in normal exam time. However, we will not accept any work completed in any extra time allowed. Examples of reasons which are not acceptable include oversleeping or misreading the timetable.

### 5.1.9.3 Late arrival for a period of Full Centre Supervision

- (a) If a candidate arrives late for a period of Full Centre Supervision before an exam, but after the Key Time, the candidate can only enter Full Centre Supervision if they do not have contact or communicate with any other candidates already under Full Centre Supervision.
- (b) When deciding whether to accept the work of a candidate who arrived late for a period of Full Centre Supervision, we carefully consider whether the security of the exam was maintained, especially in relation to the Key Time.
- (c) Whenever a candidate is admitted late into a period of Full Centre Supervision the following rules apply:
  - You must send us the answer script in the normal way.
  - The Head of Centre must fill in *Exam Day – Form 3* and return it as quickly as possible.

### 5.1.9.4 Arrival after the exam has finished

A candidate who arrives after the other candidates have been released from the exam room must be dealt with as absent and you should not allow them to take the exam. You must tell the candidate that we may issue a 'NO RESULT' for the syllabus in question.

#### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Late Arrivals: Exam Day – Form 3

### 5.1.9.5 Appeals against late arrival decisions

We will tell you the outcome of reported cases of late arrivals in writing.

**NEW** To appeal against the outcome please refer to the section of this handbook called 'Cambridge Appeals Regulations and Guidance'.



## 5.2 During the exam

### 5.2.1 Supervising the candidates

Invigilators must supervise the candidates throughout the whole exam and give full attention to this duty at all times. They must not read through any question papers. For more information about invigilator requirements see section 4.6 of this handbook.

### 5.2.2 Practical exams

During a practical exam, some movement by candidates and spoken instructions may be necessary. Invigilators must limit this to what is essential to achieve the objectives of the exam without compromising security.

### 5.2.3 Five-minute warning

You must let candidates know when there are five minutes of the exam remaining. The invigilator must read aloud the 'Five-minute warning' section from our *What to Say to Candidates in an Exam* document. The document is available to download from [www.cie.org.uk/examday](http://www.cie.org.uk/examday)

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

### 5.2.4 Leaving the room while the exam is in progress

A candidate who leaves the exam room temporarily must be accompanied by a member of staff. In cases where special consideration is applied for (for example, illness), you may allow the candidate extra time to compensate for their temporary absence.

**NEW** If this happens during a timetabled listening component, you can allow the candidate to listen to the material they have 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 has finished their exam early and wants to leave the exam room and not return, the following regulations apply:

- Before the Key Time: the candidate can leave the exam room but must be under Full Centre Supervision until the Key Time.
- 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 they must remain under exam conditions. See section 5.3.4 for information about leaving the exam room at the end of the exam.

### 5.2.5 Irregular conduct

- (a) Wherever possible, the invigilator must remove and keep any unauthorised materials discovered in the possession of a candidate in the exam.
- (b) The Head of Centre is responsible for making sure we are told about all cases of irregularity or misconduct in connection with the exam as soon as possible. The Head of Centre can expel a candidate from the exam room, but they should only do so when it is felt to be essential or when the presence of a candidate would cause disruption to others.
- (c) Any irregular conduct or infringement of our regulations may lead to disqualification of the candidate. The decision to disqualify a candidate rests with us.

### 5.2.6 Emergencies

In an emergency the safety of candidates and staff is the most important thing. If it is safe and practicable to do so, the invigilators should take the following steps to make sure the exam remains secure:

- Evacuate the exam room.
- Make sure candidates are fully supervised while they are out of the exam room, so there can be no collusion or external communication.
- Make sure that all question papers and answer scripts are left in the exam room and that the room is secured.
- After the candidates have returned to the exam room and before the exam is resumed, indicate on the candidates' work, if possible, the point at which the interruption occurred.
- 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, consider taking the candidates, with question papers and scripts, to another room to finish the exam.
- Send us a full report of the incident and the action taken immediately.

## 5.3 At the end of the exam

At the end of the exam, to make sure all Cambridge candidates have the same exam experience, the invigilator should read aloud the 'Finishing the examination' section of our *What to Say to Candidates in an Exam* document. The document is available to download from [www.cie.org.uk/examday](http://www.cie.org.uk/examday)

If you wish to use your own script instead you must ensure the content of our document is included and communicated to make sure candidates understand exactly what is expected of them.

Where invigilators allow candidates who arrive late the full working time to take their exam (see section 5.1.9), they should tell the candidates to stop writing after the extra time allowed.

### 5.3.1 Collecting answer scripts

- (a) All answer scripts and question papers must be collected and accounted for before candidates are allowed to leave the room.
- (b) Any sheets of paper candidates want to hand in to be marked should be fastened together with treasury tags or string. Do not use staples or paper clips.
- (c) Invigilators must:
  - sort answer scripts into the order shown on the attendance register (candidate number order)
  - check that all answer scripts are present and that candidates have used correct Centre and candidate numbers
  - immediately after collation, hand the answer scripts to the person responsible for their despatch. This person must place them immediately in the script packet and seal it in the exam room.
- (d) If the same exam is taking place in different rooms, invigilators from the smaller rooms should place the scripts in an envelope (which does not need to be sealed) and take the scripts to be collated with the scripts from the other rooms. Alternatively a nominated invigilator can go to the different rooms, collect the scripts, place them in an envelope (which does not need to be sealed) and take them to be collated with the scripts from the other rooms.
- (e) Answer scripts must be placed in secure storage until they are despatched to Cambridge.
- (f) Answer scripts are confidential between the candidate and Cambridge. They may not be read or photocopied by any person before sending, unless we request this.
- (g) Scripts must not be removed from the exam room by candidates or unauthorised persons. If this happens, you must tell us by emailing [info@cie.org.uk](mailto:info@cie.org.uk). The candidate should be warned that we may not accept the script.

### 5.3.2 Collecting question papers and the 24-hour security rule

- (a) You must store all empty question paper packets securely until results have been issued for the series. We may need them for investigations into suspected malpractice.
- (b) Before candidates can leave, you must check that the number of question papers at the end of the exam matches the number handed out at the start of the exam.
- (c) Only designated Centre staff responsible for the collection of question papers can take a copy of the question paper from the exam room.

#### All qualifications (except for the practical tests listed below)

You must collect all question papers at the end of the exam and store them securely until at least 24 hours have passed after the end of the exam or Key Time, whichever is later. After 24 hours have passed, you can return papers to candidates/Centre staff at your discretion.

#### Practical tests for Cambridge IGCSE ICT (0417) and Cambridge International AS & A Level Applied ICT (9713)

For ICT practical tests the question papers the candidates have used must be returned with the candidates' work. Any unused question papers must be kept in secure conditions until the date specified in the instructions we send you in the *Cambridge Exams Officer eNewsletter*. See section 5.7.5.2 of this handbook.

#### **NEW** Practical tests for Cambridge International AS & A Level Information Technology (9626)

You must collect all question papers at the end of the test and store them securely until the date specified in the instructions we send you in the *Cambridge Exams Officer eNewsletter*.

### 5.3.3 Unused stationery

You must collect all unused stationery in the exam room, checking for loose sheets which candidates may have overlooked, and return them to secure storage.

### 5.3.4 Leaving the room

- (a) Candidates must remain under exam conditions and in the exam room until they are told otherwise by the invigilator.
- (b) You must collect and account for all answer scripts and question papers before candidates leave the room.
- (c) Candidates cannot leave the exam room until the Key Time has passed, unless you keep them under Full Centre Supervision until the Key Time has passed.
- (d) If an exam ends before the Key Time the candidates are allowed to leave the exam room if they are moved to another location and kept under Full Centre Supervision until the Key Time has passed. If a candidate fails to attend a period of Full Centre Supervision after an exam we will consider this as possible malpractice and you must write to inform us.
- (e) Whether or not they leave the exam room early, candidates must not remove any question papers or transcribed content of question papers. This includes writing questions on statements of entry, inserting question content into calculators etc. (This is not an exhaustive list.) You must apply the 24-hour rule for the security of question papers and their contents. See section 5.3.2.

## 5.4 Packing and despatching scripts

You are responsible for packing scripts using the correct bar-coded labels and packaging.

Send your scripts to us as soon as each exam has finished. If this is not possible you must despatch all the scripts you have at least once a week.

Keep your scripts in a secure place before sending them. Remember that candidates' answer scripts are confidential and should not be read or photocopied by anyone before you send them to us.

For packing and despatching internally assessed samples see section 3.6. For instructions on submitting Cambridge Global Perspectives work, see section 3.7.

### 5.4.1 Packing scripts

We provide materials for packing, labelling and despatching scripts: attendance registers, script packets, bar-coded labels and labels for courier despatches.

Please 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 *Exam Day – Form 1*.
- 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 the relevant cover sheet to the front of the script using a treasury tag, not paperclips or staples. Download the cover sheets from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)
- 4 Place the scripts and the corresponding attendance register in a grey script packet. Only include the attendance register with the scripts in your script packet. Send any other documentation, such as requests for special consideration, separately for the attention of the Compliance team.
- 5 Pack the scripts for different components in separate packets so they match the syllabus and component number printed on the label. Seal the grey script packets and attach the correct bar-coded labels to each packet. These labels identify the contents of each script packet. The labels are in timetable date order with the labels for non-timetabled components printed first.

#### Remember:

- Securely fasten your packets of scripts. If one packet is not large enough, use two or more packets, but remember to show the candidate number range in each packet. Put the bar-coded label on the first packet and number each of the packets (for example, 1 of 4, 2 of 4).

- 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 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 and attach the bar-coded label.
  - Do not use any bar-coded labels from previous exam series.
  - Do not write anything on the bar-coded label or cover it with tape, other labels or anything that would conceal 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.
- 6 Place your packets in outer packaging:
    - You can send script packets for a variety of components in the same outer packaging.
    - As a precaution do not send scripts for all the components of the same syllabus in the same outer packaging.
    - Please make sure that the outer packaging is secure so that the contents do not get lost or damaged.
    - Each package must not weigh more than 15 kg.
    - If you send several script packets for a variety of components together, please make sure that the packets are separate within the outer packaging and that all packets have the correct labels. Packets must never be attached together.

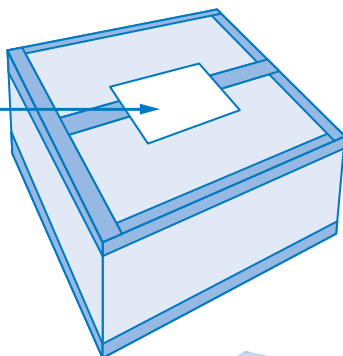
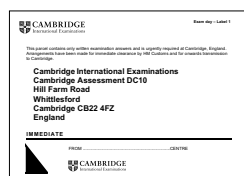




## Outer packaging guidelines

It is important that you pack your 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 it is overpacked.

Use the despatch label provided.



Ensure 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 the whole package does not weigh more than 15 kg.

## Administrative forms



Forms available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Supplementary Attendance Register: Exam Day – Form 1
- Script Despatch Label: Exam Day – Label 1

### 5.4.2 Despatching scripts

You must return your scripts at your cost using a method that provides a tracking facility. Keep a record of the contents of each consignment you send.

**NEW** You must complete our script return form each time you send us a consignment of scripts. This form will allow us to collect tracking information for your consignments so we can ensure they are returned to Cambridge without delay. We will email you a link to the form in the *Cambridge Exams Officer eNewsletter*.

Only use air freight for very large consignments of scripts. If you do so please contact Customer Services for instructions.

**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.

### Extra guidance



- View our 'Packing and despatching scripts' video at [www.cie.org.uk/scriptreturn](http://www.cie.org.uk/scriptreturn)
- If a candidate is unwell in the exam room or has a potentially contagious disease, go to [www.cie.org.uk/help](http://www.cie.org.uk/help) and type 'soiled scripts' into the search box for advice on handling soiled scripts.

## 5.5 Special consideration

Special consideration is 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. It can only go some way towards assisting a candidate affected by a potentially wide range of difficulties, emotional or physical, which may influence their performance in exams.

Special consideration cannot alter the difficulty 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 make only minor adjustments to the mark awarded because to do more than this would jeopardise the assessment standard.

All exams measure a candidate's knowledge and skills. There are minimum requirements which are set out below. The overall grades must reflect the level of attainment demonstrated in the exam. They do not necessarily reflect the candidate's potential level of ability, if attainment has been considerably affected over a long period of time. The grade issued will not necessarily match the candidate's forecast grade.

We will base our decision whether to award special consideration on various factors, which may vary from candidate to candidate and from one assessment to another. These factors may include the severity of the circumstances, the date of the assessment and the nature of the assessment.

Please read this section before you make any applications for special consideration.

### 5.5.1 Principles governing special consideration

- (a) We assess all candidates according to the same marking criteria so that grades and certificates have the same validity.
- (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 interfere with the integrity of the assessment, and we will therefore restrict it in certain syllabuses.

### 5.5.2 Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint

You cannot apply for special consideration for Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint candidates. It is not possible to make adjustments for candidates due to the diagnostic nature of the tests.

### 5.5.3 Candidate present for the assessment but disadvantaged

- (a) We will normally give special consideration by applying an allowance of marks to each component affected in a particular scheme of assessment. The size of the allowance depends on the nature and extent of the illness or misfortune.

- (b) We will base our decision on various factors, which will be different from one subject to another. These might include:

- the severity of the circumstances
- the date of the exam in relation to the circumstances
- the nature of the assessment (for example, whether the written papers or coursework are affected, or whether a speaking or practical test is involved).

### 5.5.4 Candidate absent from a timetabled component for acceptable reasons

- (a) When a candidate has missed a timetabled component for acceptable reasons and can produce medical evidence that they were unfit to take the paper, we may make an adjustment to the final grade. We can only do this if the candidate satisfied the minimum requirements.
  - We cannot give advice about whether a candidate is fit to take an exam.
  - Centre staff should follow internal procedures for dealing with candidates who feel unwell on the day of an exam.
  - If the candidate is in court accused of a crime, we will postpone any decision until the outcome of the case is known and you submit appropriate documentation from the court.
- (b) The minimum requirement for enhancing grading in cases of acceptable absence is that the candidate must have completed 50 per cent of

the total assessment, by component weighting, in the series for which the award is being made. Carry-forward marks do not count towards this minimum requirement.

- (c) For science practical exams, to ensure fairness for candidates when calculating an assessed grade due to illness, we may ask you to submit evidence of the candidate's practical attainment throughout their course. This is in addition to the required medical evidence.

### 5.5.5 Unacceptable reasons for special consideration

Candidates will not be eligible for special consideration if their preparation for, or performance in, the exam is affected by:

- (a) long-term illness or other difficulties during the course affecting revision time, unless the illness or circumstances manifest themselves at the time of the assessment
- (b) bereavement occurring more than six months before the assessment, unless an anniversary has been reached at the time of the assessment or there are ongoing implications such as inquests or court cases
- (c) domestic inconvenience, such as moving house, lack of facilities 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) the consequences of committing a crime or being charged with an offence
- (f) the consequences of taking alcohol or any other non-prescribed drugs
- (g) the consequences of disobeying your internal regulations
- (h) the failure to prepare candidates properly for the exam for whatever reason
- (i) staff shortages, building work or lack of facilities
- (j) misreading the instructions of the question papers and answering the wrong questions
- (k) making personal arrangements such as a wedding, or holiday arrangements which conflict with the exam timetable
- (l) submitting no coursework at all, unless coursework is scheduled for a restricted period of time, rather than during the course

- (m) missing all externally and internally assessed components
- (n) failure to cover the course as a consequence of joining part way through
- (o) permanent disability, unless illness affects the candidate at the time of the assessment
- (p) failure, without good reason, to process access arrangements on time
- (q) **NEW** misreading the timetable and/or failing to attend at the right time and in the right place.

### 5.5.6 Shortfall in coursework

- (a) Where a candidate has a shortfall in coursework due to an unforeseen illness or other misfortune during the period when the coursework was produced, it may, in some subjects, be possible to accept a reduced quantity of coursework without penalty. It will not be possible to give this consideration in every case, for example, if the candidate has not satisfied the coursework assessment objectives. For the award of a grade where a candidate has a shortfall in coursework, the candidate must have completed a minimum of 50 per cent of the total coursework requirement.
- (b) If a candidate fails to complete any coursework they will receive a 'NO RESULT' for that syllabus.
- (c) When you make an application state how much of the coursework the candidate has completed overall and give a breakdown of marks across the assessment objectives. We will consider the remaining time available for the candidate to address the shortfall before we send you a response. Candidates should always attempt the required coursework. We will not normally agree to arrangements of reduced coursework in advance.
- (d) We will not grant a shortfall in coursework adjustment to allow for your individual teaching arrangements.

### 5.5.7 Lost or damaged coursework

- (a) Where possible, candidates must not be penalised for inadvertent loss of, or damage to, coursework. You must tell us about the circumstances leading to lost or damaged coursework as soon as possible. See section 5.5.11 for information on making applications. You must be able to verify that the work was done and that it was monitored while it was in progress.

