

Cambridge for
exams officers

Cambridge Handbook 2015 (International)

Regulations for conducting
Cambridge examinations

Valid for examinations in 2015



CAMBRIDGE
International Examinations

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This handbook sets out the regulations for running Cambridge exams and assessments. It details the responsibilities of Cambridge Associates and Centres and forms part of customers' contract with us. Our regulations exist to make sure that 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.

Alongside this guide, you also need to read and understand the [▶ Cambridge Administrative Guide](#). It provides detailed information and guidance on all the administrative tasks and activities exams officers need to carry out during the exams cycle.

The handbook covers the qualifications below.

Cambridge Primary

- Cambridge Primary Checkpoint
- ICT Starters

Cambridge Secondary 1

- Cambridge Checkpoint
- ICT Starters

Cambridge Secondary 2

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

Cambridge Advanced

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

Vocational qualifications

- Cambridge Diploma in Business

Professional development qualifications

- Cambridge Professional Development Qualifications (for teachers and trainers)

The handbook is divided into the following sections:

- an overview of the Cambridge Exams Cycle
- A–Z of terms to clearly explain the meaning of the key words and phrases we use throughout the handbook
- the responsibilities of Cambridge Centres and Cambridge Associates
- a section for each phase of the Cambridge Exams Cycle detailing the rules and regulations that apply to each phase
- an index so you can quickly find the page you need.

We reserve the right to amend or vary the arrangements detailed in this handbook at any time. We will communicate any changes to you. Please ensure we have your up-to-date contact details. The changes will have immediate effect unless otherwise stated.

Extra guidance



Look out for the 'Extra guidance' icon highlighting the extra support we provide for each phase of the exams cycle, for example, online tutorials or 'how to' guides.

Also look out for the **A** icon that highlights our processes for Cambridge Associates and their Centres.

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.

NEW

New or updated information

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



Important dates

Highlights the key dates on each page.



CIE Direct

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



Cambridge Administrative Guide

You will see this icon whenever there is a reference in the text to the *Cambridge Administrative Guide*.



Administrative forms

Appears next to the administrative forms referenced on the page. **NEW** There is a full list of our administrative forms at the end of the [> Cambridge Administrative Guide](#).



Important information

Highlights the key pieces of information on each page.



Extra guidance

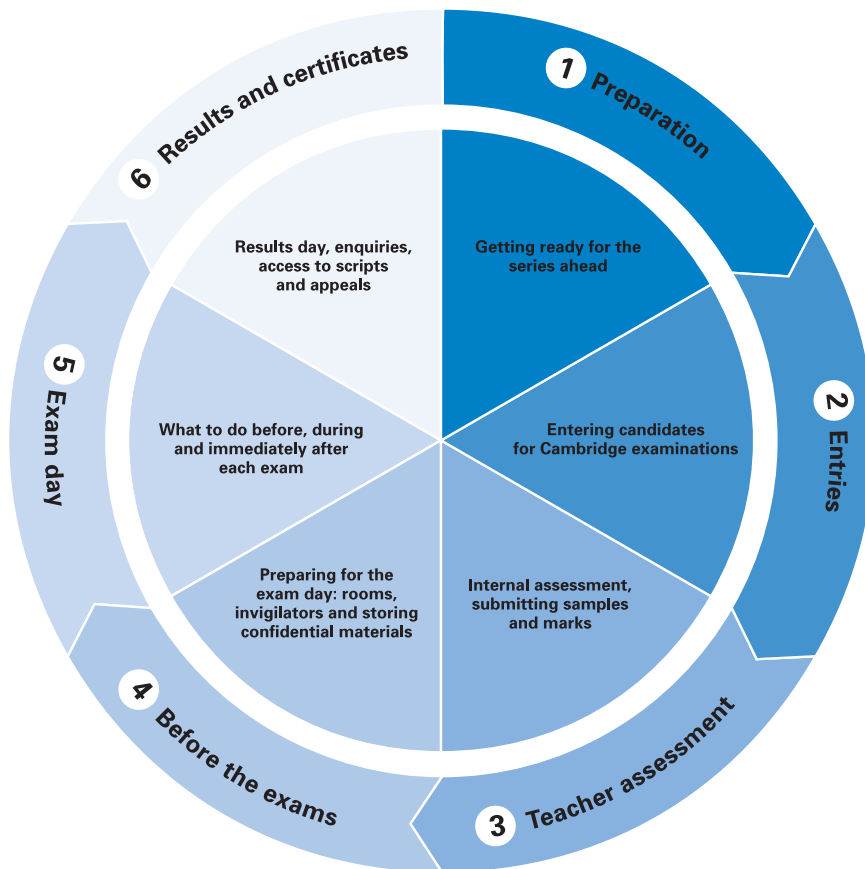
Highlights extra support available, for example, online tutorials or 'how to' guides.



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 two exam series a year, one in June and the other in November, so many of our exams officers are managing different processes for different series at the same time. We have simplified our processes and grouped them into six different 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 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.

A–Z of terms

In this handbook the words listed below have the following meanings.

Access arrangements

A pre-examination arrangement made on behalf of a candidate with particular needs.

Administrative zone

An administrative zone is a part of the world where the clocks read similar times. We have six administrative zones and allocate every school to one depending on their country and location. We publish a different version of the timetable and *Cambridge Guide to Making Entries* for each administrative zone for each series. Using Key Times and administrative zones together helps us make sure countries in similar time zones have their candidates under exam or supervisory conditions at the same time to maintain the security of question paper content.

Agreement

The contract between a Centre or Cambridge Associate and Cambridge for providing assessments in a form specified by Cambridge and this Handbook forms part of the agreement.

Assessment

The method used to evaluate a candidate's performance, for example, written examination, coursework.

Associate Centres (formerly known as Sub, Attached or Affiliated Centres)

Centres which provide Cambridge assessments and qualifications under the supervision of a Cambridge Associate.

BST

British Summer Time.

Cambridge Administrative Guide

A guide that provides information and guidance on all the administrative tasks and activities Cambridge exams officers need to carry out during each examination series.

Cambridge Associate (formerly known as Distributor or Parent Organisation)

A body such as a ministry, examinations council, distributor, department of education, Cambridge international partner or other agency, which has control of, and administrative responsibility for Centres through an agreement with Cambridge.

Candidate

A person who has been entered for an assessment.

Centre

A school, institution or organisation approved by and registered with Cambridge for the entry of candidates to Cambridge qualifications and to carry out the related assessments.

Centre status

Centre status is awarded to a school, institution or organisation once it has been approved by and registered with Cambridge as a Centre. Cambridge can withdraw this status in line with the conditions of this handbook and the Centre's Agreement with Cambridge.

☛CIE Direct

☛CIE Direct is a secure extranet website for the direct submission and transfer of data and other information between Centres and Cambridge.
<https://direct.cie.org.uk>

Exams officer/Centre co-ordinator

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

Full Centre Supervision

A specific type of supervision for candidates. It means that the candidate must either be:

1. under examination conditions; or,
2. supervised by the Centre in line with the conditions laid out below.

Centres must make sure that candidates are in a supervised environment and there is at least one invigilator for every 30 candidates.

When supervised, candidates must **not**:

1. be in the same room as any other people except for invigilators, and candidates taking the same examination
2. have access to telephones, mobile phones, laptops/computers with and without internet access, or any other means of communication outside of the supervised group
3. communicate in any way with anyone who is not under Full Centre Supervision at that Centre.

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 examination. If the period of Full Centre Supervision is more than four hours you will need to apply for a timetable deviation. **NEW** For ICT practical tests please see section 5.10.5.

GMT

Greenwich Mean Time – an absolute time reference that does not change with the seasons.

Head of Centre

In this handbook, the Head of Centre is the person appointed by the ‘Responsible Person’ as the head or principal.

Invigilator/Supervisor

The person appointed by the Head of Centre to be responsible for the proper conduct of a particular examination in line with Cambridge regulations.

Key Time

A time, defined by the location and country of a Centre, stipulated by Cambridge. You can find the Key Time for a particular morning or afternoon examination session at www.cie.org.uk/keytime

Maladministration

An action by a Centre or its staff that breaks Cambridge regulations and potentially threatens the integrity of Cambridge examinations.

Malpractice

An action by a candidate that breaks Cambridge regulations and potentially threatens the integrity of Cambridge examinations.

Responsible Person

The Responsible Person is the person legally responsible for an institution to offer Cambridge assessments and examinations. They are responsible for discharging their duties under the agreement and this handbook, whether or not the duties have been delegated to the Head of Centre or any other person.

Series

A group of examinations in the same range, for example, Cambridge IGCSE, Cambridge International AS and A Level, with the same closing date for entries. A series is identified by a series month and year.

Session

A period in a day in which an examination takes place, which is either in the morning or afternoon.

Special consideration

A post-examination adjustment made to a candidate’s mark, by an awarding body, to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury.

UTC

Coordinated Universal Time and the primary time standard by which the world regulates clocks and time.

Venue

A location where examinations or assessments are taken.

Centre and Cambridge Associate responsibilities

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Introduction

1. **NEW** This handbook is written in the English language; if translated into any other language, the English language text will be the definitive version.
2. The regulations and procedures detailed in this handbook apply to the assessments and qualifications provided by Cambridge International Examinations.
3. Throughout this handbook 'You' and 'Your' refer to the Centre, Associate Centre or Cambridge Associate. 'We' and 'Our' refer to Cambridge International Examinations.
4. Under the terms of your agreement with us (the Agreement), you must keep to the terms and conditions set out in this handbook, along with the documents detailed in paragraph 4 below. The 'Agreement' refers to the contract you sign when you register with us.
5. By registering with us and submitting entries, you agree to be bound by the terms and conditions, processes and procedures set out in this handbook, the [▶ Cambridge Administrative Guide](#) and all the Centre registration documents and agreements we issue.
6. All services we provide are conditional on the payment of all fees due, in accordance with our payment terms and the Agreement.

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](#).

7. We may issue:
 - i. extra administrative or procedural documents, or
 - ii. instructions for the conduct of specific examinations (for example, written papers, coursework, orals and practicals).

Such documents also form part of the Agreement.

8. We reserve the right to alter the 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. This handbook is interpreted in accordance with English law and all disputes shall be referred to and be under the jurisdiction of the High Court of Justice in England and Wales.