- (b) Where you have recorded marks for the missing internally assessed coursework, we will allow you to submit these in the normal manner. If work is lost before being marked, you must send any existing coursework for the candidates affected, together with a copy of your application when you send your samples for moderation. If no work exists, you must include a copy of your application when you send your samples for moderation.
- (c) If a candidate fails to complete any coursework they will receive a 'NO RESULT' for that syllabus.

### 5.5.8 Coursework extensions

- (a) You can apply for an extension to the deadline for submitting coursework marks and samples. This might apply in the case of teacher illness or the long-term illness of a candidate who has been unable to finish coursework at the usual time.
- (b) **NEW** Submit your request to [info@cie.org.uk](mailto:info@cie.org.uk) along with the relevant evidence before the first relevant coursework deadline.

### 5.5.9 Other situations where special consideration may be considered

- (a) There may be cases requiring special consideration that are particularly complex. We may refer such cases to our subject specialists or senior examiner for a subject-specific decision on how to award special consideration. This means that the results may not show the special consideration enhancement immediately.
- (b) If you give a candidate an incorrect paper and are aware of the error at the time of the exam you may give the candidate the correct paper, but only if they are still under supervised conditions and able to continue with the exam. If you are not aware of the mistake we will tell you once we have the candidate's script. In both cases you should submit an application for special consideration as soon as you are aware of the issue.
- (c) In exceptional circumstances beyond your ability to reasonably predict and plan for, for example, earthquakes, war or epidemics, we may consider, at our sole discretion, accepting alternative forms of evidence of candidate attainment. We will always make any decision on such a matter in full compliance with the Cambridge *Code of Practice*.

### 5.5.10 Honorary certificates

Where a candidate was entered but died before completing the minimum amount of assessment required, or was entered and is terminally ill

and unable to complete the minimum amount of assessment, you may request an honorary certificate.

### 5.5.11 Applying for special consideration

You can apply for special consideration in two ways.

#### ➡CIE Direct

Go to <https://direct.cie.org.uk>, log in using your normal login details and navigate to the 'Special consideration' area.

You can submit applications for:

- present but disadvantaged candidates
- absent candidates
- coursework-related special consideration.

#### Forms

You can also apply for special consideration, including coursework-related special consideration, using the relevant forms. See the box on the next page. Follow the instructions in the 'Guidance notes' section of the forms.

**A** Associate Centres should apply for special consideration using the relevant form rather than ➡CIE Direct. They should download the relevant form from the 'Support Materials' section of ➡CIE Direct and send it to their Cambridge Associate. The Cambridge Associate should check the form and email it to us within seven days of the last exam of the syllabus affected.

Please send medical evidence with applications for candidates affected by illness, including those part absent from an exam. If you do not send medical evidence we cannot accept your application.

Do not send applications or related documents with the candidate's scripts.

We will send you an email to let you know the outcome of your application. If we reject your application we will explain why. We may decide to refer your application to a team of senior Cambridge examiners for further consideration. If we do we will let you know by email.

## Administrative forms



Forms available from the 'Support Materials' section of [CIE Direct](#):

- Special Consideration (Shortfall in Coursework): Teacher Assessment – Form 2
- Special Consideration (Lost Coursework): Teacher Assessment – Form 3
- Special Consideration: Exam Day – Form 7

## Important dates



Please submit applications for special consideration to Cambridge within seven days of the last exam date in the syllabus affected.

## Extra guidance



The following support materials will help you apply for special consideration:

- *How to Apply for Special Consideration* is available at [www.cie.org.uk/examday](http://www.cie.org.uk/examday)
- Our guide to making special consideration applications online is available from the 'Help' section of the 'Special consideration' area of [CIE Direct](#).

## Regulations



- (a) We cannot guarantee we will consider your application if we do not receive the correct information.
- (b) You must submit applications within seven days of the last exam in the series of the syllabus affected. We will only accept late applications after the publication of results in exceptional circumstances.
- (c) If a candidate is likely to be affected for the whole exam series (for example, by bereavement or long-term illness), you should record all exams affected then submit an application when the candidate completes the last component for each syllabus. This will ensure we receive all necessary information in time for the issue of results.

## Regulations (continued)



- (d) A friend or relative of the candidate should not produce the evidence submitted in support of special consideration applications. Where this is unavoidable, a senior member of Centre staff must countersign and authorise the evidence. We reserve the right to refuse evidence produced by a friend or relative.
- (e) It may be appropriate for the Head of Centre/ exams officer to attach a letter of explanation with the application if circumstances are unusual or if the form is not adequate for the particular circumstances.
- (f) We will not accept invigilator reports, or applications included with scripts, as applications for special consideration.
- (g) We will acknowledge all approved applications. We will not give you specific details about action taken during the special consideration process. If the application is rejected or if the case is referred to a team of senior examiners for consideration, known as 'grade review', we will let you know in writing.

### 5.5.12 Appeals against the outcome of applications for special consideration

We will tell you the outcome of special consideration applications in writing.

**NEW** To appeal against the outcome, please refer to the section of this handbook called 'Cambridge Appeals Regulations and Guidance'.



## 5.6 Malpractice and maladministration

Malpractice is an action by a candidate that breaks our regulations and potentially threatens the integrity of our exams and certification.

Maladministration is an action by a Centre that breaks our regulations and potentially threatens the integrity of our exams and certification.

Both can happen before, during or after the exams and outside timetabled exams, for example during speaking tests. You are responsible for reporting any potential cases of malpractice or maladministration to your Principal/Head of Centre.

The Head of Centre must:

- **NEW** immediately report all cases of suspected malpractice and maladministration to us, including those raised by candidates and reported to invigilators
- inform candidates and Centre staff of their individual responsibilities as set out in these guidelines
- make sure that the Centre complies with the regulations and report all failures to comply to us.

This section:

- establishes the regulations exams must comply with
- defines malpractice in the context of exams
- sets out our rights and responsibilities, and those of Centre staff and candidates
- describes the procedures you must follow in cases where there is reason to suspect that the regulations have been broken.

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### 5.6.1 Malpractice

The following are examples of malpractice by candidates. The list is not exhaustive and we may consider other instances of malpractice at our discretion:

- misusing exam material
- behaving in such a way as to undermine the integrity of the exam
- disruptive behaviour in the exam room (including using offensive language)
- bringing unauthorised materials into the exam room (for example, notes, study guides and personal organisers, their own blank paper, calculators (when prohibited), dictionaries (when prohibited), mobile phones or other electronic devices)
- bringing into the exam room notes in the wrong format (when notes are permitted), or incorrectly annotated texts (in open book exams)
- obtaining, receiving, exchanging or passing on information which could be exam related (or attempting to) by any means before the end of the exam
- impersonation: pretending to be someone else, or arranging for another person to take their place in an exam
- including inappropriate, offensive or obscene material in scripts or coursework
- copying from another candidate (including the misuse of ICT to do so)
- collusion
- plagiarism: failing to acknowledge sources properly and/or submitting another person's work as if it were their own
- theft of another's work
- the deliberate destruction of another's work
- the alteration of any results document, including certificates
- failing to follow an invigilator's instructions
- failing to follow the conditions of supervision designed to maintain the security of the exams
- any attempt to remove or reveal the content of the exam outside the exam before the Key Time has passed or the exam has ended, whichever is later
- **NEW** seeking or posting confidential material on the internet, including social media, during the relevant series.

#### 5.6.1.1 Suspected malpractice that you discover

- (a) If suspected malpractice is discovered you must complete and submit *Exam Day – Form 9* at the earliest opportunity. The Head of Centre must notify the candidate(s) involved of the suspected malpractice.



- (b) If the conduct of a candidate is such that their continued presence in the exam room would cause disruption to other candidates you may remove the candidate from the exam room. You must tell us about all cases of disruptive behaviour, whether or not the candidate was removed from the exam room.
- (c) Reports of cases of malpractice that you have identified in written exams must include:
- a statement from the Head of Centre. This should be a detailed account of the circumstances surrounding the suspected malpractice including, in the case of disruptive behaviour, an indication as to whether the behaviour continued after warnings were given, and a report of any investigation you carried out. This statement must include confirmation that the candidate(s) involved have been notified of the suspected malpractice.
  - statements from the invigilator(s) and other staff concerned
  - handwritten statements from the candidates concerned
  - any unauthorised material found in a candidate's possession
  - seating plans (if appropriate)
  - details of the procedures you followed for advising staff and candidates of our regulations for the conduct of exams
  - details of any investigation you carried out.

#### 5.6.1.2 Suspected malpractice that we discover

- (a) If we become aware of suspected malpractice we will send you a report with full details of the alleged malpractice. **NEW** We will normally ask the Head of Centre to conduct a full investigation into the alleged malpractice and to submit a written report. The Head of Centre must notify the candidate(s) involved of the suspected malpractice.
- (b) Reports from the Head of Centre following the investigation of suspected malpractice cases must include:
- written statements that the candidate(s) involved have been notified of the report and that they are aware of the content of the report
  - a detailed account of the investigation you have carried out
  - written statements from the invigilators and other staff concerned

- handwritten statements from the candidates concerned
- seating plans (if appropriate)
- details of the procedures you followed for advising staff and candidates of our regulations for the conduct of exams.

#### 5.6.1.3 Malpractice in Centre-based assessments

- (a) If malpractice in Centre-based assessments, including coursework, is discovered before the final entries deadline, you should resolve the matter internally and may exercise discretion as to whether or not to enter the candidate(s) concerned. If you subsequently enter the candidate(s), you must not give credit for any work submitted which is not the candidate's own. Please remember that the teacher must authenticate all work.
- (b) **NEW** If we identify suspected malpractice we will refer the matter to you for investigation, unless circumstances indicate that this is not appropriate.
- (c) Reports of cases of malpractice in Centre-based assessments must include:
- written statements that the candidate(s) involved have been notified of the report and that they are aware of its content
  - a detailed account of the investigation you have carried out
  - written statements from staff concerned
  - handwritten statements from candidates concerned
  - seating plans (if appropriate)
  - details of the procedures you followed for advising staff and candidates of our regulations for the production of assessments.

## Important information



**NEW** At our discretion, we may not ask the Head of Centre to conduct an investigation into suspected malpractice and/or maladministration. We may send Cambridge representatives to your Centre to conduct an investigation.

In all cases of suspected malpractice:

- (a) We will consider any statement of mitigating circumstances you provide as well as any recommendation about the penalty you consider appropriate. We will make all final decisions concerning the case.
- (b) Correspondence about suspected malpractice is confidential between the Centre and Cambridge. The Head of Centre can share concerns and/or requests for information with the candidate(s) involved and their parents/guardians/carers.
- (c) All statements should be in English. If the level of English of the person writing the statement would undermine their ability to produce a fair statement, we may accept statements in other languages, as long as a translation is provided. If you do not provide a translation with the statement we may not be able to accept the evidence.

### 5.6.2 Procedures for dealing with and investigating suspected malpractice

- (a) We will seek to establish the full facts and circumstances of any alleged malpractice and, where appropriate, information about the individual's conduct in other exams. In certain circumstances, for example, when a candidate's account of events is different from yours, we may deal directly with the candidate or the candidate's representative.
- (b) We will acknowledge the receipt of reports of malpractice. When dealing with suspected malpractice, we will deal primarily with the Head of Centre or their nominated representative. We expect the Head of Centre to supervise personally all investigations resulting from an allegation of malpractice. It is always in the best interests of candidates, Centre staff and invigilators if you respond quickly and openly to all requests for an investigation. **A** Associate Centres must report suspected malpractice through their Cambridge Associate. We will then deal with the case through their Cambridge Associate.

- (c) We reserve the right to withhold the issue of results while investigations are ongoing. Depending on the outcome of the investigation, we may either release or permanently withhold results. This also applies to Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint.
- (d) **NEW** You must send any documents that we ask for within the time frame given when we make the request. If you do not do this the case may be reviewed on the basis of evidence already presented.
- (e) Following review, we will decide what action, if any, we should take. Each case will be considered on an individual basis in light of all the information available at the time.
- (f) In order to protect the validity of our assessments we may take the following actions:
  - issue a warning
  - deduct marks or award no marks for a component
  - disqualify candidates from the subject in which the malpractice took place (in serious cases the disqualification may extend to all subjects taken in a series)
  - ban a candidate from entering Cambridge exams for up to five years
  - inform other examining bodies of the details of the case and the action taken
  - inform the police in serious cases involving theft, impersonation or the falsification of documents.

We may impose other penalties at our discretion.

- (g) Even if you or your candidates have breached the regulations inadvertently we may decide that the circumstances are such that the award of an accurate grade is not possible.
- (h) We will inform the Head of Centre of decisions in writing as soon as possible after decisions are made. The Head of Centre must communicate the outcome to the individuals concerned.
- (i) We will not consider any enquiries about results requests for any component(s) for which malpractice has been confirmed.

#### 5.6.2.1 Sanctions and penalties applied against candidates

- (a) We, at our discretion, may impose sanctions and penalties against candidates found to have broken the regulations.

- (b) Heads of Centres retain sole discretion to take any further action that they deem appropriate in cases of candidate irregularity.
- (c) We will apply sanctions in order to reflect the particular circumstances of each case and any mitigating factors.
- (d) As we make no assumptions on intended actions, penalties are only based on the evidence presented.
- (e) All penalties must be justifiable, reasonable in their scale and consistent in their application.
- (f) Penalties will only apply to the series in which the offence has been committed and possible future series. (If evidence comes to light some considerable time after the offence, we may still apply a penalty to the series in which the offence was committed and to a later series.)

### 5.6.3 Maladministration

The following are examples of maladministration by Centre staff. The list is not exhaustive and we may consider other instances of maladministration at our discretion:

- **NEW** moving the session or date of a fixed exam without notifying us and getting our written permission
  - failing to maintain Full Centre Supervision in relation to the Key Time for Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level
  - failing to keep exam papers secure before the exam
  - obtaining unauthorised access to exam material before an exam
  - assisting candidates in the production of coursework, beyond that permitted by the regulations
  - allowing candidates unsupervised access to coursework exemplar material, whether this is the work of former students or material that we have provided
  - failing to keep learner computer files secure
  - assisting or prompting candidates with the production of answers
  - altering or editing question papers before an exam.
- (a) **NEW** We will consider any non-compliance with the regulations for the conduct of the exams, including speaking tests, or any action by a member of staff that goes against our regulations, as maladministration.

- (b) You must immediately report actual or suspected cases of maladministration by staff. You must also complete and submit *Exam Day – Form 9*.
- (c) **NEW** The Head of Centre must normally carry out the initial investigation into any cases of alleged maladministration by a member of Centre staff. We will notify the Head of Centre of any subsequent investigation that we require and the nature of the report they must submit.
- (d) **NEW** At our discretion we may send representatives to your Centre to conduct an investigation.
- (e) You must make any member of staff accused of maladministration fully aware (preferably in writing), at the earliest opportunity, of the nature of the alleged maladministration and the possible consequences should maladministration be proved. Any member of staff accused of maladministration must have the opportunity to respond (preferably in writing) to the allegations made.
- (f) On the basis of evidence received, we will consider each case and decide on the action to take.
- (g) We may take the following actions:
  - issue you and any staff involved with a warning about future conduct
  - ban members of staff from any involvement in administering Cambridge exams for a specified period of time
  - ban your Centre from entering Cambridge exams
  - inform other awarding bodies of the details of the case and the action taken
  - inform the police and other relevant authorities.
- (h) We will endeavour to make sure that candidates are neither advantaged nor disadvantaged as a consequence of maladministration by staff. However, it may be necessary to withhold results until we have fully considered the case. In some cases we may not be able to issue results.

### 5.6.4 How to report suspected malpractice and maladministration

The Head of Centre must report any established, suspected or alleged cases of malpractice by candidates or maladministration by staff using *Exam Day – Form 9*. Read the 'Guidance notes' section carefully before completing the form.

**A** Principals in Associate Centres must report any suspected cases of malpractice and maladministration to their Cambridge Associate using *Exam Day – Form 9*. The Cambridge Associate should review the form to make sure it has been completed correctly and then send it to us.

## Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Malpractice: Exam Day – Form 9

## 5.6.5 Communicating decisions to members of staff and candidates

We will inform the Head of Centre in writing as soon as possible after decisions are made. The Head of Centre is responsible for communicating the decision to the individuals concerned, and for passing on warnings in cases where this is indicated.

## 5.6.6 Exchanging information with other awarding bodies and authorities

The majority of cases of malpractice are confidential between the individual Centre and Cambridge. However, in cases of serious malpractice, in order to preserve the integrity of the exam, it may be necessary for us to exchange information with other parties, for example, other awarding bodies.

## 5.6.7 Appeals

**NEW** To appeal against a decision made by Cambridge in malpractice and maladministration cases, please refer to the section of this handbook called ‘Cambridge Appeals Regulations and Guidance’.

## Extra guidance



Download our *How to Identify and Prevent Malpractice* guide from [www.cie.org.uk/examday](http://www.cie.org.uk/examday)



## 5.7 Special instructions for particular exams

This section details regulations that relate to specific subject or qualification types. You should also check the specific syllabus for details of arrangements that could add to or overwrite these regulations.

### 5.7.1 Science practical exams

#### 5.7.1.1 Confidential instructions

Requirements for practical exams are given in syllabus-specific confidential instructions. We send these instructions several weeks before exams begin. You must regard them as confidential and they are intended only for the member of staff in charge of the laboratory, the supervisor, to carry out proper preparations before the exam session. Under no circumstances must any information in the instructions reach candidates. You must keep confidential instructions under secure conditions at all times, and the Head of Centre is responsible for making sure that the contents remain confidential. Under no circumstances must you discuss the instructions with any other Centre.

If there are any enquiries about the confidential instructions you must forward them to us or, in the case of local arrangements, to the Cambridge Associate. Do not, under any circumstances, open any question paper packets before the exam.

#### 5.7.1.2 Materials

In addition to apparatus and materials obtained from local sources, we may supply some materials or, by special arrangement with us, you may obtain them from particular firms. Materials we supply will be clearly labelled and we will give directions for their issue in syllabus-specific confidential instructions. You must check materials and specimens we provide against the despatch list as soon as they arrive. Report any discrepancies immediately.

Open the packets containing perishable specimens (for example, enzymes for biological practical experiments) as soon as they arrive and keep them in a refrigerator that is not accessible to unauthorised people.

The Head of Centre, along with the supervisor, is responsible for the safe and confidential handling of all materials 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 otherwise stated. In some cases we may allow you to keep materials and pay replacement costs, using the form enclosed with the materials. Unless stated otherwise in the

confidential instructions to supervisors, we may charge you for the cost of materials not returned in good condition.

#### 5.7.1.3 Seating arrangements

When seated in a practical exam, candidates should ideally be spaced in the same way as they would be for a written exam, with the minimum distance in all directions from the centre of one candidate's chair to the centre of another's being 1.25 metres. If the space allows for a greater distance between candidates then this is recommended. We recognise, however, that in some science laboratories this minimum distance may not be possible. Where it is not, candidates must, at the very least, be spaced sufficiently far apart to prevent them seeing, intentionally or otherwise, the work of others.

#### 5.7.1.4 Large numbers of candidates

If more candidates are entered for a practical test than can be accommodated at one time, you may divide candidates into two groups or more if necessary. Both groups must take the test on the same day, with the minimum possible delay between sessions. You must make careful arrangements to keep the groups apart until all candidates have taken the test, and must maintain the security of the exam at all times. You must notify us before any such arrangement.

You must make sure that no prior knowledge of the test is gained by candidates waiting to take the tests, either from other candidates, the supervisor, invigilators, other Centre staff, candidates from other Centres who have taken the test or any other means of communication.

You must supervise all candidates at the Key Time. Candidates may be taking the exam or they may be under Full Centre Supervision, before or after taking the exam. If you have divided the candidates into two groups you can schedule the exam so that one group finishes at (or close to) the Key Time, and the other group starts at (or close to) the Key Time. This will ensure that the amount of time candidates spend under supervision is kept to a minimum.

In some countries, scheduling the two groups in this way may cause a morning practical exam to overlap with the afternoon exam session. In such cases you should:



- arrange the groups of candidates so that the sittings do not overlap
- timetable the practical exam so that the changeover between the two groups is earlier than the Key Time (you will need to supervise the first group of candidates after their practical exam)
- delay the start of the written exam (provided that all candidates are under Full Centre Supervision at the Key Time).

The invigilator, in consultation with the supervisor, may make arrangements for some candidates to begin their work with one question and some with another, if this would facilitate the use of apparatus and materials available.

If there are more candidates than can be accommodated in two groups, contact us well before the exam to discuss arrangements.

#### 5.7.1.5 Invigilation

In all practical exams, invigilators must take special care to prevent communication between candidates, especially where the arrangements require candidates to move, from time to time, from one part of the laboratory or exam room to another.

One invigilator must be present for every 15 candidates and at least two invigilators must be present in each laboratory where an exam is being conducted. The supervisor who set up the exam must be present in the exam room at the start of the exam. They should also be available throughout the practical exam to deal with technical difficulties that may arise, including matters of safety, and to assist with invigilation. Ideally one of the invigilators should be a specialist in the subject being examined; this may be the supervisor who was responsible for setting up the practical exam.

Where the supervisor is expected to perform the experiments from the question paper during the exam, they should do this in a separate room out of sight of the candidates. You must provide adequate invigilation while the supervisor carries out the experiments. You must also make sure that one of the invigilators who is left with the candidates is qualified to deal with technical difficulties that may arise in the supervisor's absence, including matters of safety.

If the supervisor has been involved in preparing any of the candidates for the exam then another invigilator must be present at all times. You must carry out all invigilation in accordance with the regulations in this handbook.

Where the practical exam requires a changeover of candidates between one set of apparatus and another, the supervisor must reset the equipment back to its original state each time, unless directed otherwise by the confidential instructions. The time it takes to make this changeover is in addition to the time given for the exam. Invigilators must make sure that candidates do not communicate with each other during the changeover period.

The supervisor and any invigilators should consult the syllabus-specific instructions and must include with the answer scripts any information we require, for example, the report form, attached to the question paper or instructions.

If the supervisor experiences any issues during the practical that disadvantage the candidates, for example, the equipment is faulty, they should record it in their *Supervisor's Report* and talk to the exams officer about submitting an application for special consideration.

#### 5.7.2 Non-coursework speaking tests where we provide confidential test materials

Refer to section 3.4.5 of this handbook for instructions.

#### 5.7.3 Cambridge IGCSE, Cambridge O Level and Cambridge International AS & A Level listening exams

We will supply the recorded material for the listening exams, which you may keep after the exam. We strongly advise you to hold the listening exam in a room that is suitable for up to 30 candidates. If you have equipment that is very powerful, you may accommodate more candidates without special permission, but we will not consider applications for special consideration on the grounds of inaudibility. You may use language laboratories, but you must take care to provide adequate supervision. The following components require candidates to have personal listening facilities, for example, CD players with headphones:

- Cambridge International AS & A Level Music (9703/01)
- Cambridge International AS Level Music (8663/01).

##### 5.7.3.1 Checking recorded material

- (a) **NEW** As soon as you receive the CD, you must listen to a small section to check for sound quality. For listening exams where the recording is controlled centrally, each CD must be checked



in this way. For listening exams where candidates have individual control of the recording, a number of the CDs should be randomly checked in this way.

- (b) You must check the acoustics (that is, the loudspeakers and sound quality) of the exam material at the appropriate volume in the exam room one working day before the exam. This check must not affect the security of the exam. You do not need to carry out this acoustic check for listening exams where candidates have individual control of the recording. **NEW** You must not listen to the CD in its entirety.
- (c) When conducting the above checks do not listen to the test material in full or remove it from the Centre. After each check you must return the material to secure storage.

### 5.7.3.2 Conduct

Ideally, a member of staff who speaks the language of the listening exam should be present to deal with any technical difficulties. If this teacher prepared the candidates for the subject under examination, they must not be the sole invigilator.

The invigilator must not stop the CD once started, except in the case of a serious emergency. Noise from outside the exam room does not constitute a serious emergency. The invigilator should warn candidates of this before the exam begins.

If the exam is stopped because of an emergency, the invigilator should restart it at exactly the same place once they have dealt with the emergency. The invigilator must include a report with the candidates' scripts, indicating at which point in the exam the interruption took place, the nature of the incident and the length of the interruption. If there is good reason to doubt whether all candidates heard certain items, the invigilator must identify these items in the report and give the reason for doubt.

Contact us if equipment fails during the exam, in order to make alternative arrangements for the listening exam.

### 5.7.3.3 Large numbers of candidates

If more candidates are entered for a listening exam than can be accommodated at one time, you may divide the candidates into two groups. Both groups must take the exam on the same day, with the minimum possible delay between the sessions. You must make careful arrangements to keep the groups apart until all candidates have finished the exam, and must maintain security at all times. You must notify us before any such arrangements.

All candidates must be under supervision at the Key Time. Candidates may be taking the exam or they may be under Full Centre Supervision, before or after taking the exam. If you have divided the candidates into two groups you can schedule the exam so that one group finishes the exam at (or close to) the Key Time, and the other group starts the exam at (or close to) the Key Time. This will keep the amount of time that candidates spend under Full Centre Supervision to a minimum.

In some countries, scheduling the two groups in this way may cause a morning exam to overlap with the afternoon exam session. In such cases you may use one or more of the following measures to make sure that no candidate needs to be in two exams at the same time:

- Arrange the two groups of candidates so that those who also have an afternoon exam take the exam first.
- Arrange the time of the exam so that the changeover between the two groups is earlier than the Key Time (which will require you to supervise the first group of candidates after their exam).
- Delay the start of the afternoon exam (provided that all of the candidates are under Full Centre Supervision at the Key Time).

In other countries, scheduling the two groups in this way may cause an afternoon exam to overlap with the morning exam session. In such cases, you may use one or more of the following measures to ensure that no candidate needs to be in two exams at the same time:

- Arrange the two groups of candidates so that those who also have a morning exam take the exam last.
- Arrange the time of the exam so that the changeover between the two groups is later than the Key Time (which will require you to supervise the second group of candidates before their exam).
- Make the start of the morning exam earlier (provided that all of the candidates are under Full Centre Supervision at the Key Time).

If the number of candidates is larger than can be accommodated in two groups, contact us well before the exam to discuss the arrangements.

## 5.7.4 Cambridge IGCSE 'open book' literature components

Candidates should take their set texts into the exam room for the following components:

- Cambridge IGCSE English Literature 0486 Paper 3
- Cambridge IGCSE Spanish Literature 0488 Paper 1.

Invigilators must check to ensure candidates use original published books only, not photocopies from books, unless you have received agreement from our Compliance team. Invigilators must also make sure that candidates' texts do not contain notes, underlining, highlighting or any other annotations or additions made by the candidate. Invigilators must report all breaches of this regulation to us. (Note: Cambridge IGCSE English Literature Paper 4 and Paper 5 are 'closed book' components, so texts are not allowed in the exam room.)

## 5.7.5 Cambridge ICT and IT practical tests

This section applies to practical tests in the following syllabuses:

- Cambridge IGCSE ICT (0417)
- Cambridge International AS & A Level Applied ICT (9713)
- **NEW** Cambridge International AS & A Level Information Technology (9626).

### 5.7.5.1 Timetabling


You will be given a one-day window to conduct these practical tests. The final timetable specifies the date.

Wherever possible, candidates should sit their assessment at the same time. If more than one session is needed to accommodate all candidates, these sessions should follow on from each other within the same day. Alternatively you can apply for a timetable deviation by following the instructions in section 1.2.3 of this handbook.

Candidates in split sessions should have no contact with each other. Candidates from the first session will need to be under Full Centre Supervision until the next group start the exam. Your supervision arrangements must also follow the regulations set out in section 1.2.5 of this handbook, including supervision of candidates overnight if applicable.

You need to consider the time needed to set up the system and allow for contingency planning.

### 5.7.5.2 Administrative instructions

The instructions on conducting the tests are sent out in the *Cambridge Exams Officer eNewsletter* and uploaded to  CIE Direct, in February for the June series and in September for the November series. They detail the administrative tasks you must carry out before, during and after the tests.

These tasks include:

- preparing for the tests
- submitting candidates' work for marking
- handling any technical problems that occur during the test.

It is essential that you read, understand and follow these instructions. If you do not have a copy of the instructions please email [info@cie.org.uk](mailto:info@cie.org.uk).

**A** Cambridge Associates should pass these instructions on to their Associate Centres as relevant.

### 5.7.5.3 Supervisor

A suitably experienced supervisor, who may be the candidates' tutor, is responsible for administering the practical tests. The supervisor is responsible for the preparation of the hardware and software for the tests.

### 5.7.5.4 Invigilation

You must have no fewer than two invigilators present for the test. This requirement is not dependent on the number of candidates you have. It is essential that a suitably experienced invigilator, preferably the supervisor, is present in the test room to deal with any technical difficulties. If the supervisor has been involved in the preparation of any of the candidates for the test, then a third invigilator must be present at all times. It is up to you to appoint suitable personnel, but the availability of an extra technician in addition to the invigilators is encouraged. You must carry out all invigilation in accordance with the regulations detailed in this handbook and in the specific instructions that we send out to Centres.

#### Important information



Any system errors or issues must be reported in the *Supervisor Report Folder* (SRF).

### 5.7.5.5 Candidate access to equipment during the test

**NEW** Candidates must use the Centre's equipment to complete the tests.

Candidates must not have access during the test 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 candidates can use English or simple translation dictionaries, spell checkers, software help facilities and manufacturer manuals on the software packages. Candidates may use software wizards provided by the original software supplier. Supervisors/invisitors must not give any other help to the candidates during the test, unless there is an equipment failure. The supervisor must record any assistance given to an individual beyond that given to the group as a whole and must submit their report to us with the candidates' work.

### 5.7.5.6 Communication during the test

Candidates must not communicate with each other in any way (including the use of email, via the internet or intranet) and you must make sure candidates' files are secure. The use of a shared folder on a Centre's network to store the source files is not permitted. We strongly advise you to use individual password-protected folders for each candidate for each practical exam. Access to the folder should be given to each candidate at the start of the exam and removed at the end of the exam. Candidates must not have access to portable storage media, for example, memory sticks. Invisitors must be vigilant throughout the test. Candidates must be under the same conditions as detailed in sections 5.1 and 5.2 of this handbook.

### 5.7.5.7 Security issues

You must treat all assessment material as confidential and must only issue it at the time of the test. **NEW** For 0417 and 9626, candidates must not have access to the internet and email during the practical test. For 9713, candidates can access the internet and email during the practical test.

You must keep secure all work stored on a network or hard disk.

You must make sure that:

- candidates do not have access to test material, except during their test
- at the end of each session the invisitor collects all assessment material (including candidate-dated practical test papers and candidates' completed work)
- you destroy all draft copies and rough work that is not submitted
- spare copies of the test paper are kept under secure conditions until the date specified in the instructions we send in the *Cambridge Exams Officer eNewsletter*

- **NEW** for 9626, candidates' work is submitted through the Cambridge Secure Exchange (MOVEit).

Candidates must not keep any printouts produced during the test, or any electronic files that form part of the test or have been produced during the test. Candidates must date their test paper before submitting it with the rest of their work.

### 5.7.5.8 Software packages

The practical sections of these syllabuses can be completed using any software packages that allow candidates to demonstrate all skills listed in the relevant sections of each syllabus.

## 5.7.6 Cambridge IGCSE and Cambridge International AS & A Level Art & Design

Guidance on running Cambridge IGCSE Art & Design (0400) is available in *A Guide to Administering Cambridge IGCSE Art & Design 0400*, which you can download from the syllabus page on our website.

For guidance on administering Cambridge International AS & A Level Art & Design (9704) see the appendix in the syllabus.

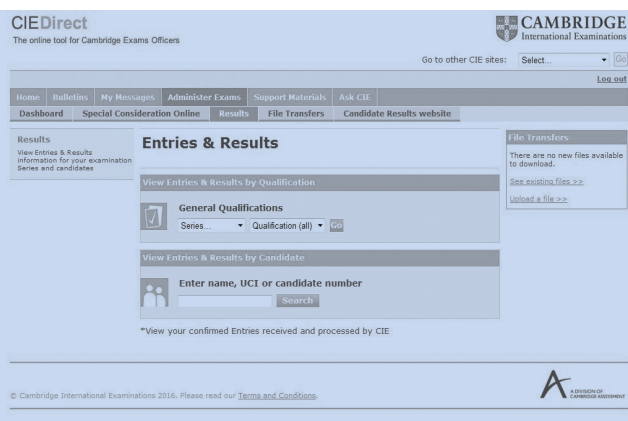
## 5.7.7 Cambridge International AS & A Level Media Studies

- You must spot-check the DVD film extract as soon as you receive it.
- 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.
- When conducting the above checks, do not view the test material in full or remove it from the Centre. After each check you must return the material to secure storage.

## 6 Results and certificates


### In this section

6.1 Provisional results	112
6.2 Enquiries about results	117
6.3 Certificates	122
6.4 Certifying statements	126
6.5 Priority results information	127
6.6 Verification of results	128
6.7 University entrance	128




### 6.1 Provisional results

Read this section to prepare for the release of results. It sets out everything you need to know to make sure that your candidates get their results and that you can answer their questions.

We release results online through  CIE Direct and follow them up with a provisional results despatch.


You can issue results to candidates as soon as they become available online or when you receive the statements of results.

The results published online and in hard copy are provisional and we can amend them if necessary. We confirm the final results at a later date by issuing certificates.

 Cambridge Associates are responsible for passing results, statements of results and other associated material on to their Associate Centres.

#### Important dates



We will notify you of the exact dates and times for results release on  CIE Direct and in the *Cambridge Exams Officer eNewsletter*.