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 their 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 staff in 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 not offer courses leading to Cambridge qualifications without first obtaining our written approval well before the relevant entry deadline.
- A6 You must provide a safe environment for candidates while they are on your premises.
- A7 You must have:
- A7.1 a workforce of the appropriate size and competence to undertake the delivery of courses leading up to any assessment as described in the syllabus or otherwise required by us, or by the law where you are located
 - 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, 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 also complete and submit [↓](#) 'Preparation – Form 5'.
- A10 You must tell us if you change premises. We may inspect any new premises.
- A11 You must tell us about changes to contact details, including changes to exam staff, email addresses, telephone or fax numbers. You can do this by using [↓](#) 'Preparation – Form 6' which is available from the 'Exams officers' section of our website, or by email, in writing or by fax on official Centre 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 examination series
 - A12.2 all teachers and tutors involved in the delivery of qualifications understand the subject area concerned.
- A13 If you do not keep to the processes and procedures set out in this handbook, we will be entitled to take appropriate action, which may include:
- A13.1 requiring you to take remedial action
 - A13.2 requiring you to undergo further inspection and quality assurance visits
 - A13.3 removing your Centre status and terminating any contract we have with you.
- A14 **NEW** 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. These costs may include extra inspections or expenditure as a result of your actions or inaction.
- A16 If we need to secure an assessment we may ask you to pay our costs. This would apply if an assessment's integrity has been compromised because of your actions or inactions, whether negligent or otherwise.
- A17 You must establish, maintain, publish and at all times comply with a written complaints procedure. The complaints procedure must in particular include procedures and timescales for responding to complaints, and dealing with the subject matter of complaints.
- A18 You must not bring the name, reputation or interests of our organisation, our employees, or our products or 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 your secure storage area.

- 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 your premises, systems and procedures.
- B3 We may carry out a re-inspection if you change premises or request 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 Our inspections are unannounced, and usually take place during the examination series. However, we may inspect your Centre outside the main examination period. We may inspect any part of your premises or systems and procedures connected with the delivery of our assessments.
- B5 Inspectors must be accompanied by a member of Centre staff at all times during their visit.
- B6 We may withdraw your Centre status if an inspection shows that you are not meeting our standards or regulations.

C Candidates

- C1 We do not communicate directly with candidates. You must communicate with candidates on every aspect of our programmes, qualifications and examinations.
- C2 You must provide your candidates with the following:
 - C2.1 the dates and times of their examinations including periods of supervision
 - C2.2 their statement of entry for each exam
 - C2.3 their statement of results (provisional results) for each exam
 - 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 exams, including exams that involve practical tests.
- C4 Before you start any of our exams or assessments you must confirm the identity of all the candidates present, including private candidates. You must tell your candidates that their data (for example, their name and candidate number) will be passed to us and other third parties, and gain their consent for this.
- 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 examination series
 - C5.2 candidates' work is produced, and, where appropriate, marked internally, moderated and despatched according to our instructions
 - C5.3 every piece of work you submit is the candidates' own work and is clearly identified as such.
- C6 We take the protection of personal data very seriously:
 - C6.1 As one of our Centres you must make sure all your candidates understand that we will process their personal data, and the reasons for that processing, for example, processing their exam entries and results.
 - C6.2 You must get and keep evidence of explicit prior written consent from a candidate in cases where we need to process their sensitive personal data, for example data relating to medical conditions.
 - C6.3 We may process personal data or sensitive personal data received from you for record keeping and other legitimate activities. We may disclose such personal data or sensitive personal data to other departments of the University of Cambridge or to trusted third parties including but not limited to universities and the Universities and Colleges Admissions Service (UCAS) in line with the provisions of the Data Protection Act 1998.

C6.4 In paragraph C6, 'processing', 'personal data' and 'sensitive personal data' have the meanings given to them in the Data Protection Act 1998.

D Examination administration

D1 To make examination entries you must send us:

D1.1 details of estimated and actual entries

D1.2 marks for internally assessed components and any required moderation samples

D1.3 any other information that we have asked for in our instructions, for example forecast grades.

D2 If you want to make any applications for access arrangements or special consideration you must follow the regulations in this handbook.

D3 If you want to make changes to the venue or timetable you must follow the regulations in this handbook.

D4 **NEW** Cambridge may specify that some examinations must be taken during an evening session. The Key Time for that evening session will be specified in the 'Exams officers' section of our website.

D5 **NEW** You must comply with any request to reschedule examinations from the times previously published to ensure the integrity and security of assessments. If you cannot comply with the request, you must request a timetable deviation ensuring that supervision is guaranteed. Our agreement to any request is subject to our normal approval procedures.

D6 You must keep the examination materials secure at all times after you have received them. You must carry out the following in accordance with our regulations:

D6.1 secure storage of all examination materials

D6.2 distribution of examination papers to candidates

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

D6.4 secure return of scripts

D6.5 checking that the correct versions of materials for your administrative zone are received.

D7 You must make sure candidates are supervised constantly and effectively.

D8 You must appoint suitable invigilators and must make sure examinations are carried out in accordance with Part 5 of this handbook.

D9 **NEW** You will work with us to prevent malpractice or maladministration and, in particular, 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 malpractice or maladministration by a member of staff

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 Part 5).

D10 You must submit and process any enquiry about results or appeal in accordance with the regulations (see Part 6).

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 Part 6).

E **A** Cambridge Associate responsibilities

E1 Cambridge Associates must carry out all the obligations of Centres and Cambridge Associates specified in this handbook and any supplementary documentation in accordance with their Associate Agreement with Cambridge.

E2 Where it says 'Centres' or 'You' in this handbook this should be read to include Cambridge Associates.

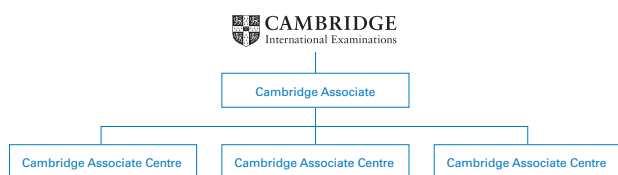
E3 A Cambridge Associate has a very important quality assurance role when it comes to working with their Associate Centres and you must ensure you carry out that role diligently.

E4 The Cambridge Associate is fully responsible for the administration of all assessments in the Centres associated to it. You must provide your candidates with the following:

- E4.1 the dates and times of their examinations including periods of supervision
- E4.2 their statement of entry for each exam
- E4.3 their statement of results (provisional results) for each exam
- E4.4 every certificate we issue for them.

E5 As a Cambridge Associate you may have contractually agreed slightly different operating arrangements with us to take account of local circumstances. Please remember these differences as you read through the handbook. No changes to the operating arrangements apply unless they are made in writing in accordance with the agreement.

E6 There are references to contacting us, or submitting information directly to us, throughout this handbook. Unless otherwise specified in your Associate Agreement as a Cambridge Associate all information, data and materials sent by us go to you to distribute to your Associate Centres. The same is true for information, data and materials that come back to us – they must go through you unless otherwise specified in your Associate Agreement.




E7 Cambridge Associates must apply to register their Associate Centres with us. We can refuse such applications.

E8 A Cambridge Associate must comply with the terms and conditions in this handbook and any other communications we issue.

E9 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:

E9.1 inspect their Associate Centres in accordance with the regulations stated in this handbook

E9.2 fill in  'Preparation – Form 5' and return it to Cambridge Customer Services should they or one of their Associate Centres want to change its qualification or syllabus eligibilities.

E10 We will inspect Cambridge Associates and their Associate Centres to make sure they comply with the regulations in this handbook.

E11 If the Cambridge Associate changes premises, we may carry out a re-inspection. The Cambridge Associate will pay our inspection charges.

E12 The Cambridge Associate and its Associate Centres must co-operate with any inspections by us or on our behalf, including giving access to secure storage.

E13 We must approve in advance, and in writing, any extra obligations a Cambridge Associate wants to impose on its Associate Centres.

E14 The Cambridge Associate may only collect fees in relation to assessment from its Associate Centres in accordance with the Agreement and handbook.

E15 The Cambridge Associate is responsible for paying their fees and their Associate Centres' fees, in particular:

E15.1 our examination fees

E15.2 our annual registration fee, if any

E15.3 inspection fees.

E16 The Cambridge Associate will provide us with details of the fees they will charge to their Associate Centres. They must get approval before charging them.

E17 The Cambridge Associate will give its Associate Centres reasonable notice of fees and of any changes.

F Inspections of Associate Centres

F1 Cambridge Associates will carry out an initial registration approval inspection of each of their Associate Centres.

F2 Cambridge Associates should carry out a re-inspection if any of their Associate Centres

changes premises or requests to be approved to offer an additional qualification type or science syllabus with a practical component.

- F3 A Cambridge Associate will regularly inspect its Associate Centres to make sure that they have the right facilities, equipment and teaching resources to deliver the curriculum and to prepare candidates for entry to Cambridge qualifications.
- F4 Cambridge Associates have to cover the costs of inspecting their Associate Centres.
- F5 A Cambridge Associate should 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 required as part of an Associate Centre's agreement and this handbook the Agreement must be followed. Associate Centres must tell us if they think there is a conflict.

G **A** Associate Centre responsibilities

- G1 Associate Centres must keep to the terms and conditions for Centres in this handbook where applicable. See E3 for guidance on how Associate Centres should interpret regulations in the handbook.
- G2 Associate Centres must also keep to any specific terms agreed with their Cambridge Associate in relation to the subject matter of this handbook. If there is a conflict they must keep to the terms of this handbook.

H Communicating with us

- H1 For general administrative queries we would prefer you to use email (info@cie.org.uk).
- H2 Where possible please supply a specific email address that is connected to a particular role at your Centre, for example, examsofficer@school.com rather than a generic one (info@school.com) or a web-based email (lsmith@gmail.com).
- H3 **A** Associate Centres must communicate directly with their Cambridge Associates rather than with us unless otherwise agreed in the Associate Agreement.

H4 All correspondence between the Centre and Cambridge 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, send 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, send the form to that address.

H7 You must include the following in your messages:

- H7.1 Centre name and number
- H7.2 name, position and title of the member of staff sending the message
- H7.3 for continuing email correspondence, the reference number included in our initial response.

H8 Do not attach files larger than 2 MB to emails.

H9 Do not make any payments using a credit card by email as we cannot guarantee the security of credit card details emailed to us.

H10 You can also contact us by filling in the online feedback form at: www.cie.org.uk/help

H11 We send a monthly eNewsletter for exams officers to Cambridge Associates and Cambridge International Centres. This eNewsletter contains important new information, reminders about key dates and activities, guidance on and 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. We do not accept responsibility for any misinterpretation of information, advice or guidance given by telephone.
- I3 **A** Associate Centres must communicate directly with their Cambridge Associate rather than us unless otherwise agreed in the Associate Agreement.