##### June series (all qualifications)

Results available online: 10 August 2017

Provisional results despatch: late August 2017

##### November series (Cambridge International AS & A Level)

Results available online: no later than 10 January 2018 (the exact date will be confirmed in the *Cambridge Exams Officer eNewsletter*)

Provisional results despatch: mid January 2018

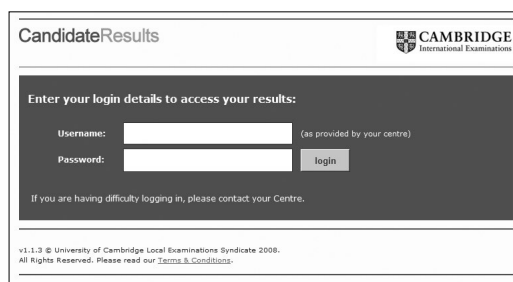
##### November series (all other qualifications)


Results available online: mid January 2018

Provisional results despatch: late January 2018


- a PDF file containing results for the Centre in broadsheet format
- a Microsoft Excel file containing results for the Centre in broadsheet format.

### 6.1.2 Candidate Results Service




This service gives your candidates access to their results directly via a secure website. You can control which of your candidates have access to the site and what they can view through the 'Administer Exams' page on  CIE Direct. Guidance on how to give your candidates access to their results is available at [www.cie.org.uk/results](http://www.cie.org.uk/results)

### 6.1.3 Provisional results despatch

We send this despatch by courier unless instructed otherwise. We do not email or fax results to you or anybody else.  Associate Centres will receive their results according to their local arrangements.

#### 6.1.1 Online results

You can access your results from the  CIE Direct homepage and from the 'Administer Exams' dashboard. Online results are available in the following formats:

- a PDF file containing a statement of results for every candidate

When you receive your despatch check that you have all the documents listed below, in particular statements of results for all candidates, including private candidates.

### Statements of results: for candidates

You will receive a statement of results for every candidate. It lists all the syllabuses entered by an individual candidate and the syllabus grades awarded. For group award candidates, the statement of results will also show the result they achieved in the group award.

Statements of results are printed on full-colour watermarked stationery. Explanatory notes on each statement explain the qualification and syllabus grades shown.

The name of the Centre is not shown on statements of results for private candidates.

## 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 and may not be accepted by a university or other public body.
- (c) We have the right to correct the information given on any statement of results issued before we despatch certificates.
- (d) The statement of results is and remains our property and is issued on the following conditions:
  - (i) Any alteration to or defacement of a statement of results makes it invalid.
  - (ii) The statement of results must be returned to us if we ask for it.
- (e) When the statements of results arrive, you must check Centre and candidate details on them, including the spelling of names and dates of birth. As statements of results are a permanent record of the exam, you must let us know immediately about any errors on them so we can make the amendments before we issue your certificates. Notify us using *Results and Certificates – Form 12*.
  - A** Associate Centres must notify their Cambridge Associates of any errors on statements of results.

## Regulations (continued)



- (f) Contact us or your Cambridge Associate immediately if:
  - (i) any of your statements of results have been altered or damaged
  - (ii) you are missing any statements of results.
- (g) We do not usually provide candidates with their results directly. However, we may inform candidates of their results in extreme circumstances, subject to identity checks.

## Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Replacement Statement of Results/ Certificate Application: Results and Certificates – Form 12

## Important dates



After the following dates, we charge for any requests to amend Centre or candidate details on certificates:

- June series: 15 September 2017
- November series: 14 February 2018

The fees are in our fees list, which is available from the 'My Messages' section of [CIE Direct](#).

## Results by syllabus, option and component: for teachers

This document shows all your results and component grades by syllabus, option and component. We give component grades to teaching staff in confidence so they can compare a candidate's standard across different parts of an exam. They will not always correspond exactly to the grade in the syllabus as a whole. It may be helpful to share this information with candidates to help inform decisions about enquiries about results or retaking a particular syllabus. If you decide to do this please make the candidates aware that you are sharing this information in confidence and that it should not be made public. If a university requires component grades you can provide them in confidence.

## Results broadsheet: for teachers

The results broadsheet is a summary of all the results for your candidates. The broadsheet shows the results in a grid, with the names of



all candidates listed down the left-hand side and syllabus titles listed across the top.

### Moderation adjustment summary reports: for teachers


We provide a summary of moderation adjustments for every internally assessed component. The summary shows any adjustments we made to the internally assessed marks awarded by your subject teachers. The adjustments are made to marks submitted by the Centre and not to weighted marks. 'NO ADJUSTMENT' indicates that we accepted the Centre's marks. The information is in syllabus component code order. Adjustments made to ranges of marks are shown in ascending sequence. Our moderation procedures do not allow marks to be reduced below zero or raised above the maximum mark for the component.

### Moderation report: for teachers

A report on the moderation for each internally assessed component. It also shows instances where our moderators re-marked coursework because adjustment was not possible.

#### 6.1.4 Extra sets of results

If you need an extra set of results please send us a request in writing, on headed paper and signed by the Head of Centre. **A** If you work in an Associate Centre please send requests through your Cambridge Associate.

We charge for duplicate sets of results. The fees for this service are in our fees list available in the 'My Messages' section of  CIE Direct. The following options are available:

- results for the whole Centre
- broadsheet only
- syllabus component report.

#### Important dates



We need to receive requests for extra sets of results by:

- June series: 26 July 2017
- November series: 20 December 2017

#### 6.1.5 Sending copies of results to third parties

A candidate can apply for us to send a priority statement of results or a certifying statement of results to a third party, such as an employer or university. See sections 6.4 and 6.5 for details.

#### 6.1.6 Syllabus grades on provisional results documents

We report syllabus grades on provisional results documents as detailed in the tables on the following pages. The final syllabus grade is calculated from an aggregation of the candidate's marks and not directly from the component grades. So candidates with the same component grades will not necessarily receive the same syllabus grade.

'NO RESULT' or 'X' means one of the following:

- We were notified that the candidate was absent or withdrawn from one or more components of the syllabus. The candidate is therefore not eligible for the award of a grade.
- We were not notified that the candidate was absent or withdrawn and there is no record of their mark in one or more components of the syllabus. The candidate is therefore not eligible for the award of a grade.
- We disqualified the candidate. Where this is the case we will have contacted the Centre separately explaining the reasons for the disqualification.

'PENDING' or 'Q' means that a result cannot be issued at present but will follow in due course.

Qualification	Grade reporting
Cambridge IGCSE	<ul style="list-style-type: none"> <li>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.</li> <li>'UNGRADED' shows that the candidate failed to reach the standard required for grade G(g).</li> <li>For some Cambridge IGCSE syllabuses, we report 'TO BE ISSUED' or 'Y' to show that the result will be awarded in a subsequent series.</li> </ul>
Cambridge IGCSE language syllabuses	<ul style="list-style-type: none"> <li>For some language syllabuses we report separate oral endorsement grades on a scale of 1 (ONE) to 5 (FIVE), 1 (ONE) being the highest and 5 (FIVE) the lowest.</li> <li>Candidates who fail to reach the standard required for grade 5 (FIVE) will have nothing reported on the statements of results.</li> </ul>
Cambridge ICE group award	<ul style="list-style-type: none"> <li>Cambridge ICE statements of results are issued to candidates who have entered for Cambridge ICE.</li> <li>Distinction, Merit and Pass are awarded to candidates who meet the requirements of Cambridge ICE.</li> <li>The statement of results shows the Cambridge ICE outcome and the individual syllabus results for Cambridge IGCSE and Cambridge O Level syllabuses.</li> <li>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 of the counting syllabuses used to determine the Cambridge ICE award are reported on the statement of results.</li> <li>You will find details of the award rules for the Cambridge ICE group award in the <i>Cambridge Guide to Making Entries</i>.</li> </ul>
Cambridge O Level (referred to as GCE O Level on statements of results)	<ul style="list-style-type: none"> <li>A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.</li> <li>'UNGRADED' shows that the candidate failed to reach the standard required for grade E(e).</li> </ul>
Cambridge O Level syllabuses in languages other than English	<ul style="list-style-type: none"> <li>Performance in speaking tests (compulsory or optional) is reported on the statements of results below the syllabus grade as: 'with Pass in Oral'.</li> <li>If a candidate does not achieve a 'Pass' in the speaking test or does not take the speaking test there will be no report of the speaking test on their statement of results or certificate.</li> </ul>
Cambridge International AS Level (referred to as GCE AS Level on statements of results)	<ul style="list-style-type: none"> <li>a(a), b(b), c(c), d(d) or e(e). a(a) is the highest and e(e) the lowest.</li> <li>'UNGRADED' shows that the candidate failed to reach the standard required for grade e(e).</li> </ul>

Key dates

1. Preparation

2. Entries

3. Teacher assessment

4. Before the exams

5. Exam day

6. Results and certificates

Qualification	Grade reporting
Cambridge International A Level (referred to as GCE A Level on statements of results)	<ul style="list-style-type: none"> <li>A*(a*), A(a), B(b), C(c), D(d) or E(e). A*(a*) is the highest grade and E(e) the lowest.</li> <li>'UNGRADED' shows that the candidate failed to reach the standard required for grade E(e).</li> <li>In some Advanced Level syllabuses, a candidate whose overall performance in the syllabus falls short of the standard required for grade E(e) will be awarded 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 components that constitute an Advanced Subsidiary Level.</li> </ul>
Cambridge International AS & A Level syllabuses in languages other than English	<ul style="list-style-type: none"> <li>The performance of candidates in the speaking test (compulsory or optional) is reported on the statements of results under the syllabus grade as either: 'With Distinction in Speaking' or 'With Merit in Speaking' or 'With Pass in Speaking'. Candidates who do not achieve a 'Pass' in speaking or who do not take the speaking test will have no report of the speaking test on their statement of results or certificate.</li> </ul>
Cambridge AICE Diploma group award	<ul style="list-style-type: none"> <li>Cambridge AICE Diploma statements of results are issued to candidates who have entered for the Cambridge AICE Diploma.</li> <li>Distinction, Merit or Pass will be awarded to candidates who meet the requirements of the Cambridge AICE Diploma. An aggregate of the total points scored will also be shown.</li> <li>To determine the award, each potential counting syllabus is allocated points according to the grade achieved.</li> <li>Where a candidate has more than the required number of counting syllabuses, the syllabuses which have been used to determine the Cambridge AICE Diploma award are shown with an asterisk (*).</li> <li>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 of the counting syllabuses used to determine the Cambridge AICE Diploma are shown on the statement of results.</li> <li>'No Award' shows that the candidate failed to reach the standard required for the Cambridge AICE Diploma. An aggregate of the total points scored is not shown.</li> <li>You will find details of the award rules for the Cambridge AICE Diploma in the <i>Cambridge Guide to Making Entries</i>.</li> </ul>
Cambridge Pre-U Level 3 Global Perspectives & Research (GPR)	<ul style="list-style-type: none"> <li>Distinction ONE (D1), Distinction TWO (D2), Distinction THREE (D3), Merit ONE (M1), Merit TWO (M2), Merit THREE (M3), Pass ONE (P1), Pass TWO (P2) or Pass THREE (P3). Distinction ONE (D1) is the highest grade and Pass THREE (P3) the lowest.</li> <li>Grade W(w) is shown for candidates entered for Cambridge Pre-U GPR entry option B and indicates that components 1, 2 and 3 have been completed, but that certification is not possible until component 4 is taken in a future series.</li> <li>'UNGRADED' shows that the candidate failed to reach the standard required for Pass THREE (P3).</li> </ul>

## 6.2 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.

We offer a range of enquiries about results services depending on the type of check you would like us to carry out.

There is an administrative fee for each enquiry. We will not charge the fee if the enquiry leads to a change to the syllabus grade.

### 6.2.1 Enquiries about results services

The table below details the services available.

Service name	Details of service	Availability of service
Clerical re-check: Service 1	A re-check of all procedures leading to the issue of a result. This service checks that all parts of the script were marked; that the marks were totalled correctly; and that the marks were recorded correctly.	Available for externally assessed components.
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 externally assessed components.  Not available for Art & Design syllabuses.
Review of marking: Service 2	A review of the original marking to check that the agreed mark scheme was applied correctly. Also includes the re-checks detailed in Service 1.	Available for externally assessed components.  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 externally assessed components.  Not available for multiple-choice question papers or Art & Design syllabuses.
Re-moderation of coursework with report: Service 5	A re-moderation of the Centre's coursework for a component, and a report on the assessment of the candidates' coursework. If you have submitted a different enquiry for any of the candidates within the group we will complete that enquiry first before producing the report.	Available for internally assessed components.  Not available for individual candidates.  Can only be used for the whole cohort.

Service name	Details of service	Availability of service
Report on the work of a group of candidates: Service 9	<p>A report on the work of a group of no fewer than five and no more than 15 candidates for a given exam. The report is for the information of teachers only and does not involve any review of marking. The report is designed to give teachers a better understanding of their candidates' performance in a particular component. Because of the date by which the reports are produced they cannot be used to inform decisions about retake entries.</p> <p>Once you order this service you cannot request any other service for the component for any candidates in the group. We start processing reports once the deadline for enquiries about results has passed and in the order in which we receive them. If you have submitted a different enquiry for any of the candidates within the group we will complete that enquiry first before producing the report. We will upload the report to <a href="#">CIE Direct</a> within 28 days of completing any other enquiries concerning the candidates in the group.</p>	<p>Available for externally assessed components.</p> <p>Not available for multiple-choice question papers.</p> <p>Available for Cambridge IGCSE, Cambridge O Level, Cambridge International AS &amp; A Level and Cambridge Pre-U.</p>

### 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. You must request this recalculation by email ( <a href="mailto:info@cie.org.uk">info@cie.org.uk</a> ) and not through <a href="#">CIE Direct</a> .
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### NO RESULT (X Grade) or PENDING (Q Grade)

We usually issue a 'NO RESULT' if the candidate appears not to have completed all the components of an assessment. 'PENDING' means that a result cannot be issued at present but will follow in due course.

We can provide an explanation of 'NO RESULT' or 'PENDING' outcomes without charge, if requested by the Head of Centre.


We will ask you to submit any documentary evidence that may suggest that our records are inaccurate with your request, for example, an attendance register or a coursework mark.


If we confirm that we are unable to issue a result for the candidate for the syllabus, we will provide:



- confirmation of the component(s) for which we had no mark
- confirmation of a previous notification of the reason 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 sit a particular exam.

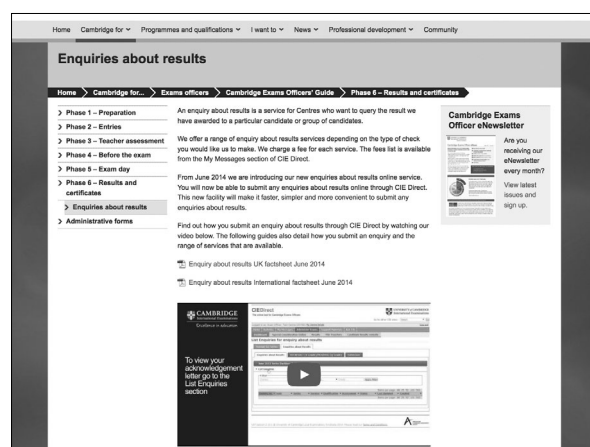


## 6.2.2 How to submit an enquiry about results

Submit enquiries about results online through  CIE Direct. For detailed instructions, read our step-by-step guide and watch our video tutorial at [www.cie.org.uk/ear](http://www.cie.org.uk/ear)

To submit an enquiry for 'NO RESULT' or 'PENDING' outcomes, visit the 'Administer Exams' section of  CIE Direct and click on the 'Enquiries about results' tab. Click on the 'NO RESULT (X Grade)/PENDING (Q Grade)' tab and follow the same process for submitting an enquiry about results. We will email any further information to you.

 Associate Centres should submit enquiries about results to their Cambridge Associate through  CIE Direct. Cambridge Associates can then approve the enquiry and send it to us or reject the enquiry.




### Important dates



The deadlines for submitting enquiries about results, including enquiries about 'NO RESULT' or 'PENDING' outcomes, are:


- **NEW** June series: 20 September 2017
- November series: 26 February 2018

We cannot accept requests submitted after the deadlines because we start to dispose of candidate scripts shortly after these dates.

 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 the enquiry about results and resolve any issues with Associate Centres before the deadline. Cambridge Associates may set earlier deadlines for their Associate Centres.

## Regulations



- The Head of Centre must support all requests.
- You do not need candidate consent to submit enquiries about results.
- Enquiries must be submitted as soon as possible after we have issued results and before the deadlines.
- We will not consider:
  - any telephone requests for enquiries about results, including enquiries for 'NO RESULT' or 'PENDING' outcomes; enquiries about results must be submitted through  CIE Direct
  - any requests for enquiries about results involving component(s) for which malpractice or maladministration has been confirmed
  - any requests for enquiries about results from individual candidates or their parents/guardians/carers.
- You can only submit enquiries at component level.
- You can request different services for different candidates in the same syllabus.
- You can request the same or different services for the same candidate in different syllabuses.
- All the component enquiries you want us to review for a candidate within the same syllabus must be submitted at the same time. We cannot accept additional component enquiries for the same candidate and syllabus at a later date.
- For each candidate, all the components in the syllabus for which an enquiry is being submitted must be for the same service. For example, you cannot request a Service 1S for one component and then a Service 2S for another component if they are components of the same syllabus.
- You can only submit one enquiry for each candidate's result in the externally assessed components of a syllabus. You can also submit a Service 5 request in the same syllabus.