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.

K Copyright in examination material

- K1 We own the copyright and any other intellectual property rights in all material (including examinations, assessments and syllabuses) we deliver to you under the Agreement.
- K2 You may reproduce copies of past question papers and other materials for which we hold copyright, for your internal purposes, provided that copies are:
 - K2.1 limited to one copy per candidate entered for the syllabus
 - K2.2 used exclusively by candidates at the Centre in connection with their class work or internal assessments

- K2.3 not offered for sale or distribution under any circumstances
- K2.4 reproduced with all Cambridge copyright symbols, trademarks, acknowledgements and notices intact
- K2.5 not claimed to be approved by Cambridge
- K2.6 not passed to any third party.

- K3 You must not distribute past papers electronically, including on websites, even if only accessible over your intranet.
- K4 If staff at the Centre want to use material we own in any publications they are developing, they must get our permission to do so.

- K5 We cannot give permission to reproduce any material we do not own. This includes:

- K5.1 text taken from books published for us or on our behalf, or with our approval
- K5.2 third-party copyright material used in question papers; you can identify these items by the copyright acknowledgements which appear under each item, or at the back of the paper
- K5.3 musical scores
- K5.4 audio or video material
- K5.5 digital media
- K5.6 photographs
- K5.7 maps.

L Ownership of Cambridge question papers

- L1 All Cambridge examination question papers remain our property. You can use the paper after the examination, in accordance with either:
 - L1.1 the 24-hour secure storage regulation (see section 5.5.3), or
 - L1.2 regulations specific to the conduct of a particular examination component.

We retain all intellectual property rights to the papers. For our conditions governing reproduction see section K.

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 education purposes, for example, standards setting, training or to demonstrate standards in the recognition of our qualifications by universities or other organisations
 - 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 examination 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 examination answer scripts to you, except for:
- N2.1 examination work for Cambridge IGCSE Art & Design (0400/01 and 02) for which the return fees are charged
 - N2.2 examination work for Cambridge International AS and A Level Art & Design (9704/01) for which no return fee is charged
 - N2.3 copies of answer scripts as part of the enquiries about results service.
- N3 You may request the return of examination work for Cambridge IGCSE Art & Design (0400/01 and 02) by completing [↓](#) 'Teacher Assessment – Form 5'.
- N4 We will normally return to you Cambridge IGCSE, O Level, International AS and A Level coursework submitted for external marking or external moderation, but may keep copies of some items for awarding and archive purposes.

- N5 If we decide to keep **original** Cambridge IGCSE, O Level, International AS and A Level coursework we will tell you which items we want to keep. We will not tell you when we decide to take and keep a **copy** of any pieces of work.
- N6 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', and must not refer to us as the 'University of Cambridge' or 'Cambridge University'.
- You should not refer to us as UCIE or CIE.
- O2 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.
- O3 When translating 'Cambridge International Examinations' into another language, the most appropriate wording is 'the international examinations department of the University of Cambridge (England)'.

P Cambridge identity

- P1 'Cambridge identity' refers to the Cambridge logo and associated text.
- Centres and Cambridge Associates are issued with official customer logos, text and sets of images when they register.
- P2 The following Cambridge identities are authorised for your use. Your Centre status dictates which Cambridge identity you should use.





P3 We have a number of trademarks, both registered and unregistered, known in this handbook as the Cambridge marks. Cambridge marks means 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 'Cambridge', 'Cambridge International Examinations', 'University of Cambridge Local Examinations Syndicate', 'UCLES', the 'University of Cambridge' and 'Cambridge Assessment'.

Q Regulations governing Cambridge Centre status identity

Q1 If you do not follow the instructions in this handbook or misuse the Cambridge identity or Cambridge marks your Centre status may be withdrawn.

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

Q3 You must submit to Cambridge Customer Services, by email, 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

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

Q5 You must:

Q5.1 not provide the Cambridge identity or Cambridge marks for use by any organisations other than registered Centres

Q5.2 not use the Cambridge identity at the top of any document; you must make sure that where the Cambridge identity is used on a document, it is smaller and less prominent (lower) than the logo and name of the Centre itself and than any associated logo

Q5.3 not use parts of the Cambridge identity separately

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

Q5.5 not use the Cambridge identity or marks as part of your email or web address.

Q6 You may:

Q6.1 reproduce the Cambridge identity in full colour or in a single colour, subject to sections Q and R

Q6.2 use the Cambridge identity in printed leaflets and brochures, advertisements and posters, subject to sections Q and R

Q6.3 communicate your Centre status in the text of information or publicity material.

Q7 The Cambridge identity must be no more than 75 per cent of the size of the logo of the institution and it must also be less prominent.

Q8 This handbook does not transfer any copyright in the Cambridge identity and Cambridge marks arrangements from Cambridge to the Centre.

Q9 **NEW** 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 wish to use 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.

We therefore reserve the right to take action against any use of the Cambridge name which we do not consider suitable or its use by an organisation that brings it into disrepute.

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

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

Q10 Permission to use the Cambridge identity is dependent upon your continued status as a Cambridge Centre. If Centre status is withdrawn, use of the Cambridge identity must stop immediately.

Q11 You must not reproduce Cambridge certificates in any form.

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 marks. We will make all decisions about interpretation of the conditions of use.

R2 We investigate all reports of improper use of the Cambridge identity, and will require that publications that do not comply with these guidelines are withdrawn immediately.

S Access to assessments – equal opportunities

S1 We are committed to equality of opportunity for candidates, in accordance with current UK legislation in relation to gender, ethnic origin, religion, age and disability.

S2 There is a policy of open access for all Cambridge qualifications, promoted in all areas of assessment activity. We aim to overcome inequality in relation to gender, ethnic origin, religion, age and disability 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
- 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 Part 2 of this 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 their Associate Centres' fees.

1 Preparation

In this section

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1.1 Timetable clashes and deviations

For each examination series we send you a final version of the timetable. You must make sure that candidates take the examinations in the session shown on the final timetable and in accordance with the Key Time regulations.

For more information on Key Times and Full Centre Supervision see Part 4.

In certain exceptional circumstances, in order to maintain the security and integrity of our question papers Cambridge may require Centres to take an exam component at a different time to that specified on the final timetable. In such circumstances Cambridge will notify Centres in writing of the new required timetable arrangements.

When telling candidates the dates and times of examinations, you must use the final timetable only.

Before the exam series starts you should study the final timetable to see if you can identify any potential timetable clashes. This will help you to think about potential ways to resolve the clashes. You should wait until you have submitted your entries, and received your timetable clash report before applying for a timetable deviation.

Important information




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

Timetable clashes occur when, for various reasons, candidates cannot take papers in the timetabled session. In some circumstances (for example, if candidates are taking different papers timetabled in the same session) you can apply for a timetable deviation to avoid the clash. You cannot carry out a timetable deviation until you have received written permission from us to do so.

We can refuse an application for a timetable deviation if it could potentially threaten the security of the question paper.

1.1.1 Submitting timetable deviation applications

- (a) You must fill in a separate application form for each syllabus and component. Submit your application using  'Preparation – Form 2'. You must submit all applications for timetable deviations by the date specified in the [Cambridge Administrative Guide](#). **A** Associate Centres must submit applications through their Cambridge Associate.
- (b) It is up to the Head of Centre to suggest arrangements for resolving a clash of two or more papers. The proposals should make it possible for candidates to take the papers on the day on which they are timetabled. If this is not possible the time of the examination can be moved to no more than 24 hours after the published timetable date. When this happens you must guarantee Full Centre Supervision of the candidates during the period between the start of the timetabled examination and the start of the rescheduled examination.
- (c) Candidates are never allowed to take an examination on an earlier day than that scheduled on the timetable.

- (d) We will only consider timetable deviations for candidates directly involved in any clash. However, we may make an exception if you cannot invigilate the examination in two sittings, or if you have limited examination space or equipment for practical examinations.
- (e) If candidates are taking two or more examinations in a session, you may decide the order in which to carry out these examinations. You can also allow a supervised break between the papers within the session. You must follow all arrangements for invigilating candidates during and between examinations, make sure the question papers remain secure and that the Key Times are observed.
- (f) If the total duration of the papers to be taken in one session (either during the morning session or the afternoon session) exceeds three hours and 45 minutes, then 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.
- (g) If a candidate is entered at two different Centres and is required to take examinations in both Centres on the same day, we will give instructions in each case regarding the security of the question paper.

1.1.2 Cases in which we may consider a timetable deviation

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

- A clash between examinations 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 examinations of up to six hours' duration in one day.



Important information

You must supervise any candidate attending at a time that is not as scheduled, from the Key Time for the examination until the time they start the examination. Candidates must not take exam on an earlier day than the timetabled date.

- A clash with an examination 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 him/her taking the examination at the scheduled time (for example, a hospital appointment, attendance at court).
- Participation of candidates in events at an international level, for example, a major sporting event.

1.1.3 Unacceptable reasons for a timetable deviation

These include:

- a clash with another awarding body's examination 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.

1.1.4 Extra session for practical examinations and listening tests for Cambridge IGCSE, Cambridge O Level, Cambridge International AS and A Level

- (a) If you do not have enough equipment or space for all of your candidates to take a practical examination or listening test at the same time, you may arrange one or more extra sessions in 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 examination. You do not need to list the candidates concerned when submitting the form. However, you must make accurate seating plans and attendance records for each session and keep these until the end of the result enquiry period. For the practical examinations, you must supply copies of the seating plan and attendance records with the supervisor's report.
- (b) The examination 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 examinations in different sessions and all conduct must comply with the regulations for Key Time and Full Centre Supervision.

1.1.5 Supervision arrangements

- (a) Supervision should normally be carried out by Centre staff, from the end of one examination and/or session to the beginning of the second examination and/or session. You should also undertake this supervision if the candidate(s) travel(s) to an examination from another event or examination. 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 examination 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) The supervising adult is required to give you a written guarantee of security. This should confirm that they will collect candidate(s) from the Centre and deliver them back. You must keep this statement until the end of the result enquiry period, unless we request the statement 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 examination to the start of the other examination; this includes collecting them from and delivering them to the Centre. The candidate must have no outside contact with anyone taking the examination. 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 examination.

- (d) Any infringement of the conditions governing supervision may lead to the application of penalties and sanctions to the candidate's examinations or withdrawal of a Centre's eligibility.

1.1.6 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 Access arrangements

This section of the handbook is all about the access arrangements available to support candidates with specific needs. It covers:

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

1.2.1 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.