### 6.2.3 How long does it take to process enquiries?


We deal with enquiries in the order in which we receive them. We will communicate the outcome of your enquiry to you within 30 days of receiving it.

We will start processing Service 9 requests in the order in which we receive them, once the deadline for enquiries about results has passed. We cannot guarantee a date by which we will complete Service 9 reports. As a result, they cannot be used to inform decisions about retake exams.

For candidates wishing to retake in the next exam series, we cannot guarantee that we will issue the outcome of an enquiry in time to inform the candidate's preparation for the retake exam.

### 6.2.4 Outcomes of enquiries about results

Once the enquiry is received we will upload an acknowledgement letter to  CIE Direct. We will email you when this letter is available. Please call Customer Services if it is not available within 48 hours of submitting the enquiry.

We will upload the outcome of your enquiry and any copies of scripts and reports to the 'Enquiries about results' section of  CIE Direct. We will email you when they are available.

#### Regulations




- (a) If an enquiry leads to a change in the candidate's mark for a component, the candidate's syllabus grade will either remain the same or go up.
- (b) Where an enquiry does not lead to a syllabus grade change, but does lead to a component grade change, we will not reissue any results documentation unless you ask us to by emailing [info@cie.org.uk](mailto:info@cie.org.uk)
- (c) Where an enquiry leads to a reduction in a candidate's mark and that mark is carried forward to a subsequent series, we will use the reduced mark to calculate the candidate's grade in that series.
- (d) Where an enquiry leads to a change to a candidate's syllabus grade, we will:
  - (i) notify you in writing immediately
  - (ii) issue a revised statement of results

#### Regulations (continued)



- (iii) notify UCAS (the UK organisation through which applications are processed for entry to higher education), and any other universities that have requested a similar arrangement
- (iv) provide formal written confirmation of the grade change to any other university or other institution at the request of the Head of Centre or Cambridge Associate
- (v) not charge all or part of the fee. See section 6.2.5 for further details.
- (e) You must inform the candidate of the outcome.
- (f) In the unusual event that the outcome of an enquiry brings into question the accuracy of the results for other candidates in that syllabus, we will notify the Head of Centre/Cambridge Associate. We will then carry out the service on any other candidates who may have been affected free of charge. We will notify the Head of Centre/Cambridge Associate of the outcome.

#### 6.2.4.1 Using photocopied scripts


For Services 1S and 2S, we upload copies of scripts to the 'Enquiries about results' section of  CIE Direct.

#### Regulations



Only teachers at your Centre can have access to the photocopied scripts we return. At their discretion, teachers can decide to return them to the relevant candidates. Scripts remain the property of Cambridge. If teachers want to use the script as an example to other students they must ask for the candidate's permission. If they are unable to do this they must remove the candidate's name from the script before showing it to other students and ensure that the student cannot be identified.

#### 6.2.5 Fees

- (a) We charge for enquiries about results. The fees for each service are in our fees list, which is available in the 'My Messages' section of  CIE Direct. We invoice the Head of Centre for any enquiries about results. You will start to receive invoices in the month following the deadlines.

- (b) We will not charge the fee if the enquiry leads to a change to the syllabus grade.
- (c) For Service 5 requests we will not charge the whole or part of the fee if a syllabus grade changes as a result of an enquiry.
- (d) We provide explanations for 'NO RESULT' and 'PENDING' outcomes free of charge.

### 6.2.6 Appeals

**NEW** To appeal against the outcome of an enquiry about results, please refer to the section of this handbook called 'Cambridge Appeals Regulations and Guidance'.

## 6.3 Certificates

A Cambridge certificate records and confirms a candidate's final results.

We issue certificates after the deadline for enquiries about results has passed to make sure all Centres have the time to query their provisional results.

We send certificates to Centres by courier. **A** We will send Associate Centres' certificates to their Cambridge Associate.

The name of the Centre is not shown on certificates for private candidates.

### Important dates



You will receive your certificates by the following dates. Contact us if you do not receive them.

- June series: end of October 2017
- November series: end of March 2018

**NEW** If an enquiry about results is still open when we despatch certificates, the candidate(s) involved will receive their certificates when the enquiry is closed.

### Regulations



- (a) A certificate is and remains the property of the University of Cambridge Local Examinations Syndicate (UCLES) of which Cambridge International Examinations is a part. We issue certificates to confirm results subject to the following conditions:
- (i) If the certificate is altered or defaced it is invalid.
  - (ii) If we ask you to return a certificate, you must return it.
  - (iii) The certificate should be kept 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 immediately if any certificates 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 6.3.2.
- (d) You must store certificates in a secure place until they are distributed 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.

### Regulations (continued)



- (f) **A** Cambridge Associates are responsible for sending certificates to their Associate Centres and for contacting us if any certificates are missing or incorrect.
- (g) You must keep unclaimed certificates in a safe place for at least 12 months from the date they are issued. After that period, you must return them to the address below with a list of the certificates you are returning. Keep a copy of this list. Do not destroy unclaimed certificates under any circumstances.

Post Results Team  
Results and Despatches  
Cambridge International Examinations  
1 Hills Road  
Cambridge  
CB1 2EU  
United Kingdom

- (h) You must not reproduce Cambridge certificates in any form.

#### 6.3.1 What is reported on certificates?

We report results in individual subjects using the grades detailed in the tables on the following pages.

Syllabus grades are reported as an upper case letter followed by the corresponding lower case letter in brackets, for example, B(b). This is a security feature to prevent grades being altered.

The exception to this rule is Cambridge International AS Level, where a lower case letter is reported and then repeated in brackets, for example, b(b). This is to distinguish Cambridge International AS Level grades from Cambridge International A Level grades.

Qualification	Grades shown on certificate
Cambridge IGCSE	<ul style="list-style-type: none"> <li>A*(a*), A(a), B(b), C(c), D(d), E(e), F(f) or G(g).</li> <li>A*(a*) is the highest grade and G(g) the lowest.</li> <li>We do not report performances below the standard of grade G(g) on certificates.</li> <li>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.</li> </ul>
Cambridge IGCSE language syllabuses	<ul style="list-style-type: none"> <li>For some language syllabuses we report separate oral endorsement grades on a scale of 1 (ONE) to 5 (FIVE), 1 (ONE) being the highest and 5 (FIVE) the lowest.</li> </ul>
Cambridge International Certificate of Education (Cambridge ICE)	<ul style="list-style-type: none"> <li>Distinction is awarded if a candidate achieves a grade A(a) or above in five syllabuses and grade C(c) or above in two further syllabuses.</li> <li>Merit is awarded if a candidate achieves a grade C(c) or above in five syllabuses and grade F(f) or above in two further syllabuses.</li> <li>Pass is awarded if a candidate achieves a grade G(g) or above in seven syllabuses.</li> <li>If a candidate does not achieve Cambridge ICE but gets a minimum of at least one grade G(g) in a syllabus we award a Cambridge IGCSE certificate.</li> <li>If a candidate achieves Cambridge ICE in one series they will receive separate Cambridge IGCSE and Cambridge ICE certificates.</li> <li>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, and separate Cambridge IGCSE and Cambridge ICE certificates at the end of the second series.</li> </ul>
Cambridge O Level (referred to as GCE O Level on certificates)	<ul style="list-style-type: none"> <li>A*(a*), A(a), B(b), C(c), D(d) or E(e).</li> <li>A*(a*) is the highest grade and E(e) the lowest.</li> <li>We do not report performances below the standard of grade E(e) on certificates.</li> <li>The text 'Ordinary Level' before the grade awarded shows the level at which the grade was awarded for the subject.</li> <li>One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level.</li> </ul>
Cambridge International AS Level (referred to as GCE AS Level on certificates)	<ul style="list-style-type: none"> <li>a(a), b(b), c(c), d(d) or e(e).</li> <li>a(a) is the highest and e(e) the lowest.</li> <li>We do not report performances below the standard of grade e(e) on certificates.</li> <li>The text 'Advanced Subsidiary' before the grade awarded shows the level at which the grade was awarded for the syllabus.</li> <li>One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level.</li> </ul>

Key dates

1. Preparation

2. Entries

3. Teacher assessment

4. Before the exams

5. Exam day

6. Results and certificates



Qualification	Grades shown on certificate
Cambridge International A Level (referred to as GCE A Level on certificates)	<ul style="list-style-type: none"> <li>• A*(a*), A(a), B(b), C(c), D(d) or E(e).</li> <li>• A*(a*) is the highest grade and E(e) the lowest.</li> <li>• We do not report performances below the standard of grade E(e) on certificates.</li> <li>• The text 'Advanced Level' before the grade awarded shows the level at which the grade was awarded for the syllabus.</li> <li>• One certificate is awarded for Cambridge O Level, Cambridge International AS Level and Cambridge International A Level.</li> </ul>
Cambridge AICE Diploma	<ul style="list-style-type: none"> <li>• Distinction is awarded if a candidate achieves a point score of 320–360 points.</li> <li>• Merit is awarded if a candidate achieves a point score of 220–319 points.</li> <li>• Pass is awarded if a candidate achieves a point score of 120–219 points.</li> <li>• The candidate will also receive a certificate showing the grades achieved in Cambridge International AS &amp; A Level syllabuses.</li> </ul>
Cambridge Pre-U Level 3 Global Perspectives & Research (GPR)	<ul style="list-style-type: none"> <li>• One certificate is awarded for Cambridge Pre-U Level 3 GPR qualifications.</li> <li>• Distinction ONE (D1), Distinction TWO (D2), Distinction THREE (D3), Merit ONE (M1), Merit TWO (M2), Merit THREE (M3), Pass ONE (P1), Pass TWO (P2), Pass THREE (P3). Distinction ONE is the highest and Pass THREE is the lowest.</li> <li>• We do not report performances below the standard of Pass THREE (P3) on certificates.</li> </ul>

### 6.3.2 Incorrect details on certificates

**NEW** 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 immediately about any errors before we issue certificates. When you receive your certificates, check Centre and candidate details, including the spelling of names and dates of birth. To submit an amendment request, complete *Results and Certificates – Form 12* and return it to us with the incorrect certificate and the documents listed on the form. We can only make small changes to certificates, for example to candidate names, dates of birth or Centre details.

**A** Associate Centres should tell their Cambridge Associate about any errors on certificates.

#### Important dates



We charge for replacement certificates after the following dates. We also charge a courier fee.

- June series: 15 September 2017
- November series: 14 February 2018

We will only replace certificates before the following dates. After these dates we will issue certifying statements.

- June series: 30 April 2019
- November series: 30 September 2019

#### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Replacement Statement of Results/  
Certificate Application: Results and  
Certificates – Form 12

### 6.3.3 Name changes

A certificate is a permanent record of achievement by the candidate. We issue certificates in the name of the candidate, as entered by you, at the time the

award is made. We cannot provide replacement certificates to:

- reflect 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
- **NEW** include part of a name that was not previously entered.

### 6.3.4 Combining grades on a single certificate

We issue a separate certificate 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 showing the grades they achieved at that particular Centre.

We cannot delete any grades or syllabuses from a certificate.

### 6.3.5 Lost certificates

We will not replace certificates that have been lost. If a candidate loses their certificate they can apply for a certifying statement of results (see section 6.4). They can do this at any time after the original certificate has been issued.

### 6.3.6 Damaged certificates

At our discretion, we can replace candidates' damaged certificates as long as we have satisfactory proof of their identity. See the instructions and deadlines in section 6.3.2 to request a replacement certificate. You must return the damaged certificate before we can provide a replacement. We charge a fee per certificate and costs to send the certificate by courier.

### 6.3.7 Cambridge amendments

As a result of appeals or internal quality assurance we may need to issue amended statements of results or certificates. Although we will amend statements of results and certificates only in exceptional circumstances, we reserve the right to do this, at any time, and without liability to you or your candidates.

## 6.4 Certifying statements

A certifying statement is an official document issued by Cambridge that shows the grades a candidate achieved 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 for a particular series once the certificate for that series has been issued. Certifying statements show all grades, except for 'UNGRADED', 'NO RESULT', 'PENDING' or 'TO BE ISSUED' outcomes.

We produce a certifying statement for each series and for 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 issue a certifying statement to an educational institution or employer as proof of the applicant's results.

For security reasons, we cannot communicate results by fax or telephone.

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### 6.4.1 Applying for a certifying statement

Candidates can apply for a certifying statement directly at any time or the Centre can apply on their behalf. You can request several certifying statements at the same time.

There are two ways to apply:


- If you are paying by credit or debit card, you can apply online at [www.cie.org.uk/certstat](http://www.cie.org.uk/certstat)
- If you are paying by cheque or invoice, use *Results and Certificates – Form 7* which you can download from [www.cie.org.uk/certstat](http://www.cie.org.uk/certstat)

We will process requests within four weeks of receiving a correctly completed application.

### 6.4.2 Fees

We charge the following fees for certifying statements:

- a search fee for each certifying statement
- a fee for additional copies of the statement, for example if you want us to send the same statement to several addresses. You can request extra copies at the same time and they will be charged at a lower fee.
- a despatch fee for each address if the statement is sent by courier or special delivery.

These fees are shown in our fees list, which you can access from the 'My Messages' section of  CIE Direct.

Please send your payment when you submit your application. Credit card payments are subject to a 2 per cent handling fee. American Express card payments are subject to a 3 per cent handling fee.

If we cannot trace a result for a particular candidate and series, we will refund the despatch fee and the cost of any extra copies, but we cannot refund the search fee.


## 6.5 Priority results information

We know that many students have deadlines for submitting results to educational institutions around the world, which are often very close to our results release dates. Candidates can ask us to send a priority statement of provisional 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.

For UK university applications, we send all results to the Universities and Colleges Admissions Service (UCAS) in time to meet any required university deadlines. Therefore, there is no need to request priority results information if a candidate is applying to a UK university.

### 6.5.1 Applying for priority results information

To apply, the candidate or the Centre where the candidate took the exam(s) must complete and return *Results and Certificates – Form 9* by the dates shown opposite.

Please send the correct payment and appropriate identification with the form. The fees are shown in our fees list, which you can access from the 'My Messages' section of  CIE Direct.

#### Regulations



- (a) Centre authorisation is not required if we are sending the statement directly to a school or university. However, if the candidate wants a copy of their results to be sent to an alternative address we need a letter of authorisation from the Centre on headed paper along with the completed form.
- (b) We will not automatically send a copy of the provisional statement to the candidate as they will receive their results via the Centre. If the candidate wants a provisional statement of results to be sent to their home address, they must submit written authorisation from their Centre with their completed form.
- (c) We will not accept requests for provisional statements of results from a third party unless the candidate gives us written permission. We require formal identification of the third party.

#### Important dates



We must receive all applications for priority results information by:

- June series: 26 July 2017
- November series: 20 December 2017

We can accept late requests for this service but cannot guarantee that the statement of results will be despatched on the day results are published.

#### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Priority Results Information: Results and Certificates – Form 9

## 6.6 Verification of results

A third party, such as an employer or an educational institution, can ask us to verify the results of a particular candidate at any time. To do this, they must complete *Results and Certificates – Form 8* and return it with a copy of the certificate they want us to verify.

Our certificates have additional security features that can be checked using UV light, such as a replica of the Cambridge logo. If you have, or an institution has any concerns about the authenticity of a certificate, contact us immediately. We can give advice about initial authentication of the certificate at no cost.

We charge a fee per certificate per candidate to verify results. The fee is in our fees list, which is available from the 'My Messages' section of [CIE Direct](#).

### Administrative forms



Form available from [www.cie.org.uk/forms](http://www.cie.org.uk/forms)

- Third Party Verification of Results Application: Results and Certificates – Form 8

## 6.7 University entrance

Universities and other institutions issue details of the conditions that apply to Cambridge exams for university entrance.

Enquiries about admissions must be addressed to the institution and not to us.

For details about the recognition of Cambridge exams by universities and institutions please see [www.cie.org.uk/recognition](http://www.cie.org.uk/recognition)

## 1 Introduction

### 1.1 Purpose

This guidance sets out the procedures for appealing against decisions made by Cambridge International Examinations (referred to as 'Cambridge') in relation to its general qualifications (where certificates are issued). This includes Cambridge IGCSE, Cambridge International AS & A Level, Cambridge O Level and Cambridge Pre-U qualifications.

This guidance is for Cambridge Centres and Cambridge Associates. Cambridge Associates are responsible for submitting appeals on behalf of their Associate Centres. Private candidates may only make an appeal through the Cambridge Centre or Cambridge Associate with which they are registered.