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.

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 receive recognition 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.

It is the responsibility of the Head of Centre to make sure that their Centre's access arrangement 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 the disqualification of the candidate.

1.2.2 What types of access arrangements are available?

There are three different groups of access arrangements, each with their own form and set of deadlines.

The arrangements available in each group are listed in the table below. There may be other arrangements you have used before that are not on the lists. If this is the case please contact our Compliance team through our Customer Services team to discuss whether the arrangements are appropriate for the assessment concerned. **A** If you are an Associate Centre you should contact your Cambridge Associate.

Group 1: Access arrangements (non-delegated)	Group 2: Centre-delegated access arrangements	Group 3: Modified papers
Reader including a computer reader and reading pens	Extra time up to 25 per cent (not permitted in syllabuses where time is the focus of the exam)	A3 unmodified
Scribe	Word processor	A4 18 point bold (modified)
Practical assistant	Supervised rest breaks	Braille
Extra time over 25 per cent	Separate invigilation	Language modified (carrier language)
Voice-activated software (for example, JAWS, which acts as a reader and/or scribe)	Transcript	Transcript of listening CDs
Alternative accommodation (for example, candidate's home or hospital)	Prompter	Tactile diagrams
Coursework extensions	Reading aloud	Coloured paper
Cards used by prompters (we need to approve the cards before you use them)	Coloured overlays	
Exemptions from speaking and listening	Visual aids, for example, magnifying glasses	
Other arrangements: see section 1.2.16	Colour naming	
	NEW Simple translation dictionaries – if permitted by the syllabus	
	Live speakers (for use with a transcript of the listening paper for the hearing impaired)	

1.2.3 How do I apply for access arrangements?

Part 1 of the [Cambridge Administrative Guide](#) details the application process and deadlines for each group of access arrangements.

1.2.4 What criteria do you use to approve access arrangements applications?

When we approve access arrangements applications or review evidence for the use of Centre-delegated access arrangements we are guided by two sets of criteria. The first is a set of general criteria; this is at a high level and applies regardless of the type of assessment the candidate is taking. The second is assessment criteria; this is used when looking at the specific assessment for which the candidate is using access arrangements. Both sets of criteria are listed below. They also include criteria you must follow when working with candidates who require access arrangements.

1.2.4.1 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 permitted 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.

1.2.4.2 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 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 criteria 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, and identify those subjects in which they can cover the course and demonstrate attainment across the whole assessment.
- (f) Each Cambridge qualification has a set of assessment criteria listed in the syllabus. The assessment criteria explain what the candidate must know and be able to do in order to achieve the qualification. There are four main objectives:
 1. knowledge
 2. understanding

3. application of knowledge and understanding
4. skills.

The examples below show how our assessment criteria 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 criteria 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 examinations but cannot read or write adequately. As the assessment criteria 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 criterion is the skill of painting.



Extra guidance

Read Cambridge's good practice guide to running exams using access arrangements. Download it from www.cie.org.uk/examsOfficers

1.2.5 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.

1.2.5.1 Candidates with physical disabilities

- (a) An extra time allowance of up to 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, you should submit an application for the use of a scribe.
- (d) If the candidate usually uses a word processor, they can use one for written examinations.
- (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 examinations 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.

1.2.5.2 Candidates who require modified print

- (a) An extra time allowance of up to 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, you can submit an application for the candidate to use a reader.

- (d) If the candidate cannot write independently, you can submit an application to use a scribe.
- (e) If the candidate normally uses a word processor, they can use one for written examinations.
- (f) If the candidate can write, but their writing is not easy to read, you can provide a transcript.
- (g) For practical examinations 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.

- (h) We can provide modified papers. Please see section 1.2.6 for more information on modified papers.
- (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 examination, a candidate may be told that a solution has changed in colour, but not given any indication about what the change in colour represents.

1.2.5.3 Candidates with 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 tests, access arrangements can be made for candidates



Important information

You must follow our regulations for any access arrangement you use. Not following our regulations may result in a maladministration investigation.

with hearing impairments. For example they can:

- sit the examination 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) When applying for non-delegated access arrangements for candidates with significant communication difficulties in language examinations, please provide as much information as possible about how you are preparing the candidates. For listening tests, we will send you detailed information about the conduct of the test, for example, how to apply the extra time. Please apply to use a transcript 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 examinations, including English, texts, source materials or literary extracts cannot be signed.
- (f) **NEW** Modified language papers and use of a reader should be requested 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 examination 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 additional 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.

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 papers with a modified language for certain syllabuses. Please see section 1.2.6 for more information on modified papers.

1.2.5.4 Candidates with learning disabilities

- (a) 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 for any candidate with learning disabilities who will be using access arrangements. 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 qualified teacher with no 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 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, they can use one for written examinations.
- (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. The scribe is not allowed in examinations where the assessment criteria include writing. If writing is the focus of the assessment 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 is not automatically allowed to act as both a scribe and reader; 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.
- (i) We can provide papers with a simplified carrier language for certain syllabuses. Please see section 1.2.6 for more information on modified papers.

1.2.6 Modified papers

- (a) Use [↓](#) 'Preparation – Form 3' to request modified papers. The types of paper available are:
- Braille papers – 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.
 - Simplified carrier language (available for certain syllabuses) – 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 not available in language or literature examinations.

- Enlarged papers – the standard paper is enlarged to A3 size. (This is not appropriate where scaled diagrams have been used.)
- Modified enlarged papers – the paper is modified so that visual information is simplified. The paper is re-printed in 18 point bold print on A4 sheets. This is the most appropriate paper for candidates with severe impairment or for syllabuses where scaled diagrams may be required.
- Coloured paper – the unmodified content is printed on coloured paper.

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.

- (b) If candidates answer in Braille, **you must provide a transcript** for the examiner. You must follow the regulations for producing transcripts (set out later on in this section). Please complete and attach 'Exam Day – Form 6' to the transcript.

1.2.7 Regulations for using up to 25 per cent extra time



- (a) Extra time is not allowed in an exam component where the performance of a task in a limited time is an assessment objective, or where a candidate's ability to demonstrate attainment in a subject is not affected by their particular needs.
- (b) 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.
- (c) 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.
- (d) 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 very severe physical disability or illness
 - is visually impaired and/or needs to use Braille papers
 - has a speech impediment (for orals only).
- (e) 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 or applying for over 25 per cent extra time. We cannot accept responsibility for any ill effects caused by any access arrangements you request or use.
- (f) For guidance regarding the allocation of pauses in listening papers please contact Cambridge.

1.2.8 Regulations for producing a 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 in Braille.
- (c) A transcript is a copy of the candidate's script made after the exam has taken place and without the participation of the candidate.
- (d) A transcript may be a full copy written in a spare answer booklet (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.
- (e) You may produce a transcript that is handwritten, typed or word processed.
- (f) You must produce the transcript immediately after the exam under secure conditions. The candidate must not be involved in the production of the transcript.

- (g) 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.
- (h) 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 counter-sign. You must also attach a copy of  'Exam Day – Form 6' to any coursework/portfolio work that has been transcribed.
- (i) The transcript must be an exact word-for-word copy of the candidate's script. Where a candidate has misspelt a non-technical word the transcriber may correct it in the transcript, but must not add or leave out any words, or change their order. The transcriber must not correct technical terms.
- (j) If you consider that some interpretation is necessary, please discuss this with us well before the exam. You should limit interpretation to the correct spelling of individual words or, in exceptional circumstances, some re-phrasing, rather than re-interpreting what the candidate has written. You should be prepared to supply samples of the candidate's usual written work.
- (k) In language examinations, the transcript must be a word-for-word copy of the original script. The transcript must include any errors, including those of spelling, punctuation and grammar.
- (l) Production of the transcript must not delay the despatch of scripts to the examiner. You must not send any extra information to the examiner.
- (m) For candidates whose difficulties are so significant that you cannot produce a transcript, please see the regulations for using a scribe or word processor.

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.

1.2.9 Regulations for using prompters

- (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 examination room is small enough. The same person may act as both a reader and a prompter if we have allowed the candidate to use both access arrangements.
- (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 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 on flash cards. You should send us any flash cards you are planning to use 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.

1.2.10 Regulations for using 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.

1.2.11 Regulations for using a 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.
- (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) Candidates who can produce work for assessment by handwriting or drawing must do so. 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. The use of a word processor, computer or electronic typewriter must reflect the candidate's usual practice.
- (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, 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) If the candidate is eligible for the use of a scribe (see section 1.2.14) they 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 English First Language (0500/12, 22 and 0522/01, 02) reading papers candidates can use a word processor in place of a scribe with the spell check on.
- (j) 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. 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 auto-save facility.
- (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) Please attach word processed scripts to the relevant answer booklet or question paper (if the other candidates are answering directly into the question paper).
- (o) Word processors, computers or electronic typewriters must not include voice-activated software unless the candidate has 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 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 cannot use a word processor.

Example 2

A candidate who cannot write legibly because she has severe dyslexia applies to use a word processor in examinations. 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.

1.2.12 Regulations for using live speakers for pre-recorded examination components in language examinations

- If a candidate wants to use a live speaker for pre-recorded examination components, it should reflect their usual way of working.
- The Head of Centre must appoint the live speakers presenting the listening component. The live speakers must be fluent in the

Important information



Where a candidate's normal way of working is to use a word processor you are allowed to provide this with the spell check/predictive text disabled. (This also extends to the use of electronic Braille.)

This is a delegated arrangement so you do not need to submit an application. No evidence is needed to support the arrangement. This also applies where a candidate is using a word processor on a temporary basis as a consequence of a temporary injury. For regulations on the use of word processors in written examinations, please see section 1.2.11.

language in question – ideally the live speakers should be teachers of the language being assessed and known to the candidate.

- 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.
- You should allow the live speaker access to the CDs before the exam, 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.
- To comply with security requirements, the start of the exam must be delayed for the candidates using the live speaker. During this time the candidates must be kept under Full Centre Supervision.

1.2.13 Regulations for using a reader

- If a candidate wants 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 in the following circumstances:
 - For permanently or temporarily visually impaired candidates who cannot read a Braille/enlarged paper independently.
 - Where their 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 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.

- (e) 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.
- (f) A reader is not a scribe, but the same person may act as both reader and scribe if the candidate has permission for both arrangements.
- (g) Readers are not allowed for 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.
- (h) 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.
- (i) 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 require a separate invigilator.
- (j) The use of a reader must not disadvantage or give the candidate an unfair advantage.
- (k) 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 examinations (including English).
- (l) The reader must not advise the candidate which questions to answer, when to move on to the next question, or in which order to answer questions.
- (m) 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) The reader must follow the regulations set out in this handbook.
- (s) 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.
- (t) 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.