### 1.2 Scope

Cambridge accepts appeals in relation to five kinds of decisions:

- 1 **Outcomes of enquiries about results** (see section 2 of this guidance)
- 2 **Malpractice decisions** (see section 3 of this guidance)
- 3 **Access arrangement decisions** (see section 4 of this guidance)
- 4 **Special consideration decisions** (see section 4 of this guidance)
- 5 **Late arrival decisions** (see section 4 of this guidance)

These matters can only be addressed through the appeals process. They cannot be handled through any other process, including our complaints process.

For concerns relating to other matters, contact Customer Services ([info@cie.org.uk](mailto:info@cie.org.uk)).

In this guidance, where it says malpractice, this should be read to include maladministration.

### 1.3 About the appeals process

Centres can make appeals under the five circumstances described in section 1.2 as part of the services we provide. These appeals are not a judicial or quasi-judicial proceeding.

### 1.4 Further information

You can find more information in this handbook about:

- access arrangements (section 1.3 of the handbook)
- late arrivals (section 5.1.9 of this handbook)

- special consideration (section 5.5 of this handbook)
- malpractice and maladministration (section 5.6 of this handbook)
- results and enquiries about results (sections 6.1 and 6.2 of this handbook).

Cambridge processes may differ from those of other exam boards. Read this material carefully to ensure that you make your appeal correctly.

If you have any questions contact us at [info@cie.org.uk](mailto:info@cie.org.uk) or on +44 1223 553554.

### Administrative forms



Forms available from the 'Support Materials' section of [CIE Direct](#):

- Application for an Appeal: Access Arrangements, Malpractice, Special Consideration and Late Arrivals: Appeals – Form 1
- Application for an Appeal Following an Enquiry About Results: Appeals – Form 2

## 2 Appeals against the outcome of enquiries about results

If you have an enquiry about results outcome and wish to appeal, you must follow the procedures outlined 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 recourse to another opinion about the candidate's or candidates' work. It is a way to challenge Cambridge if you believe we have not followed our procedures.

### 2.1 Making a Stage 1 appeal against the outcome of an enquiry about results

#### 2.1.1 Who may make a Stage 1 appeal

All appeals must be made by the Centre or by the Cambridge Associate the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates.

Stage 1 appeals must be made in writing by the Centre and signed and supported by the Head of Centre.



You may only submit a Stage 1 appeal on behalf of candidates who have already received an enquiry about results outcome. You may not make an appeal on behalf of a candidate who has received a copy of a script without receiving the outcome of an enquiry about results.

**Example 1:** You have submitted enquiries about results requests for two candidates, one of whom has already received an outcome. You may appeal on behalf of 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 submit an appeal for the first candidate, you will need to submit two separate appeals in order to meet the deadline for each candidate.

**Example 2:** Your Centre has submitted enquiries about results on behalf of some, but not all, of the candidates entered for a particular syllabus component. You can only appeal against the outcomes of those candidates for whom you have made enquiries about results; you may not include the other candidates. Unless a Centre's entire cohort has been the subject of an enquiry about results, you may not make an appeal on behalf of the entire cohort, but only on behalf of those candidates for whom you submitted the enquiries about results requests.

## 2.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal you must show you have grounds for appeal. The grounds that we will consider are that either:

- 1 We did not use procedures which were consistent with our *Code of Practice*; or,
- 2 We did not apply our internal procedures properly and fairly in arriving at our judgements.

We will not consider other reasons. For example, the following are not sufficient on their own:

- 1 Disagreement with marking or moderation judgements made by markers and examiners, either originally or as part of an enquiry about results.
- 2 Disagreement with our judgements on thresholds at either a component or syllabus level.
- 3 Differences between candidates' results and their results in other assessments.

To make a Stage 1 appeal, complete *Appeals – Form 2* fully and accurately. The form is available from the 'Support Materials' section of [CIE Direct](#). You must fully explain the grounds for the appeal, otherwise it will be rejected.

Submit the form through [CIE Direct](#) within the time frame in section 2.1.3 of this guidance. If you are unable to submit the form through [CIE Direct](#) you may email it to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 1 Appeal – EAR' in the subject line, within the time frame in section 2.1.3 of this guidance. Once you have submitted an appeal, all communication relating to the case must be in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

## 2.1.3 When to make a Stage 1 appeal

You must make your Stage 1 appeal by submitting *Appeals – Form 2* within 28 days of the date when the outcome letter was uploaded to [CIE Direct](#). If the enquiry about results included a request for a copy of the script, the appeal must be submitted within 28 days of the date when the outcome letter was uploaded to [CIE Direct](#) or the date when the copy of the script was uploaded – whichever is later. We are unable to accept late appeal submissions.

You can make a Stage 1 appeal on behalf of multiple candidates, provided it is consistent with the requirements in section 2.1.1 of this guidance, and provided that the appeals concern the same syllabus and component for all candidates. The appeal must be within the 28-day deadline for each candidate. Therefore you do not need to submit appeals on behalf of all candidates at one time.

**Example 1:** You receive the outcome of an enquiry about results for one candidate, which is uploaded to [CIE Direct](#) on 1 January. You have until 29 January to make your Stage 1 appeal following the instructions in section 2.1.2 of this guidance.

**Example 2:** You have submitted enquiries about results, with return of copies of scripts, on behalf of five candidates for the same syllabus and component. The copies of the scripts are uploaded on 1, 2, 3, 4 and 5 January respectively. If you wish to submit a Stage 1 appeal on behalf of all five candidates in a single group, you would need to submit the appeal by 29 January – the deadline for the earliest outcome received. If you choose to submit the appeals separately, you must keep within the 28-day limit for each separate appeal.

**Example 3:** You have submitted enquiries about results, at different times, on behalf of five candidates for the same syllabus and component. The first outcome letter is uploaded on 1 January. By 29 January, only three of the outcome letters have been uploaded. If you wish to submit a Stage 1 appeal on behalf of the candidates, you would need to submit the appeal on behalf of the first three candidates by 29 January, the deadline for the earliest outcome received. You may then decide whether or not to submit appeals on behalf of the other two candidates separately.

### 2.1.4 Stage 1 appeal consideration

We will email you to acknowledge your appeal within three working days of receiving it. If you have not received an email within that time, please contact us to check we have received your appeal.

A senior member of Cambridge staff will review your appeal request and any relevant documentary evidence, and will consider whether we:

- 1 Used procedures which were consistent with our *Code of Practice*; and
- 2 Applied our internal procedures properly and fairly in arriving at our judgements.

We will notify you in writing within 21 days of receiving the appeal whether it was fully successful, partly successful or unsuccessful.

You must inform candidates and parents/guardians of the outcome of the appeal as soon as it is received.

## 2.2 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.

### 2.2.1 Who may make a Stage 2 appeal

Any Centre may make a Stage 2 appeal on behalf of one of its candidates, provided the candidate has received an enquiry about results outcome and a Stage 1 appeal outcome. All appeals must be made by the Centre or Cambridge Associate the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates.

Stage 2 appeals must be made in writing by the Centre. Your Stage 2 appeal must be signed and supported by the Head of Centre.

**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 on their behalf. You may make a Stage 2 appeal on behalf of candidate A but not candidate B.

### 2.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal, complete *Appeals – Form 2* fully and accurately. The form is available from the 'Support Materials' section of [CIE Direct](#). The grounds for appeal are the same as for Stage 1. Appeals that do not relate to these grounds will be rejected.

In your request you must include all your arguments and any evidence you wish to provide. You may submit evidence not submitted at Stage 1. For further information regarding the Stage 2 appeal process see section 5 of this guidance.

Email *Appeals – Form 2* to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 2 Appeal' in the subject line and send a copy to [CIEStage2Appeals@cie.org.uk](mailto:CIEStage2Appeals@cie.org.uk) within the time frame specified in section 2.2.3 of this guidance.

### 2.2.3 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. We are unable to accept late submissions.

You can make a Stage 2 appeal on behalf of multiple candidates provided it meets the requirements in sections 2.2.1 and 2.2.2 of this guidance. You must do so within 14 days of the date of each Stage 1 appeal outcome letter.

**Example 1:** You receive the outcome of a Stage 1 appeal, which is dated 1 January, for one candidate. You have until 15 January to make your Stage 2 appeal.

**Example 2:** You requested Stage 1 appeals on behalf of 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 submit a Stage 2 appeal on behalf of both groups together, you would need to submit the appeal by 15 January, the deadline for the earliest outcome received.

### 2.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 5 of this guidance.

## 2.3 Fees

We charge a fee for each Stage 1 and each Stage 2 appeal. The charge is per appeal, not per candidate. See the fees list in the 'My Messages' section of [CIE Direct](#) for details.

## 3 Appeals against malpractice decisions

### 3.1 Making a Stage 1 appeal against a malpractice decision

#### 3.1.1 Who may make a Stage 1 appeal

Stage 1 appeals must be made in writing by the Centre and signed and supported by the Head of Centre.

All appeals must be made by the Centre with which the candidate was registered; we do not accept appeals directly from parents/guardians or candidates. All communications about appeals will be in writing between Cambridge and the Centre/Cambridge Associate.

#### 3.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal, you must complete *Appeals – Form 1* fully and accurately. This form is available from the 'Support Materials' section of [CIE Direct](#). When making an appeal, you must explain your reasons for appealing against the decision and in particular provide any extra information or evidence that you want to be considered. The following reasons by themselves are not considered reasons for an appeal to succeed:

- 1 The individual did not intend to cheat.
- 2 The individual has a good academic record.
- 3 The individual could lose a university place.
- 4 The individual regrets his or her actions.

Email *Appeals – Form 1* to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 1 Appeal – MALPRACTICE' in the subject line within the time frame specified in section 3.1.3 of this guidance.

Once you have submitted an appeal, all communication relating to the appeal process must be in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

#### 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 informing you of the outcome of the malpractice investigation. We are unable to accept late submissions.

**Example:** You receive a letter, dated 1 January, informing you of our decision regarding a malpractice case. You have until 29 January to make your Stage 1 appeal following the instructions in section 3.1.2 of this guidance.

#### 3.1.4 Stage 1 appeal consideration

Three senior members of Cambridge staff who had no involvement in the original decision-making will review your appeal request, including all the evidence, and will consider whether we:

- 1 Used procedures which were consistent with our *Code of Practice*; and
- 2 Applied our internal procedures properly and fairly in arriving at our judgements.

We will notify you in writing within 28 days of receiving the appeal whether it was fully successful, partly successful or unsuccessful.

You must inform candidates and parents/guardians of the outcome of the appeal as soon as it is received.

### 3.2 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.

#### 3.2.1 Who may make a Stage 2 appeal

Stage 2 appeals must be made in writing by the Centre and signed and supported by the Head of Centre.

All appeals must be made by the Centre or Cambridge Associate the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates. All communications about appeals will be in writing between Cambridge and the Centre.

#### 3.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal, you must fully and accurately complete *Appeals – Form 1*. This form is available from the 'Support Materials' section of [CIE Direct](#). In particular, you must explain your grounds for submitting a further appeal and arguments against the decision. You must also provide any extra information or evidence that you would like the panel to consider.

Email *Appeals – Form 1* to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 2 Appeal' in the subject line and send a copy to [CIEStage2Appeals@cie.org.uk](mailto:CIEStage2Appeals@cie.org.uk) within the time frame specified in section 3.2.3 of this guidance.

### 3.2.3 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. We are unable to accept late submissions.

### 3.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 5 of this guidance.

## 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 decision, the Head of Centre may request an appeal. A two-stage appeals process is available.

### 4.1 Making a Stage 1 appeal against an access arrangement, special consideration or late arrival decision

#### 4.1.1 Who may make a Stage 1 appeal

Stage 1 appeals must be made in writing by the Centre and signed and supported by the Head of Centre. All appeals must be made by the Centre the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates. All communications about appeals will be between Cambridge and the Centre/Cambridge Associate.

#### 4.1.2 How to make a Stage 1 appeal

To make a Stage 1 appeal, you must fully and accurately complete *Appeals – Form 1*. This form is available from the 'Support Materials' section of  CIE Direct. When making an appeal, you must explain your arguments against the decision and provide all details and evidence that you would like to be considered.

Email *Appeals – Form 1* to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 1 Appeal – COMPLIANCE' in the subject line within the time frame specified in section 4.1.3 of this guidance. Once you have submitted an appeal, all communication relating to the case must be in writing. We will not communicate with candidates or parents/guardians involved in the appeal.

#### 4.1.3 When to make a Stage 1 appeal

You must make your Stage 1 appeal within 28 days of the date when we notified you of our decision. We are unable to accept late submissions.

**Example:** You receive a letter, dated 1 January, informing you of our decision regarding 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 4.1.2 of this guidance.

#### 4.1.4 Stage 1 appeal consideration

Three senior members of Cambridge staff who had no involvement in the original decision-making will review your appeal request and evidence (including any new evidence or mitigating circumstances you have submitted) and will consider whether we:

- 1 Used procedures which were consistent with our *Code of Practice*; and
- 2 Applied our internal procedures properly and fairly in arriving at our judgements.

We will notify you in writing within 28 days of receiving the appeal whether the appeal is upheld or not.

You must inform candidates and parents/guardians of the outcome of the appeal as soon as it is received.


### 4.2 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.

#### 4.2.1 Who may make a Stage 2 appeal

Stage 2 appeals must be made in writing by the Centre and signed and supported by the Head of Centre. All appeals must be made by the Centre or Cambridge Associate the candidate was registered with; we do not accept appeals directly from parents/guardians or candidates. All communications about appeals will be in writing between Cambridge and the Centre.

#### 4.2.2 How to make a Stage 2 appeal

To make a Stage 2 appeal, you must fully and accurately complete *Appeals – Form 1*. This form is available from the 'Support Materials' section of  CIE Direct. In particular, you must explain your arguments against the decision and provide any extra information or evidence that you would like the panel to consider alongside the information and evidence submitted at Stage 1.

Email *Appeals – Form 1* to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 2 Appeal' in the subject line and send a copy to [CIEStage2Appeals@cie.org.uk](mailto:CIEStage2Appeals@cie.org.uk) within the time frame specified in section 4.2.3 of this guidance.



### 4.2.3 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. We are unable to accept late submissions.

### 4.2.4 More information about Stage 2 appeals

Read more about the Stage 2 appeals process in section 5 of this guidance.

## 5 Stage 2 appeals

If you are not satisfied with the outcome of a Stage 1 appeal, you can request a Stage 2 appeal. Instructions, including the deadlines, are in:

- section 2.2 for appeals against the outcome of enquiries about results
- section 3.2 for appeals against malpractice decisions
- section 4.2 for appeals against access arrangement, special consideration or late arrival decisions.

The instructions vary depending on the kind of decision you would like to appeal, 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.

The arrangements for Stage 2 appeals are managed by a team in Cambridge's Corporate Affairs Unit.

All correspondence related to Stage 2 appeals should be emailed to [info@cie.org.uk](mailto:info@cie.org.uk) with 'Stage 2 Appeal' in the subject line, and copied to [CIEStage2Appeals@cie.org.uk](mailto:CIEStage2Appeals@cie.org.uk)

## 5.1 Before the Stage 2 appeal meeting

### 5.1.1 Scheduling the meeting

When you submit your Stage 2 appeal, we will acknowledge receipt within three working days. We will usually confirm the date and time of the meeting within 14 days.

All Stage 2 appeal meetings take place in Cambridge, either at our offices or in a nearby venue.

When you submit your Stage 2 appeal, if you indicate that you wish to attend the meeting, we will also ask you to confirm that the Centre representatives named in your appeal submission will attend.

To be fair to all Centres making appeals, we will not be able to reschedule meetings to accommodate

Centre representatives. Centres that wish to send representatives to the meeting may name alternative representatives if those they originally named are unable to attend, subject to section 5.2.3 of this guidance.

### 5.1.2 Submitting materials for consideration

If you wish to rely on evidence or arguments in your Stage 2 appeal that have not previously been submitted, you must include these in writing when you submit your Stage 2 appeal. Any evidence or arguments must normally be submitted electronically.

The panel will not accept evidence or arguments after the date the Stage 2 appeal was submitted if that information was reasonably available to the Centre at that time.

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 to do so. In that case, you must submit any material to the Cambridge Corporate Affairs Unit, for consideration by the Chair, at least five working days before the scheduled meeting. You must also include an explanation of why the material was not reasonably available at the time you made the Stage 2 appeal.

We strongly encourage you to submit all materials electronically as we believe that this is the most secure and reliable method. If you submit the materials in hard copy you must do so at the time you submit your Stage 2 appeal and you must provide six copies in the following format:

- 1 A4 size.
- 2 No staples, spiral binding or other permanent binding (hole-punched paper bound with tags or in arch-lever files is acceptable).
- 3 Consecutively numbered.

If you wish to submit materials that are not easily reproduced (for example, original art), contact us to make appropriate arrangements.

### 5.1.3 The Appeal Pack

We will send an 'Appeal Pack', normally by email, to everyone attending the meeting (see section 5.2 of this guidance) 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.
- 3 All relevant material the Centre submitted as evidence in the Stage 1 appeal and, in the case of malpractice, special consideration, late arrivals

and access arrangements, during the initial consideration of the matter.