NEW A computer reader is an acceptable arrangement since it allows the candidate to independently meet the requirements of the reading standards.

NEW Reading pens – a permitted examination reading pen will not have an in-built dictionary or thesaurus, or data storage facility. All pens must be checked before the examination to ensure they comply with these requirements.




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 www.cie.org.uk/examsOfficers

- (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 earlier on in this section.

1.2.14 Regulations for using a 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 test examinations, 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. It is not possible to 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 permission for both arrangements.
- (f) We will allow a scribe in certain subjects for candidates that 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.
- (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) Make sure the candidate and scribe are in the same exam room and that other candidates cannot overhear or be disturbed by the candidate or scribe. If you put the candidate and scribe in a separate exam room, they will require a separate invigilator.
- (i) The following conditions apply to the use of a scribe:
- The 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).
 - The scribe may at the request of the candidate read back part of what has been

written but must make no comment about any part of the answer given.

- The scribe 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.
 - The scribe must write or word process a correction on a typescript or Braille sheet if requested to do so by the candidate.
 - The scribe must immediately refer any problems, including issues with communication, to the invigilator.
 - The scribe must not give factual help to the candidate or indicate when the answer is complete.
 - The scribe 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.
 - The scribe 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 the 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 examination 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 earlier on in this section.
- (o) The following computer software can be used:
- software which produces a hard copy of the candidate's dictated answers
 - software which produces speech that can be used to dictate to a scribe
 - software which produces a hard copy with predictive text when the candidate uses a word processor, but in line with scribe regulations.



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 www.cie.org.uk/examsofficers

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 examination 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.

1.2.15 Regulations for using a practical assistant

- Candidates may be allowed to use a practical assistant if they suffer from disabilities or indispositions which prevent them from carrying out the manual tasks themselves.
- Practical assistants must not help with the analysis of data or answers to questions.
- (d) 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.
 - (e) 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.
 - (f) The use of a practical assistant must not disadvantage the candidate or give 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 practical assistant if the candidate has permission for all three access arrangements.
 - (h) We will allow a practical assistant in certain subjects when a candidate's impairment has a significant adverse effect, and prevents them from performing practical tasks independently. This might be because their level of manual dexterity or physical coordination is below that of most people.
 - (i) We will not allow a practical assistant in subjects testing design or artistic skills (for example, music, art, design and technology, IT keyboarding or word processing), where the practical skill is the focus of the assessment. If the candidate only needs minimal assistance please contact us to discuss their needs.
 - (j) 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.
- (a) If a candidate wants to use a practical assistant, you must submit the application form together with the relevant evidence. They cannot use the assistant until the application has been approved.
 - (b) A practical assistant is a responsible adult who, in coursework and/or in an examination, carries out practical tasks at the instruction of the candidate. In an examination this might include holding a ruler or turning the pages of the script. In practical assessments, the practical assistant might pour liquids, weigh solids or hold equipment for the candidate.
 - (c) A practical assistant gives support to the candidate during practical assessments. They:
 - make sure candidates are safe
 - report visual observations at the candidate's instructions
 - carry out some or all of the manual tasks contributing to the practical examination, at the candidate's instruction.

- (k) 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 require a separate invigilator.
- (l) If the practical assistant is also acting as a reader and/or scribe, at the candidate's request they may also read back the candidate's answers.
- (m) 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
 - 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.

1.2.16 Regulations for using other arrangements

1.2.16.1 Coursework extensions

- (a) You can apply for an extension to the deadline for the submission of 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) You must submit  'Preparation – Form 1' along with the relevant evidence before the first relevant coursework deadline.

1.2.16.2 Regulations for using coloured overlays

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

1.2.16.3 Regulations for 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.

1.2.16.4 Regulations for using visual aids

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

1.2.16.5 Regulations for allowing a candidate to read 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.

1.2.16.6 Regulations for 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.

1.2.16.7 Regulations for using simple translation dictionaries

We allow candidates to use simple translation dictionaries for particular qualifications. See section 5.2.5 for our regulations on using dictionaries.


1.2.16.8 Regulations for the use of e-text for literature exams

- (a) You can apply for permission for a candidate to use electronic copies of set texts in some exams.
- (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.

1.2.17 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 are 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 integrity of the qualification.
- (c) We will not allow exemptions from components which are the key objectives of the syllabus.
- (d) Examples of where exemptions may be permitted are (this list is not exhaustive):
 - listening papers
 - orals.

- (e) To apply for an exemption complete pages 1 and 2 of  'Preparation – Form 1' and submit along with the supporting medical evidence.

1.2.18 Appeals

To appeal against the outcome of an access arrangements application the Head of Centre/ Cambridge Associate must send us details of their appeal in writing within 28 days from the date we reject the application. We do not accept appeals from candidates.

If you submit an appeal please send in all the details and any necessary evidence related to your appeal that you would like the Appeals Committee to consider.

Once you have submitted an appeal, all communication relating to the case must be in writing. We will not communicate with candidates or parents involved in the appeal. We will inform you of the outcome within 28 days of you submitting the appeal.

1.2.18.1 Access arrangements appeal process

Stage 1

- (a) At Stage 1 the evidence is reviewed by senior staff within the Compliance team. All previous evidence is considered alongside any new evidence or mitigating circumstances you submit.
- (b) We will notify you of the outcome of Stage 1 in writing.

Stage 2

We move to Stage 2 if you are not satisfied with the outcome of Stage 1. We will only accept a request to move to Stage 2 from the Centre.

- (a) At Stage 2 the Cambridge Appeals Committee will consider the appeal against the decisions made.
- (b) The Cambridge Appeals Committee consists 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 appointment. A secretary will be present to minute the meeting, but will take no part in the decision. Other subject,

assessment or specialist staff may be invited to give extra information as required. The Appeals Committee will review the evidence and decide what action, if any, should be taken. The Committee will consider each case on an individual basis in the light of all the information.

- (c) The outcome of a Stage 2 appeal is final and we will not enter into any further communication about it.

2 Entries

In this section

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2.1 Candidates

2.1.1 Eligibility

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

2.1.2 Private candidates

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. Such individuals are referred to as private candidates.



You must check syllabuses or *Cambridge Guide to Making Entries* to make sure that they are suitable for private candidates before you make any entries. Syllabuses can be downloaded from the Cambridge website.

- (a) 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.

- (b) Entry for assessments can only be made through a Centre. It is up to private candidates to make arrangements with a Centre.
- (c) You must pay our fees for any private candidates accepted. You may need private candidates to reimburse any entry fees in addition to any administrative costs you have incurred.
- (d) 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 examinations who need to move Centres can only continue with the examinations if they move to a Centre registered with us. We are unable to accept a request for transfer received less than 10 days before the first examination of the candidate.

- (a) 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.
- (b) The original Centre must fill in  'Entries – Form 3'. The receiving Centre must complete  'Entries – Form 4'. Once we receive both forms, we will move the entry from the original Centre to the receiving Centre.
 - A** Associate Centres should submit forms through their Cambridge Associate. You should not make changes to the entry until we have confirmed that the transfer is complete. For details on how you transfer candidates see

- (b) The Head of Centre or Cambridge Associate is responsible for making sure entry data is accurate, complete and submitted on time.
- (c) After the final entries deadline you can send late entries or changes to entries until the late entry closing date (see the [>Cambridge Administrative Guide](#)). We charge a late entry fee for any entries we receive after the entry deadline, or for any entries amended after this date.

We may not be able to accept entries or amendments after the late entry closing date. After this date, the [CIE Direct](#) online entries page will close to any further amendments.

- (d) **NEW** It is not possible to amend or revise an entry once the first component of an exam entry has been conducted.
- (e) **NEW** We will not accept entries for any exams outside the timetabled exam series where the test date window has closed.
- (f) Entry closing dates are shown in Part 2 of the [>Cambridge Administrative Guide](#).

2.3.1 Candidate numbering

You must assign one unique four-digit number to every candidate in the examination series.

2.3.2 Confirming entries

If you make your entries using [CIE Direct](#) online entries you can download a statement of entry at any point confirming the entry status for each of your candidates. We will send you statements of entry showing details of each candidate's entry. Give candidates, including private candidates, the opportunity to check these details. Statements of entry will form your record of entries, both before and during the assessment.

2.4 Entry fees, late entries and entry amendments

- (a) We will charge an entry fee per syllabus per candidate. We will also charge a single fee for each candidate for any Cambridge O Level or Cambridge International AS and A Level entries.
- (b) **NEW** There is a fee per candidate for the AICE Diploma and for the Cambridge Pre-U Diploma

consolidating Principal Subjects and other eligible qualifications. There is no fee for the Cambridge ICE group award. You must check that your candidates are eligible for these group awards before making an entry.

- (c) We will charge late entry fees for any syllabus entries submitted after the final entry closing date.
- (d) We will charge late fees for any changes to entry options submitted after the final entry closing date. 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 with another subject after the closing date for final entries, 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, without incurring late entry fees, after the entries deadline and up until the final 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 Checkpoint only).
- (g) We will accept November examination series retake entries, which are dependent on results from the preceding June series, until the date shown in the [>Cambridge Administrative Guide](#) without charging a late entry fee. After this date, we will apply late entry fees.
- (h) 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 closing date.

- (i) 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](#). You can request a hard copy of the fees document by emailing info@cie.org.uk
- (j) We will invoice you for any late fees or other priced services you have used.

2.4.1 Refunding fees

We will usually only refund entry fees if we are told about the withdrawal of a candidate before the published entry closing date.

However, we will consider refund requests for candidates withdrawn after the entry deadline on medical grounds. Email a request to info@cie.org.uk, including a statement from a medical practitioner confirming that the candidate was unable to sit the examination(s). **A** Associate Centres should submit requests through their Cambridge Associate.

Refunds are issued as a credit on your next invoice.

2.5 Retaking examinations and coursework components

You must follow the processes set out in the [Cambridge Administrative Guide](#) for submitting retake entries and for carrying forward marks.

2.5.1 Staged assessment

The curriculum for most Cambridge International Advanced (A) Level syllabuses includes the curriculum to be covered for the Cambridge International Advanced Subsidiary (AS) Level in the same subject. The Cambridge International AS Level syllabus covers about half of the material of the Cambridge International A Level syllabus. The part of the Cambridge International A Level syllabus that is not included in the Cambridge International AS Level syllabus is sometimes referred to as the 'A2' syllabus because it is usually covered in the second year of a two-year Cambridge International A Level course.

Candidates may either take a Cambridge International AS Level examination as an end in itself or as the first stage of a Cambridge International A Level through staged assessment. Candidates can also sit both stages of the full

Cambridge International A Level in the same series.

'A2' is not a qualification. Candidates who have studied the A2 part of a Cambridge International A Level syllabus must enter for the full Cambridge International A Level. However, if they have already taken the Cambridge International AS Level papers in a previous series they do not have to take them again, but can carry forward their result.

Subject to the requirements of the particular Cambridge International A Level syllabus, a candidate can use an award in a Cambridge International AS Level syllabus towards an award in a Cambridge International A Level syllabus, in the same subject, within a 13-month period. For example, a candidate may use an award in a Cambridge International AS Level syllabus in November 2014 towards the award of a Cambridge International A Level in the same subject in June 2015 and/or November 2015.

You must follow the processes for entering candidates for staged assessments as set out in the [Cambridge Administrative Guide](#).

2.6 Applying to use an alternative venue

If you want some or all of your candidates to take their exams at a venue that is not your registered Centre please complete and submit [Form 5](#). **A** Associate Centres should submit forms through their Cambridge Associate. Follow the instructions on the form. Please remember:

- The proposed security arrangements you detail on the form must comply fully with section 4.2 of this handbook.
- You cannot use an alternative venue unless you have our written permission to do so.
- You should not split groups of candidates entered for the same subject between your Centre and the alternative venue.

Reasons for requesting an alternative venue may include:

- lack of facilities
- candidate is in hospital
- candidate is home educated for medical reasons.

3 Teacher assessment

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3.1 Centre-based assessment

Coursework is any component specified by a Cambridge syllabus that is assessed in the Centre, either by your teachers or by other local teachers, and moderated by us. Examples are: projects, folios of essays, field work, art and craft items, design studies, practical work, assignments, and experiments undertaken and assessed during the course. Coursework may include work for which 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 typically available to private candidates; please refer to the relevant syllabus documents.

3.1.1 Accreditation of coursework assessors

- (a) In order for a Centre to mark coursework in a particular Cambridge IGCSE subject, at least one teacher of the subject must hold the appropriate certificate or letter of accreditation from us. We charge an accreditation fee for each submission of training materials or details of experience sent to us. Please refer to Part 3 of the [▶ Cambridge Administrative Guide](#) for details that include a list of the relevant syllabuses, comments and invoice arrangements.
- (b) **A** If you make entries through a Cambridge Associate you will have to meet their requirements.
- (c) An accredited teacher can assess the coursework component in the subject in which they have been accredited. A teacher accredited for biology, chemistry, physics, combined science, coordinated sciences or physical science can assess other sciences that they are qualified to teach.

- (d) Accredited teachers can also supervise other teachers for coursework assessment in the subject in which they are accredited.

3.1.2 Submitting 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, coursework submitted for more than one syllabus must be relevant, and will be assessed separately for each syllabus according to its criteria. More than one moderator may require such coursework and it is your responsibility to see that it is made available, if necessary by photocopying. (For some syllabuses, such as design and technology, photocopies may not be appropriate.)

3.1.3 Outline Proposal Form

For Outline Proposal Forms, refer to the details and deadlines given in the relevant syllabus and the notes on the back of the form.

If the candidate makes any changes to titles, then the form should be re-submitted for confirmation that the new titles are acceptable.

Any work submitted must be accompanied by the Outline Proposal Form.

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 learner's own jurisdiction, or is otherwise controversial.

3.1.4 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 the candidate's own and original work. You do this by submitting coursework marks for the candidate. We also ask you to complete a declaration on the Internal Assessment Mark Sheet (MS1) or the CIE Direct Internally Assessed Marks Report (depending on the method you use to submit the marks). The declaration asks you to 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.

3.1.5 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, 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) 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 (on the candidate's individual candidate record card) full details of the nature of any assistance given to individual candidates beyond that specified above. Teachers must take this assistance into account in awarding marks for the work.
- (e) Private candidates or candidates entering through a Centre other than the one they are studying at, may not submit coursework. In some exceptional circumstances Cambridge may allow certain entries.

3.1.6 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 a particular syllabus specifically prohibits doing so.

3.1.7 Marking coursework

- (a) The accredited teacher must award marks for coursework in line with the criteria in the syllabus and must provide evidence of how they have awarded marks, using the documentation we have provided for that syllabus. For most Cambridge IGCSE syllabuses this means recording the marks awarded on each candidate's individual candidate record card and then transferring a summary of the marks of all the candidates in the Centre for that syllabus to the Coursework Assessment Summary Form.

- (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.

3.1.8 Incomplete or extra coursework

If the coursework component of a syllabus specifically requires candidates to produce several distinct pieces of work (for example, three essays), you should credit a candidate who fails to finish all parts of the coursework with only the marks that they have earned for the work submitted. Only make compensation if we have accepted an application for a shortfall in coursework.

If a candidate provides more than the prescribed number of pieces of coursework, the worst piece(s) should be disregarded in awarding the candidate's mark, subject always to the satisfaction of the requirements of the syllabus about the nature of the work.

3.1.9 Failure to complete coursework

The teacher must indicate as absent ('A') any candidate entered for a coursework component in a syllabus who fails to submit any coursework. Such a candidate is not eligible for the award of a grade in that syllabus and will receive a 'NO RESULT'.

3.1.10 Requests for 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, 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.

3.1.11 Standardising marking within Centres

- (a) You must standardise assessments across teachers and teaching groups to make sure, for a particular syllabus, that all candidates have been judged against the same standards, and to produce a rank order of candidates for the Centre as a whole.
- (b) One teacher (who must be a teacher accredited by us) per Centre per syllabus must

take responsibility for the standardisation of the marking of members of staff. This teacher must make sure that a valid set of marks is produced for candidates in that syllabus from that Centre.

- (c) Standardisation within a Centre is to be 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.

3.1.12 Submitting marks

Follow the process for submitting internally assessed marks detailed in the [➤ Cambridge Administrative Guide](#).

3.1.13 Selecting samples

Follow the processes for selecting and submitting coursework samples for moderation as detailed in the [➤ Cambridge Administrative Guide](#). If you do not provide a coursework sample we will not issue a result for the syllabus. **NEW** In some instances a full Centre sample may be requested. You must submit this by the date specified by Cambridge.

3.1.13.1 Coursework moderation of video evidence

You must provide video evidence of candidates' performances for a range of subjects in the following format:

- 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.

3.1.14 Dealing with unsatisfactory practice

- (a) We will provide further guidance where individual teachers or Centres fail to meet our requirements for coursework.
- (b) Where, in our sole judgement, a significant problem has occurred, we may revoke the accreditation of a teacher to mark coursework.

3.1.15 Returning samples

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

Coursework that is externally assessed will normally be returned if requested but a fee will normally be charged per component. Please see Part 3 of the [▶ Cambridge Administrative Guide](#) for more information.

3.1.16 Carrying forward Cambridge IGCSE and Cambridge O Level internally assessed marks

Follow the process for carrying forward internally assessed marks as detailed in the [▶ Cambridge Administrative Guide](#).

3.1.17 Re-using coursework

For internally assessed coursework, candidates can re-submit, in whole or in part, the work they submitted in the previous exam series. The work must comply with all regulations specified in the syllabus, including completing an Outline Proposal Form where required.

3.1.18 Dishonesty and malpractice in coursework

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

3.2 Examined coursework

3.2.1 Definition of examined coursework

Examined coursework is coursework marked by a Cambridge examiner.

3.2.2 Coursework for private candidates

Private candidates, candidates entering through an open centre and candidates entering through a Centre other than the one they are studying at may not submit coursework. These components are not available to private candidates.

3.2.3 Submitting 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. Such coursework may be required by more than one moderator and it is your responsibility to see that it is made available, if necessary by photocopying.

3.2.4 Authenticating examined coursework

In 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. Fill in and submit declaration forms signed by both candidate and teacher.

3.2.5 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.

3.2.6 Submitting examined coursework

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

For more information see Part 3 of the **>Cambridge Administrative Guide**. Submit all other externally examined components following the instructions in the 'Selecting and submitting coursework samples' section in Part 3 of the **>Cambridge Administrative Guide**.

3.2.7 Submitting Cambridge Global Perspectives coursework

Coursework for our Cambridge Global Perspectives courses except Cambridge Pre-U International Global Perspectives and Research (9766/04), will need to be submitted online through Cambridge Secure Exchange. Cambridge Pre-U International Global Perspectives and Research (9766/04) will need to be submitted in hard copy. For more information see our guides to submitting Cambridge Global Perspectives work to Cambridge at www.cie.org.uk/submittingGPwork

3.3 Non-coursework speaking tests

You will find the following information in the **>Cambridge Administrative Guide**:

- how to select samples
- how to submit samples
- deadlines for submitting marks and samples.

3.3.1 Definition of non-coursework speaking tests

These speaking tests are internally administered and assessed by your teachers or other local teachers, then externally moderated by us. We set the format for non-coursework speaking tests and it is the same for all candidates. The tests are carried out as a terminal examination within a period that we set (that is, not over the course of study, as with coursework speaking tests).

The following tests are non-coursework speaking tests:

- Cambridge IGCSE speaking tests for foreign language examinations – syllabuses 0515, 0519, 0520, 0525, 0530, 0535, 0540, 0543, 0544, 0545, 0546 and 0547
- Cambridge IGCSE second language speaking tests
- Cambridge IGCSE first language speaking tests – Paper 5
- Cambridge International AS and A Level languages other than English speaking tests.

3.3.2 Appointing examiners for non-coursework speaking tests

- (a) You must select a teacher-examiner, subject to accreditation requirements. This would normally be a teacher from within the languages department, but could be a suitably qualified person independent of the department/Centre. A group of neighbouring Centres may choose the same examiner. We are not responsible for any fees agreed.

Contact us if you are in any doubt about the suitability of a teacher-examiner.

- (b) **A** If you are operating through a Cambridge Associate, the Cambridge Associate will appoint the examiner and make arrangements for testing candidates.
- (c) If a Nomination of Oral Examiner Form is required (in Cambridge International AS and A Level languages other than English), please refer to the details and deadlines given in the relevant syllabus.