- 4 All material the Centre submitted as evidence at the time the Stage 2 appeal was made.
- 5 All material Cambridge submitted as evidence.

Cambridge may make certain sensitive materials available to the panel at the meeting but these will not be distributed. These materials will be clearly identified on the cover sheet of the 'Appeal Pack'.

## **5.2 Stage 2 appeal meeting participants**

### **5.2.1 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 of whom will be independent). Independent members are not, and have not been, members of Cambridge's board or committees or an employee or examiner with Cambridge at any time during the five years before the appointment. Neither the Chair, nor either member of the panel (whether 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 5.4.2 of this guidance). The servicing officer will be present for the panel's deliberation after the meeting but will not take part in it. The servicing officer acts on behalf of the panel and not on behalf of Cambridge.

### **5.2.2 Cambridge representatives**

Cambridge will be represented by a member of either the Compliance team (in malpractice, access arrangement, special consideration or late arrival cases) or the Assessment Standards and Quality team (in the case of appeals against the outcome of enquiries about results). Other subject, assessment or specialist staff may also represent Cambridge. There may be up to a total of three Cambridge representatives.

### **5.2.3 Centre representatives**

Cambridge is an international awarding organisation working with over 10 000 schools in 160 countries. It is not always feasible for Centres to send representatives to Stage 2 appeal meetings, so they are designed to be equally fair, whether or not Centre representatives attend.

You may attend the Stage 2 appeal meeting but it is not required as the panel will consider your written submissions. In most cases Centres choose not to attend. If you wish to attend the Stage 2 appeal meeting you must tell us when you submit your appeal by marking the form accordingly.

You may send up to three members of staff to represent the Centre. Candidates and their parents/guardians may not normally attend as representatives.

As the Stage 2 appeal is not a judicial or quasi-judicial process, legal representatives are not permitted to attend or observe under any circumstances, either on behalf of the Centre or Cambridge.

### **5.2.4 Observers**

Observers may attend at the discretion of the panel, in consultation with the servicing officer. Any observer must be:

- 1 Over the age of 18.
- 2 Not attending in any capacity as a legal representative or legal advisor.

Observers will count towards the limit of three representatives for both Cambridge and the Centre.

Observers must not attempt to participate in the meeting in any way. If an observer attempts to participate, the Chair will give them a warning. After that warning, if an observer attempts to participate again, the Chair may ask them to leave.

### **5.2.5 Conduct of participants**

All representatives and observers attending the meeting are expected to behave with courtesy to the panel, the servicing officer, and all other participants and observers. The panel will not tolerate rudeness, shouting, attempted intimidation or other inappropriate behaviour. The Chair may ask any participant or observer who engages in such behaviour to leave. In such cases, the decision of the Chair is final. Following an ejection, the meeting will proceed. Cambridge may also take further steps as necessary to ensure the safety of the panel, staff and Centre staff. Cambridge reserves the right to refuse future visits to Cambridge premises by a participant or observer should their behaviour warrant it.

## **5.3 The meeting**

### **5.3.1 Centre not attending**

When Centre representatives do not attend the meeting, the order will be as follows.



### 5.3.1.1 Introduction

Cambridge representatives will be invited to join the panel in the meeting room. The Chair will introduce the panel members and ask everyone to introduce themselves. The Chair will then describe the procedures that will be followed.

### 5.3.1.2 The Centre's position

The Chair will summarise the Centre's position based on their written submissions.

### 5.3.1.3 Cambridge's presentation

- The Cambridge representatives will be asked to put forward their arguments.
- The panel will have the opportunity to ask the Cambridge representatives questions.

### 5.3.1.4 Final summaries

The Chair will then invite the Cambridge representatives to summarise their arguments.

### 5.3.1.5 Deliberation

Cambridge representatives will be asked to leave while the panel considers whether there are any further questions. Observers may also be asked to leave at the discretion of the Chair. If the panel has further questions, Cambridge representatives will be asked back into the room for the panel to ask its questions. If the panel has no further questions, the representatives will be allowed to leave.

The panel will deliberate in private. In all cases, the panel will consider:

- 1 Whether Cambridge's procedures were consistent with the *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.

## 5.3.2 Centre attending

When Centre representatives are attending, the order will be as follows.

### 5.3.2.1 Introduction

Representatives of the Centre and of Cambridge will be invited to join the panel in the meeting room. The Chair will introduce the panel members and ask everyone to introduce themselves. The Chair will then describe the procedures that will be followed.

### 5.3.2.2 The Centre's presentation

- The Centre representatives will be asked to put forward their arguments in the presence of Cambridge representatives.
- The Cambridge representatives will be invited, through the Chair, to ask the Centre representatives questions.
- The panel will have the opportunity to ask the Centre representatives questions.

### 5.3.2.3 Cambridge's presentation

- The Cambridge representatives will be asked to put forward their arguments in the presence of the Centre representatives.
- The Centre representatives will be invited, through the Chair, to ask the Cambridge representatives questions.
- The panel will have the opportunity to ask the Cambridge representatives questions.

### 5.3.2.4 Final summaries

- Representatives of Cambridge and the Centre will be given a final opportunity to make any further comments responding to the presentations and questions.
- The Chair will then invite first the Cambridge representatives and then the Centre representatives to summarise their arguments. To ensure fairness to all involved, summaries should include only matters already discussed in the meeting and not introduce any new material or arguments. The Chair will instruct the panel to disregard any extraneous arguments or evidence that was not included in the Stage 2 Appeal Request Form or permitted by the Chair under section 5.1.2 of this guidance.

### 5.3.2.5 Deliberation

The Cambridge and Centre representatives will be asked to leave while the panel considers whether there are any further questions. Observers may also be asked to leave at the discretion of the Chair. If the panel has further questions, both the Cambridge representatives and the Centre representatives will be asked back into the room for the panel to ask its questions. If the panel has no further questions, the representatives will be allowed to leave.

The panel will deliberate in private. In all cases, the panel will consider:

- 1 Whether Cambridge's procedures were consistent with the *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.

receive a letter containing the final summary within six weeks of the meeting.

### 5.3.3 Length of the meeting

The Chair may, at their discretion, set a time limit on the meeting or on specific parts of the meeting (e.g. presentations). The Chair's decision about time limits is final.

When making their presentations, the Cambridge and Centre representatives should assume that the panel has thoroughly reviewed the 'Appeal Pack' and focus on explaining their key arguments. The Centre should not introduce any arguments or evidence that they have not previously provided in their Stage 2 appeal unless additional evidence was allowed in accordance with section 5.1.2 of this guidance. The Chair may direct the panel not to take any extra evidence into account. The Chair's decision as to what is to be considered is final.

## 5.4 After the meeting

### 5.4.1 The outcome

After the panel has agreed the outcome, the Corporate Affairs Unit will communicate the panel's decision to the Centre. This is usually within two working days of the Stage 2 appeal meeting, but in all cases, the outcome will be communicated within 28 days of Cambridge receiving the Stage 2 appeal.

Once the outcome has been communicated to the Centre, it is final. Neither the Cambridge Appeals Committee nor any member of Cambridge staff may discuss the appeal or the issues underlying the appeal with the Centre, the candidate or anyone representing the Centre or the candidate.

You must inform candidates and parents/guardians of the outcome of the appeal as soon as it is received. You must also notify candidates and parents/guardians that this outcome is regarded as final.




### 5.4.2 Summary meeting record


Following the meeting, the servicing officer will prepare a summary record of the meeting. This is not a verbatim account or a transcript. It is intended to provide a summary of the key points made at the meeting and to reiterate the outcome. Once the Chair has approved the draft meeting record, the Centre will have the opportunity, if they attended the meeting, to suggest corrections to any parts they consider to be errors. You can normally expect to

## A–Z of terms

<b>Access arrangements</b>	A pre-exam arrangement made on behalf of a candidate with particular needs, for example, the use of a scribe, modified papers or extra time.
<b>ADIP</b>	The entry code for the Advanced International Certificate of Education Diploma.
<b>Administrative zone</b>	An administrative zone is a part of the world where the clocks read similar times. We have six administrative zones and allocate every school to one depending on their country and location. We publish a different version of the timetable and <i>Cambridge Guide to Making Entries</i> 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 <a href="http://www.cie.org.uk/preparation">www.cie.org.uk/preparation</a>
<b>Agreement</b>	<b>NEW</b> The Agreement between Cambridge and a Centre or Cambridge Associate for providing programmes and qualifications. The <a href="#">➤ Cambridge Handbook</a> forms part of the Agreement.
<b>NEW Appeals</b>	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 decisions: <ol style="list-style-type: none"> <li>1 Outcomes of enquiries about results</li> <li>2 Malpractice decisions</li> <li>3 Access arrangement decisions</li> <li>4 Special consideration decisions</li> <li>5 Late arrival decisions</li> </ol> For further information about appeals, please refer to the section of this handbook called 'Cambridge Appeals Regulations and Guidance'.
<b>Assessment</b>	The method used to evaluate a candidate's performance, for example, a written exam or coursework.
<b>NEW A Associate Agreement</b>	The Agreement between Cambridge and the Cambridge Associate setting out the Cambridge Associate's legal responsibilities for Associate Centres.
<b>Associate Centre</b>	<b>NEW</b> An organisation which is affiliated with the Cambridge Associate, whose premises have been inspected and approved, and for whom the Cambridge Associate is responsible under the Agreement.
<b>Attendance register</b>	Forms used in the exam room to record the presence or absence of each candidate.
<b>BST</b>	British Summer Time – the period when the clocks are one hour ahead in the UK (GMT+1).
<b>Cambridge AICE Diploma</b>	Advanced International Certificate of Education Diploma.

<b>Cambridge Associate</b>	<b>NEW</b> 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.
<b>Cambridge Guide to Making Entries</b>	We send you the <i>Cambridge Guide to Making Entries</i> before each series. It includes entry option codes and instructions for submitting entries. This guide is also available from the 'Support Materials' section of <a href="#">CIE Direct</a> . Entry option codes are specific to each series so make sure you are using the correct guide.
<b>Cambridge Handbook</b>	The <a href="#">Cambridge Handbook</a> 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.
<b>Cambridge ICE</b>	Cambridge International Certificate of Education.
<b>Cambridge IGCSE</b>	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.
<b>Cambridge International AS &amp; A Level</b>	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.
<b>Cambridge International Examinations</b>	Cambridge International Examinations is part of the Cambridge Assessment group. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES).
<b>Cambridge O Level</b>	GCE Ordinary Level. Cambridge O Level is an internationally recognised qualification equivalent to the General Certificate of Secondary Education (GCSE) in England.
<b>Cambridge Pre-U</b>	A post-16 qualification designed to prepare students with the skills and knowledge they need to be successful at university.
<b>Candidate</b>	A person who has been entered for an assessment.
<b>Candidate Data</b>	<b>NEW</b> Candidate Data means personal data and, in some cases, sensitive personal data, as those terms are defined in the UK Data Protection Act 1998, which relates to a candidate.
<b>Candidate Results Service</b>	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 <a href="#">CIE Direct</a> .

<b>Centre</b>	A school, institution or organisation approved by and registered with Cambridge for the entry of candidates to Cambridge programmes and qualifications and to carry out related assessments.
<b>Centre name</b>	The name of a Centre, Cambridge Associate or Associate Centre.
<b>Centre number</b>	The five-character code given to a Centre, Cambridge Associate or Associate Centre.
<b>Centre status</b>	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.
<b>Certifying statement</b>	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.
 <b>CIE Direct</b>	 CIE 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 exams entries, download results and carry out other key administrative tasks. <a href="https://direct.cie.org.uk">https://direct.cie.org.uk</a>
 <b>CIE Direct online entries</b>	A secure, quick and easy online system for making and submitting entries and amendments.
<b>Component</b>	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.
<b>Component number</b>	The number allocated to each component of a syllabus.
<b>Coursework</b>	Any component specified in a Cambridge syllabus that is assessed in the Centre and is then moderated by Cambridge.
<b>Coursework Assessment Summary Form</b> <b>Oral Examination Summary Form</b> <b>Working Mark Sheet</b>	<p>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 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.</p> <p>Visit the samples database (<a href="http://www.cie.org.uk/samples">www.cie.org.uk/samples</a>) to check which forms are required for specific components and to access interactive copies of the forms.</p>

<b>Enquiries about results</b>	Services available to Centres after the release of provisional results if they want to have a candidate's script reviewed or their candidates' coursework re-moderated. See section 6.2 for details.
<b>Entries</b>	The candidates a Centre has entered for a Cambridge qualification in a particular series.
<b>Estimated entries</b>	An approximation of the number of candidates a Centre will enter for assessments.
<b>Exams officer</b>	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.
<b>NEW Fees</b>	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.
<b>NEW Fees List</b>	The official listings published from time to time by Cambridge (annually as standard) detailing its fees.
<b>Forecast grade</b>	The grade a teacher expects a candidate to achieve for a syllabus.
<b>Full Centre Supervision</b>	A specific type of supervision for candidates. For a full definition see section 4.6.2.
<b>GMT</b>	Greenwich Mean Time – an absolute time reference that does not change with the seasons.
<b>Group award</b>	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.
<b>Head of Centre</b>	The Head of Centre is the person who has been appointed by the Responsible Person as the head or principal of the Centre.
<b>NEW Intellectual property rights</b>	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, trademarks (including business and brand names, domain names, devices and logos) and the right to apply for any of the foregoing anywhere in the world.
<b>Internal Assessment Mark Sheet (MS1)</b>	Form used to record and submit internally assessed marks to Cambridge. Use this form if you do not submit your marks through  CIE Direct. We send the form in the Cambridge pre-exam despatch.
<b>Internally assessed mark</b>	A mark awarded by the Centre for an internally assessed coursework or speaking test component.



<b>Invigilator</b>	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.
<b>Key Time</b>	A time, defined by the location and country of a Centre, specified by Cambridge, when all candidates taking timetabled exams must either be 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 <a href="http://www.cie.org.uk/keytime">www.cie.org.uk/keytime</a>
<b>Maladministration</b>	An action by a Centre or its staff that breaks Cambridge regulations and potentially threatens the integrity of Cambridge exams.
<b>Malpractice</b>	An action by a candidate that breaks Cambridge regulations and potentially threatens the integrity of Cambridge exams.
<b>Marks</b>	The total score or individual points given by an examiner.
<b>Moderation</b>	The process to bring the marking of an internally assessed component to an agreed standard in all participating Cambridge Centres.
<b>Multiple-Choice Answer Sheet (MS4)</b>	Form used by candidates to answer multiple-choice questions.
<b>Option code</b>	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 <i>Cambridge Guide to Making Entries</i> .
<b>NEW Premises</b>	Places which are available to a Centre, Cambridge Associate or Associate Centre, and which are used for the purposes of examination administration.
<b>NEW Private candidate</b>	A candidate taking Cambridge exams who is not a registered student with your Centre.
<b>Qualification</b>	A certificated award made by Cambridge to students to demonstrate their achievement.
<b>Responsible Person</b>	The Responsible Person is the person legally responsible for an institution to offer Cambridge assessments and exams. They are responsible for discharging 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.
<b>Script</b>	A candidate's response to a whole question paper or component.
<b>Series</b>	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 2017.

<b>Session</b>	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.
<b>Special consideration</b>	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.
<b>Statement of entry</b>	A document showing a candidate's details and the entry options the candidate has been entered for.
<b>Statement of results</b>	A document showing a candidate's details and the syllabus grades they have been awarded.
<b>Syllabus</b>	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.
<b>Syllabus number</b>	The four-digit number allocated to each syllabus.
<b>Teacher Support coordinator</b>	The designated person at a Centre who is responsible for creating and maintaining users of Teacher Support. They are also responsible for authorising training bookings for teachers at their Centre.
<b>Timetable deviation</b>	Arrangements proposed by the Head of Centre to resolve any timetable clashes.
<b>UCAS</b>	University and Colleges Admissions Service.
<b>UCLES</b>	University of Cambridge Local Examinations Syndicate, a department of the University of Cambridge. Cambridge Assessment is the brand name of UCLES.
<b>UTC</b>	Coordinated Universal Time – the primary standard by which the world regulates clocks and time.
<b>Venue</b>	A location where assessments are taken.
<b>Verification of results</b>	A service offered by Cambridge if a third party, such as an employer or university, wants to verify results issued by Cambridge. The third party or candidate applies for this service using <i>Results and Certificates – Form 8</i> .



# Cambridge administrative forms


The majority of our administrative forms are available from the 'Exams officers' section of the Cambridge website: [www.cie.org.uk/forms](http://www.cie.org.uk/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 [CIE Direct](#). The forms you need to send with your coursework and speaking test samples are in the samples database ([www.cie.org.uk/samples](http://www.cie.org.uk/samples)).

The table below lists the forms and tells you what they are for.