3.3.3 Training and accrediting teacher-examiners for non-coursework speaking tests

- (a) Cambridge accreditation is not required to conduct non-coursework speaking tests, except in the case of Cambridge IGCSE English as a First Language and Cambridge IGCSE English as a Second Language.
- (b) **NEW** For Cambridge IGCSE English as a Second Language and Cambridge IGCSE English as a First Language, at least one teacher of the subject must hold the appropriate certificate or letter of accreditation

from us. We charge an accreditation fee for each submission of training materials or details of experience sent to us. Please refer to the [> Cambridge Administrative Guide](#) for details that include a list of the relevant syllabuses, comments and invoice arrangements.

- (c) **NEW** In the interests of candidates, we recommend that teacher-examiners who are new to a syllabus should undergo training before conducting their first speaking tests. We reserve the right to insist that teacher-examiners undergo training, should the external moderator judge this necessary. Cambridge IGCSE speaking test training handbooks covering a range of languages are available from the *Publications Catalogue*. Some are available on Teacher Support as free downloads. Please check your subject for availability.

3.3.4 Estimated entries

We send material for speaking tests on the basis of estimated entries. If you do not submit estimated entries you may not have the necessary material to carry out assessments at the specified time.

For more information see the [> Cambridge Administrative Guide](#).

3.3.5 Special instructions for foreign and second language Cambridge IGCSE non-coursework speaking tests

Four working days before the first day of speaking tests, the Head of Centre should make available

Important information



We send instructions on conducting Cambridge IGCSE and Cambridge International AS and A Level speaking tests to Centres at least a month before the tests start. Look out for them in the *Cambridge Exams Officer eNewsletter*, where there are differences for particular syllabuses we will email you instructions separately.

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

to the head of department or appropriate teacher-examiner the confidential Teachers' Notes booklet. Teacher-examiners must allow sufficient time to familiarise themselves with the materials and procedures. Teachers must not remove materials from the Centre or share the information included within them. You must store the materials in secure conditions 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 time).

3.3.6 Malpractice in non-coursework speaking tests

In submitting speaking test marks you are deemed to be making a statement that you have fulfilled our requirements for the conduct of the speaking test. The conversation elements of speaking tests should be lively and spontaneous. We will deal with any suspicion of collusion 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 examination) in accordance with our malpractice procedures.

3.3.7 Timetabling non-coursework speaking tests

- The speaking tests take place before the main examination period and you should consult the timetable for details. You decide on a convenient period within the specified dates.
- Once started, you must make sure that testing is as continuous as possible.
- You must write to us to get permission if you need to conduct speaking tests after the stipulated period.

3.3.8 Marking non-coursework speaking tests (internal assessment)

- 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 either the Teachers' Notes booklet, for syllabuses where applicable, or in the syllabus for the appropriate year.
- You must initially assess candidates during the face-to-face interview, and not subsequently from any recording made. During the speaking

test the teacher-examiner will fill in the marks under the separate headings on the Working Mark Sheet. The teacher-examiner will then transfer the total mark to the method used for submitting marks.

3.3.9 Absent candidates

- (a) If any candidate is absent at the time set aside for the speaking tests, you should make a request to allow the candidate to be examined at another time within the specified speaking test period.

Arrangements made for any such candidates must not delay sending the sample and mark sheets for moderation. However, where an absent candidate will be taking the speaking test at a later date, you must indicate this on the Working Mark Sheet. In addition, you must not mark the candidate as 'Absent' on the computer-printed mark sheet (MS1) or in the electronic marks file, but instead leave it blank.

Where arrangements are made to examine an absent candidate at a later date, you must record the speaking test on a separate CD/cassette, in addition to the specified sample. As soon as the rescheduled test has taken place, you must send the CD/cassette and a copy of the Working Mark Sheet that was submitted with the original sample, and which now includes the mark for the previously absent candidate to:

Cambridge International Examinations
Cambridge Assessment DC10
Hill Farm Road
Whittlesford
Cambridge
CB22 4FZ
United Kingdom

Submit the total mark for the speaking test on a Supplementary Internal Mark Sheet.

- (b) The teacher-examiner must indicate as absent ('A') on both the working and computer-printed mark sheet any candidate who fails to take the speaking test, and who is not eligible to take the test at a later date as a result of special consideration.

3.3.10 Failure to complete non-coursework speaking tests

- (a) Where the speaking test mark contributes to the overall grade for the syllabus, you must make every effort to examine absentee candidates. 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'.
- (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.

3.3.11 Requests for special consideration for non-coursework speaking tests

- (a) Where we have granted approval, you may allow a candidate who failed to attend the speaking test to take the test after the main body of candidates.
- (b) 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.
- (c) If you fail to find a suitable examiner we will not accept this as grounds for granting special consideration.

3.3.12 Standardising marking within Centres

- (a) Normally, you should appoint only one teacher-examiner for each syllabus. If you want to use extra teacher-examiners because you have more than 30 candidates, you must ask us for permission by contacting Cambridge at info@cie.org.uk, before the start of each speaking test period.
- (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, for a particular syllabus, that all candidates have been judged against the same standards, and to produce a rank order of candidates for the Centre as a whole.

- (c) 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 is produced for candidates in that syllabus from that Centre.
- (d) 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.

3.3.13 Recording the sample for moderation

- (a) You must make sure that speaking tests take place in the best possible conditions, and must make arrangements to use a suitably quiet room. There must also be a quiet area for candidates who are preparing for the test, supervised if possible, though this is not a requirement. The area must be inaccessible to other pupils. Remove or cover up any display material in the examination and preparation room which may be helpful to candidates.
- (b) Check that good-quality recording equipment is available, for example, a CD player or digital voice recorder, with, whenever possible, a separate microphone. You must test the equipment in the room where the tests are to be held, to check the quality of the recording.
- (c) During the speaking test, teacher-examiners must check that the recording equipment is recording.
- (d) Before sending CDs to Cambridge, teacher-examiners must carry out spot-checks to make sure that all the candidates required for the purpose of the sample have been recorded. If there are any problems with the recordings, contact us immediately for advice.

3.3.14 Failure to provide a sample for moderation

If you do not provide a sample for moderation we will not be able to issue results for the syllabuses concerned.

3.3.15 Retaining non-coursework speaking test evidence

You must keep the following materials for at least six weeks after the examination results are published:

- your copy of the MS1 computer-printed mark sheet(s)
- a copy of the Working Mark Sheet(s).

3.3.16 Dealing with unsatisfactory practice

- (a) We will provide further guidance where individual teachers or Centres fail to meet requirements for speaking tests.
- (b) Where in our judgement a significant problem has occurred, we may ask you to find another person to conduct and assess the speaking tests in future examination series.

3.3.17 Returning speaking tests

We will not return speaking tests that have been submitted for moderation.

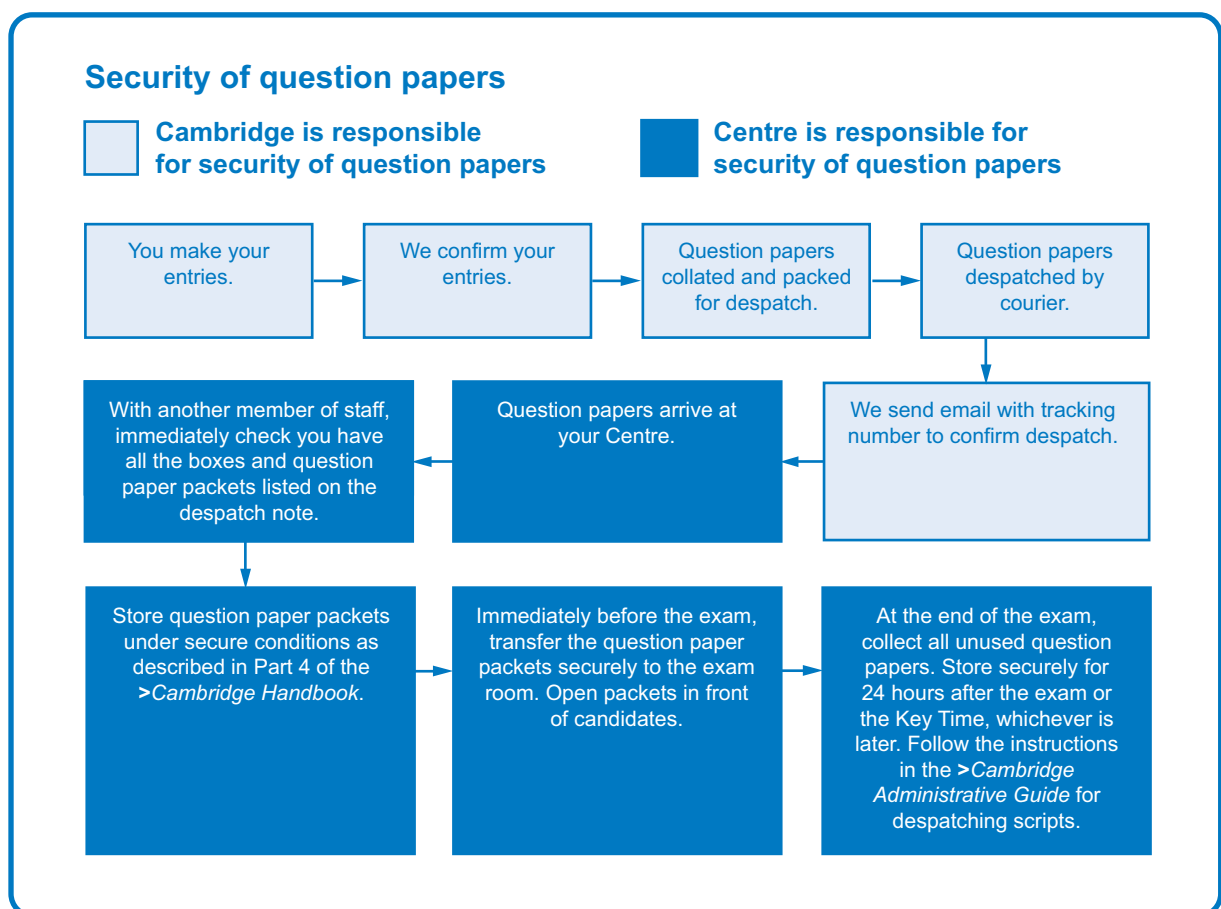
4 Before the exams

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4.1 Question paper despatches




- (a) We send you question papers and examination materials before the examination period begins. **A** Associate Centres receive their question papers and examination materials through their Cambridge Associate according to local arrangements.
- (b) It is the responsibility of the Head of Centre, or Cambridge Associate, to make 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 and keep them under secure conditions as soon as they are received.
- (c) 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 have arrived
- (iii) that 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.
- (d) The check must be made on arrival by the Head of Centre, or the exams officer, in the presence of another senior member of staff.
- (e) You must keep records of this check and that materials listed in the despatch note have been received. This can be recorded either by:
 - (i) ticking next to the listed materials on the despatch note
 - (ii) creating a list of all materials received in each delivery.
- (f) 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.
- (g) You must keep the records until we have issued certificates, and these must be made available if we ask to see them.
- (h) You must notify us immediately if there are any problems, for example:
 - if there are discrepancies between the material received and the despatch note
 - if the material does not appear to meet Centre requirements
 - if the material has been damaged in transit
 - if the seal of any question paper packet is not intact, or if there is any indication of tampering
 - if there seems to have been a delay in the delivery of the question papers
 - if a question paper packet has been opened before the examination.