Title	What is it for?
<b>Preparation</b>	
Access Arrangements: Preparation – Form 1	To apply for access arrangements that are not delegated to Centres.
Timetable Deviation and Additional Sessions: Preparation – Form 2	To apply for a timetable deviation or to notify Cambridge of additional timetable sessions.
Modified Papers: Preparation – Form 3	To order modified papers for candidates who cannot access the standard versions of the exam question papers and require modified language or modified print.
Centre-Delegated Access Arrangements: Preparation – Form 4	To notify Cambridge if you have candidates using delegated access arrangements.
Additional Qualification Types: Preparation – Form 5	To request a change to the syllabuses your Centre is eligible to offer.
Centre Details: Preparation – Form 6 ( <b>only available on <a href="#">CIE Direct</a></b> )	To inform Cambridge of any changes to your Centre's contact details.
Candidate Supervision Declaration: Preparation – Form 7	To inform Cambridge of arrangements for supervising candidates outside of the Centre.
<b>NEW</b> Using Your Personal Information	You must get and keep evidence of explicit written consent from candidates or their parents/guardians, as appropriate, for Cambridge to process Candidate Data, to share with third parties, and to transfer Candidate Data outside of the European Economic Area (EEA). See section C6 of this handbook for details. To help you get this consent, you can use this blank form. You do not need to send the completed forms to us but you must keep copies of them for your records.
<b>Entries</b>	
Declaration of Interest: Entries – Form 1	To inform Cambridge if you are a member of staff in a Cambridge Centre and have an interest in a person, or are a person, taking Cambridge exams. You must also complete this form if you are a teacher in a Cambridge Centre and a Cambridge examiner. See section 2.1.5 for guidance.

Title	What is it for?
Cambridge Primary Checkpoint and Cambridge Secondary 1 Checkpoint Teaching Groups: Entries – Form 2	To submit the names of your Cambridge Primary Checkpoint and/or Cambridge Secondary 1 Checkpoint teaching groups.
Candidate Transfer Request: Entries – Form 3	To transfer a candidate to another Cambridge registered Centre.
Candidate Transfer Confirmation: Entries – Form 4	To accept a candidate who is transferring from another Cambridge registered Centre.
Using an Alternative Venue: Entries – Form 5	To apply for some or all of your candidates to take their exams at a venue that is not your registered Centre.
<b>Teacher assessment</b>	
Special Consideration (Shortfall in Coursework): Teacher Assessment – Form 2 <b>(only available on  CIE Direct)</b>	To apply for special consideration for candidates who have a shortfall in coursework due to circumstances beyond their control.
Special Consideration (Lost Coursework): Teacher Assessment – Form 3 <b>(only available on  CIE Direct)</b>	To apply for special consideration for candidates who have unintentionally lost or damaged coursework.
Supplementary Internal Assessment Mark Sheet (MS1): Teacher Assessment – Form 4	If you have extra candidates not listed on your pre-printed Internal Assessment Mark Sheet. Complete a new form for each component.
Returning Cambridge IGCSE Art & Design Work: Teacher Assessment – Form 5	To request the return of Cambridge IGCSE Art & Design work.
<b>Before the exams</b>	
Supplementary Forecast Grade Sheet (FS1): Before the Exams – Form 1	If you have extra candidates not listed on your pre-printed Forecast Grade Form. Complete a new form for each syllabus.
Missing Question Paper Packet: Before the Exams – Form 2	To report any missing question paper packets.
Damaged or Opened Question Paper Packet: Before the Exams – Form 3	To report damaged or opened question paper packets.
<b>Exam day</b>	
Supplementary Attendance Register: Exam Day – Form 1	If you have extra candidates not listed on your pre-printed attendance registers. Complete a new form for each exam.
Supplementary Multiple-Choice Answer Sheet: Exam Day – Form 2	If you have extra candidates who do not have a pre-printed Multiple-Choice Answer Sheet.
Late Arrivals: Exam Day – Form 3	To inform Cambridge of any candidates who arrived late for the exam.

Title	What is it for?
Scribe/Writer Cover Sheet: Exam Day – Form 4	To attach to the front of every script for candidates who have used a writer or scribe.
Word Processor Cover Sheet: Exam Day – Form 5	To attach to the front of every script for candidates who have used a word processor.
Transcription Cover Sheet: Exam Day – Form 6	To attach to the front of every script that has been transcribed.
Special Consideration: Exam Day – Form 7 <b>(only available on  CIE Direct)</b>	For special consideration applications for reasons other than lost coursework or a shortfall in coursework.
Comments on the Exam: Exam Day – Form 8	To send Cambridge comments on any of our exams.
Malpractice: Exam Day – Form 9	To report any suspected cases of malpractice or maladministration.
Practical Assistant Cover Sheet: Exam Day – Form 10	To attach to the front of every script for candidates who have used a practical assistant.
Question Paper Packet Opened in Error: Exam Day – Form 11	To report any question paper packets opened in error.
Reporting an Unauthorised Entry: Exam Day – Form 12	To report a candidate who has sat an exam without an entry.
<b>Results and certificates</b>	
Certifying Statement Application: Results and Certificates – Form 7	To apply for a certifying statement of results from a previous exam series. Use this form if you are paying by invoice or cheque. If you are paying by credit or debit card, apply online at <a href="http://www.cie.org.uk/certstat">www.cie.org.uk/certstat</a>
Third Party Verification of Results Application: Results and Certificates – Form 8	To have a set of results verified for a third party, for example a university or an employer.
Priority Results Information: Results and Certificates – Form 9	To apply for a provisional statement of results to be sent directly to a chosen educational institution on the day results are published.
Replacement Statement of Results/Certificate Application: Results and Certificates – Form 12	To apply for a replacement statement of results and/or certificate before the deadlines listed in section 6.3.2 of this handbook.

# Index

## A

<b>Access arrangements</b>	<b>1.3</b>
appeals	1.3.9 and page 129
approval criteria	1.3.3
Centre-delegated	1.3.6
definition	1.3.1
emergency	1.3.8
modified papers	1.3.7
non-delegated	1.3.5
types	1.3.2
<b>Additional exam materials database</b>	<b>4.2.2 and 5.1.6</b>
<b>Administrative forms</b>	<b>page 144</b>
<b>Administrative zone</b>	<b>1.2</b>
<b>Alternative venue</b>	<b>1.3.5.1 and 2.6</b>
<b>Answer scripts (see Scripts)</b>	
<b>Appeals Regulations and Guidance</b>	<b>page 129</b>
<b>Art &amp; Design exams</b>	<b>5.7.6</b>
<b>Attendance register</b>	<b>5.1.3 and 5.4.1</b>
<b>Authorised materials</b>	<b>5.1.7.1</b>

## B

<b>Background music</b>	<b>1.3.6.1</b>
<b>Bar-coded labels</b>	<b>4.2 and 5.4.1</b>

## C

<b>Calculators</b>	<b>5.1.6.2</b>
<b>Cambridge Exams Cycle</b>	<b>page 5</b>
<b>Candidate</b>	<b>C and 2.1</b>
absent (speaking tests)	3.4.9
communicating about	2.1.4
contagious disease	4.5.3.3
Data	C6
declaration of interest	2.1.5
disabilities or impairments	1.3.4
disqualification	5.2.5
eligibility	2.1.1
identifying	5.1.1
numbers	2.3.2 and 5.1.2
private	2.1.2
supervising	1.2.5 and 5.2.1
transferred	2.1.3

withdrawing	2.4.1
<b>Candidate Results Service</b>	<b>6.1.2</b>
<b>Centre responsibilities</b>	<b>A</b>
<b>Certificates</b>	<b>6.3</b>
amendments by Cambridge	6.3.7
combining grades	6.3.4
damaged	6.3.6
grades	6.3.1
honorary	5.5.10
incorrect details	6.3.2
lost	6.3.5
name changes	6.3.3
replacement	6.3.2
<b>Certifying statements</b>	<b>6.4</b>
<b>Change of contact details</b>	<b>A11</b>
<b>Checkpoint, Cambridge Primary and Secondary 1</b>	<b>1.1.9</b>
special consideration	5.5.2
<b>CIE Direct</b>	<b>1.1.5</b>
<b>Colour naming</b>	<b>1.3.6.2</b>
<b>Coloured overlays</b>	<b>1.3.6.3</b>
<b>Communication with Cambridge</b>	<b>H and I</b>
<b>Communications toolkit</b>	<b>1.1.7</b>
<b>Computer use</b>	<b>1.3.6.13</b>
<b>Copyright</b>	
candidates' work	M
exam material	L
<b>Coursework</b>	
authenticating	3.2.1 and 3.3.1
damaged	5.5.7
examined	3.3
extra	3.2.7
failure to complete	3.2.6
incomplete	3.2.7
internally assessed	3.2
lost	5.5.7
malpractice	3.2.9
marking	3.2.4
materials to keep	3.6.4
presenting	3.2.3
resubmitting in later series	3.2.12
returning	3.6.5 and N
re-using (examined)	3.3.4
selecting samples	3.6.1
special consideration	3.2.8, 5.5.6, 5.5.7 and 5.5.8



standardising marking within	
Centres	3.2.5
submitting	3.6
submitting for more than one	
syllabus	3.2.11 and 3.3.3
supervising	3.2.2 and 3.3.2
unsatisfactory practice	3.2.10

## D

### Data, candidate C6

#### Despatches from Cambridge

dates and contents	4.2.1
entries confirmation	2.3.2.1
pre-exam	4.2
provisional results	6.1.3
question paper	4.2

#### Despatching scripts 5.4.2

#### Dictionaries 5.1.6.3

simple translation	1.3.6.9
--------------------	---------

#### During the exam 5.2

## E

### Emergencies 5.2.6

#### Enquiries about results 6.2

appeals	6.2.6 and page 129
fees	6.2.5
outcomes	6.2.4
services	6.2.1
submitting	6.2.2

#### Entries

amendments	2.4
confirming	2.3.2
deadlines	page 48
estimated	2.2 and 3.4.2
fees	2.4
final	2.3
group awards	2.5.1
late	2.4
retake	2.4
staged assessment	2.5.2
unauthorised	5.1.5

#### Equal opportunities S

#### E-texts for literature exams 1.3.5.3

### Exam day

beginning	5.1
during	5.2
end	5.3

### Exam room

clock	4.5.2.1
display material	4.5.2.2
Notice to Candidates and Candidate	
Warning poster	4.5.2.3
preparing	4.5
seating arrangements	4.5.3
venue	4.5.1

### Exams officer

eNewsletter	1.1.3
guide	1.1.2

### Exemptions 1.3.5.9

#### Extra sessions for practical and listening exams 1.2.4

### Extra time

over 25 per cent	1.3.5.4
up to 25 per cent	1.3.6.4

## F

### Fees U

#### Five-minute warning 5.2.3

#### Forecast grades 4.1

#### Full Centre Supervision 4.6.2

## G

### Global Perspectives 3.7

### Grades

forecast	4.1
on certificates	6.3.1
on statements of results	6.1.6

### Group awards 2.5.1

## I

### ICT and IT practical tests 5.7.5

### Identity

Cambridge	P and R
candidate	5.1.1
Centre status	Q

**Inspections** **B and F****Internally assessed marks (see Marks)****Invigilation**

ICT and IT practical tests	5.7.5.4
requirements	4.6
science practical exams	5.7.1.5
separate	1.3.6.8

**Invoices** **U****Irregular conduct** **5.2.5****K****Key Times** **4.6.1****L****Late arrival** **5.1.9**

appeals	5.1.9.5 and page 129
---------	----------------------

**Leaving the exam room** **5.3.4**

while exam in progress	5.2.4
------------------------	-------

**Listening exams** **5.7.3****Live speakers** **1.3.6.5****Logo (Cambridge)** **P and Q****M****Maladministration** **5.6.3**

appeals	5.6.7 and page 129
reporting	5.6.4

**Malpractice** **5.6.1**

appeals	5.6.7 and page 129
Centre-based assessments	5.6.1.3
procedures	5.6.2
reporting	5.6.4
that we discover	5.6.1.2
that you discover	5.6.1.1

**Marking**

coursework	3.2.4
non-coursework speaking tests	3.4.6
standardising within Centres	3.2.5 and 3.4.7

**Marks (internally assessed)**

carrying forward	2.5.3
submitting	3.5.1

**Materials**

authorised	5.1.7.1
unauthorised	5.1.7.2

**Media Studies exams** **5.7.7****Moderation**

report	3.6.6 and 6.1.3
selecting samples	3.6.1
submitting samples	3.6.3

**Modified papers** **1.3.7****N****'NO RESULT' outcome** **6.1.6 and 6.2.1****Non-coursework speaking tests (see Speaking tests, non-coursework)****Notice to Candidates and Candidate Warning poster** **4.5.2.3****O****'Open book' literature components** **5.7.4****Outline Proposal Forms** **3.1****P****Packing scripts** **5.4.1****'PENDING' result outcome** **6.1.6 and 6.2.1****Practical assistant** **1.3.5.5****Practical exams** **5.2.2**

ICT and IT	5.7.5
science	5.7.1

**Priority results information** **6.5****Private candidates** **2.1.2****Prompter** **1.3.5.2 and 1.3.6.6****Provisional results** **6.1****Q****Question papers**

24-hour security rule	5.3.2
collecting	5.3.2
despatches	4.2
ownership	K
receiving	4.3
storing	4.4

wrong packet opened in error 5.1.8.1

# R

## Reader 1.3.5.6

computer 1.3.5.6 (s)

## Reading aloud 1.3.6.7

## Reading pens 1.3.5.6 (t)

## Responsibilities

Associate Centre G

Cambridge Associate E

Centre A

## Rest breaks 1.3.6.10

## Results

Candidate Results Service 6.1.2

copies for third parties 6.1.5

enquiries 6.2

extra sets 6.1.4

'NO RESULT' outcome 6.1.6 and 6.2.1

online 6.1.1

'PENDING' outcome 6.1.6 and 6.2.1

priority 6.5

provisional 6.1

verification 6.6

# S

## Samples

completing the forms 3.6.2

returning 3.6.5

selecting 3.6.1

submitting 3.6.3

## Science practical exams 5.7.1

## Scribe 1.3.5.7

## Scripts

collecting 5.3.1

despatching 5.4.2

packing 5.4.1

## Seating plan 5.1.4

## Security

24-hour rule 5.3.2

question papers 4.3 and 4.4

## Software J

## Speaking tests, non-coursework 3.4

absent candidates 3.4.9

estimated entries 3.4.2

malpractice 3.4.11

marking 3.4.6

materials to keep 3.6.4

recording 3.4.8

returning 3.6.5

special consideration 3.4.10

special instructions 3.4.5

standardising marking within

Centres 3.4.7

submitting marks 3.5.1

submitting recordings 3.6.3

teacher-examiners 3.4.3 and 3.4.4

timetabling 3.4.1

unsatisfactory practice 3.4.12

## Special consideration 5.5

appeals 5.5.12 and page 129

applying 5.5.11

Cambridge Primary and Secondary 1

Checkpoint 5.5.2

candidate absent 5.5.4

candidate present 5.5.3

coursework extension 5.5.8

lost or damaged coursework 5.5.7

non-coursework speaking tests 3.4.10

principles 5.5.1

shortfall in coursework 5.5.6

unacceptable reasons 5.5.5

## Special instructions for particular exams 5.7

Art & Design 5.7.6

ICT and IT practical tests 5.7.5

listening exams 5.7.3

Media Studies 5.7.7

non-coursework speaking tests 3.4.5

'open book' literature components 5.7.4

science practical exams 5.7.1

## Staged assessment 2.5.2

## Standardising marking within Centres

coursework 3.2.5

speaking tests 3.4.7

## Starting the exam 5.1.8

## Statement of entry 2.3.2.2

## Statement of results 6.1.3

## Stationery, materials and other equipment 5.1.6

additional exam materials

database 4.2.2 and 5.1.6

science papers	5.1.6.1
unused	5.3.3

## **Storing confidential materials** 4.4

### **Submitting**

Cambridge Global Perspectives work	3.7
coursework	3.6
marks for internally assessed coursework	3.5
marks for non-coursework speaking tests	3.5
speaking tests	3.6

## **Supervision arrangements** 1.2.5 and 5.2.1

## **Support from Cambridge** 1.1

### **Syllabus**

grades	6.1.6 and 6.3.1
updates	1.1.8

# T

### **Teacher-examiners**

appointing	3.4.3
support	3.4.4

## **Teacher Support** 1.1.6

### **Timetable**

deviation	1.2.3
final	1.2.1
preparing	1.2
provisional	1.2.1

## **Transcript** 1.3.6.11

## **Transferred candidates** 2.1.3

## **Twenty-four hour security rule** 5.3.2

# U

## **Unauthorised entries** 5.1.5

## **Unauthorised materials** 5.1.7.2

## **University entrance** 6.7

# V

## **Verification of results** 6.6

## **Visual aids** 1.3.6.12

## **Voice-activated software** 1.3.5.8

# W

## **Withdrawing a candidate** 2.4.1

## **Word processor** 1.3.6.13

## Notes

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## Notes

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## Notes

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## Notes

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