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 along with the form.

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

Check question paper packets against the examination timetable and arrange them in exam timetable order to reduce the possibility of opening a packet at the wrong time.

A We send despatches to Cambridge Associates. Cambridge Associates must check the deliveries and report any issues on behalf of their Associate Centres.

For details of all other despatches see section 4.2 of the [Cambridge Administrative Guide](#).

4.2 Storing confidential materials

- (a) You must store question papers securely and in full compliance with our regulations.
- (b) Store question papers unopened, in a place of high security, ideally a strong safe. If a safe is not available, use a non-portable, lockable, reinforced metal cabinet or similar. Where such a container is used fit it with a locking bar and bolt it to the floor or wall.

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.

A minimum of two and a maximum of three senior authorised people must be key holders, for example the Head of Centre and exams officer. Only key holders should have access to

the secure room and to the secure container holding the question papers and confidential materials.

Keep the keys to both the secure container and the room in a secure place where

unauthorised people cannot access them.

If you need advice on security arrangements please contact the Compliance team at info@cie.org.uk or contact your Cambridge Associate.

Storing question papers

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

A safe or non-portable, lockable, reinforced-metal cabinet. Fitted with a locking bar and bolted to the floor.

Internal windows must have bars. Alternatively, an alarm system should be fitted and activated.


Solid door with strong hinges and a secure lock.

- (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) Do not open packets of question papers and other examination materials until the time set for the examination concerned, except for the circumstances given below.
 - (i) Certain confidential material such as instructions for practical examinations 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 call our Customer Services team or your Cambridge Associate. Make arrangements to safeguard confidential instructions after opening. Do not remove them from the building, and keep them in secure conditions when they are not in use. It is the responsibility of the Head of Centre to make sure that these materials remain confidential and that no information about

these materials 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.

- (ii) You can open certain literature question paper packets for plain text or open book examinations one hour before the examination 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.
- (iii) Where confidential material is pre-recorded on CDs or other media, you must make arrangements, before the examination, to test the material according to our instructions in section 5.10.3.1.
- (iv) You must open erratum notices as soon as they are received, unless otherwise stated on the envelope. Once read they must then be placed in secure storage

until the timetabled date and time of an examination.

- (e) You must store examination stationery, materials and secure materials downloaded from  CIE Direct in a secure way 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.
- (f) 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 examination material.
- (g) If a member of staff is involved in administering an exam that is being taken by a person in which they have an interest (see section 2.1.5 for full definition), the Head of Centre must make sure that they do not have unaccompanied access to examination materials, either before the examination (for example, question papers), or after the examination (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 examinations. A member of Centre staff other than the exams officer must authorise any documentation connected with their relative taking the exam (for example, access arrangements forms). The member of staff must also complete a Declaration of Interest Form. See section 2.1.5 for more details.

4.3 Preparing the exam room

4.3.1 Examination venue

All candidates must sit the examination at the Centre unless you have obtained our prior permission for candidates to take the examination 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.

4.3.2 Examination room

Examination rooms must provide candidates with appropriate conditions. Pay due attention to such matters as access, heating, ventilation, lighting and outside noise.

You must carry out practical examinations under conditions that give all candidates the opportunity to finish their tasks and display their true level of attainment in the subject.

You must conduct art and design practical examinations, at all levels, in line with written examinations.

4.3.3 Display material

Under no circumstances should display material which might be helpful to candidates (for example, maps, diagrams, wall charts) be visible in the examination room. You must take particular care with examinations held in laboratories or libraries.

4.3.4 Clock

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

4.3.5 Notice to Candidates/Candidate warning poster and displaying information

You must display the 'Notice to Candidates' and 'Candidate warning' poster both inside and outside the examination room. You will get copies of each poster in the pre-exam despatch.

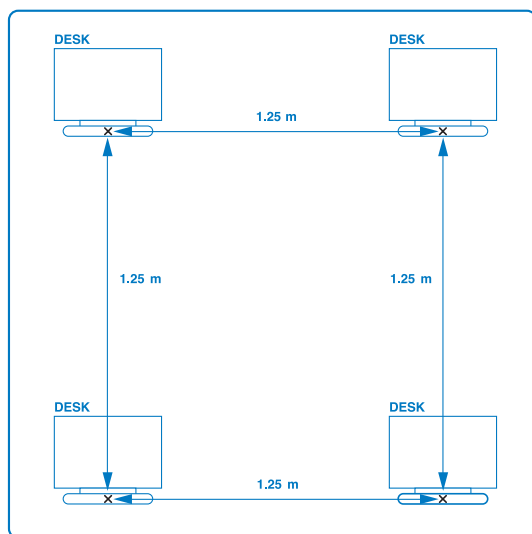
You must clearly display to all candidates:

- the Centre number
- the start and finish times of each examination
- the syllabus and component code of each examination.

The Notice to Candidates and Candidate warning posters are available from the 'Exam Day' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsofficers

4.3.6 Seating arrangements

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 overleaf).



For multiple-choice papers, spacing desks 1.25 metres apart may not be enough to prevent candidates seeing, intentionally or otherwise, the work of others. 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 may be achieved by:

- increasing the space between candidates' desks
- seating alternating rows of candidates taking different examinations
- using extra invigilators.

If necessary, please contact us or your Cambridge Associate for advice about alternative methods. We retain the right to approve or query the steps that the exams officer has taken to prevent candidates seeing the work of others.

For all written examinations:

- (a) All candidates must face in the same direction.



Extra guidance

You should conduct a training session with your invigilators before the exam, even if they are experienced. You can download our simple PowerPoint presentation 'An introduction to invigilation' that you can adapt to train your invigilators or simply read to refresh your own memory. Simply go to the 'Before the exams' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsofficers


- (b) Each candidate must have their own desk or table of sufficient size to accommodate question papers, maps, equipment and materials for practical examinations, and answer booklets/paper.
- (c) 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.
- (d) Where candidates sit an examination 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.
- (e) Where candidates sit an examination 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.
- (f) Candidates must sit in candidate number order, with index numbers on each desk.

You may hold other examinations in the room at the same time, provided no disturbance is caused.

NEW Any candidate suffering from a contagious disease must take the examination in a separate room where you can apply all examination regulations. On completion of the examination you must photocopy the candidate's script and return this photocopy with the other candidates' scripts as normal. You should seal the original script in a transparent file with a visible note explaining the situation. Pack the script separately from other scripts before posting with the main despatch of scripts. You should tell us about this in writing, either by email or fax.

4.4 Invigilator requirements

- (a) Invigilators are the people in the examination room responsible for the conduct of a particular examination.
- (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 relative of a candidate invigilate an examination by themselves. If the Head of Centre decides to use parents or relatives of a candidate they must ask them to complete  'Entries – Form 1' before they invigilate any examinations. 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 examination and must not perform any other task (for example, marking, using a laptop) in the examination room. Invigilators must be present, mobile and attentive throughout the examination.

(d) (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 examination room at all times. For ICT practicals please refer to 5.10.5.2.

(ii) For practical tests there must be one invigilator for every 15 candidates. A teacher of the subject should also be present at the start of the test and as necessary thereafter, to deal with technical difficulties, including matters of safety, and to help with invigilation in general.

(iii) When only one invigilator is present, they must be able to get assistance easily, without leaving the examination room or disturbing candidates. A change of invigilators during an examination 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 a male and female member of staff can be contacted by the invigilator without leaving the examination 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 tests a member of staff who speaks the language of the test should ideally be present to deal with any technical difficulties. A teacher who prepared the candidates for the subject under examination must not be the sole invigilator.

(vii) In examinations in which 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 phone or computer to summon assistance, invigilators must not have access to any other form of external communication while in the exam room.

(g) You must keep signed records of the exam invigilation and of the supervision arrangements for candidates under Full Centre Supervision.

4.4.1 Key Times

We are an international awarding organisation working with over 10000 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 supervisory conditions at the same time to maintain the security of question paper content. Key Times only apply to timetabled exams. Each country taking our exams is given a time, local to each country, defined for each country, when all candidates taking timetabled exams must either be in an exam or under Full Centre Supervision.

You can find the Key Time for a particular morning or afternoon examination session at www.cie.org.uk/keytime

If the Key Time is before the start of the examination, candidates must be supervised by invigilators (see section 4.4.2) from the Key Time until the start of the examination.

If they have finished their examination, 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 may need to timetable examinations outside of the Key Time:

- If the Key Time is before the start of the examination, you must keep candidates under Full Centre Supervision from the Key Time until the start of the examination; or,
- If the Key Time is after the end of the examination you must keep candidates under Full Centre Supervision until the Key Time is over.

4.4.2 Full Centre Supervision

Full Centre Supervision is a specific type of supervision for examination candidates. If candidates are not sitting their examination at the Key Time they must be under Full Centre Supervision until the Key Time has passed or the exam starts. During supervision, candidates must not have access to telephones, mobile phones, laptops/computers with or without internet access or any other means of communication outside of the supervised group; they must not be allowed to communicate with anyone not under Full Centre Supervision. 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. At least one supervisor must be present for every 30 candidates under Full Centre Supervision.

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 after an examination then we will consider this as possible malpractice. Contact us immediately in such circumstances.



Extra guidance

For more information on Key Times view our 'Timetabling exams' tutorial available from the 'Preparation' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsOfficers

5 Exam day

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5.1 At the beginning of the examination

You must make sure that candidates take their Cambridge exams in the correct timetabled session. You are allowed to start the examinations at any time within the sessions but must make sure you follow our Key Time and Full Centre Supervision regulations. Please see sections 4.4.1 and 4.4.2 for full details. You can find your Key Times at www.cie.org.uk/keytime

If you are unable to meet these requirements you must apply for a timetable deviation.

You are responsible for informing candidates of examination times.

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 examination.

5.1.2 Candidate numbers

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

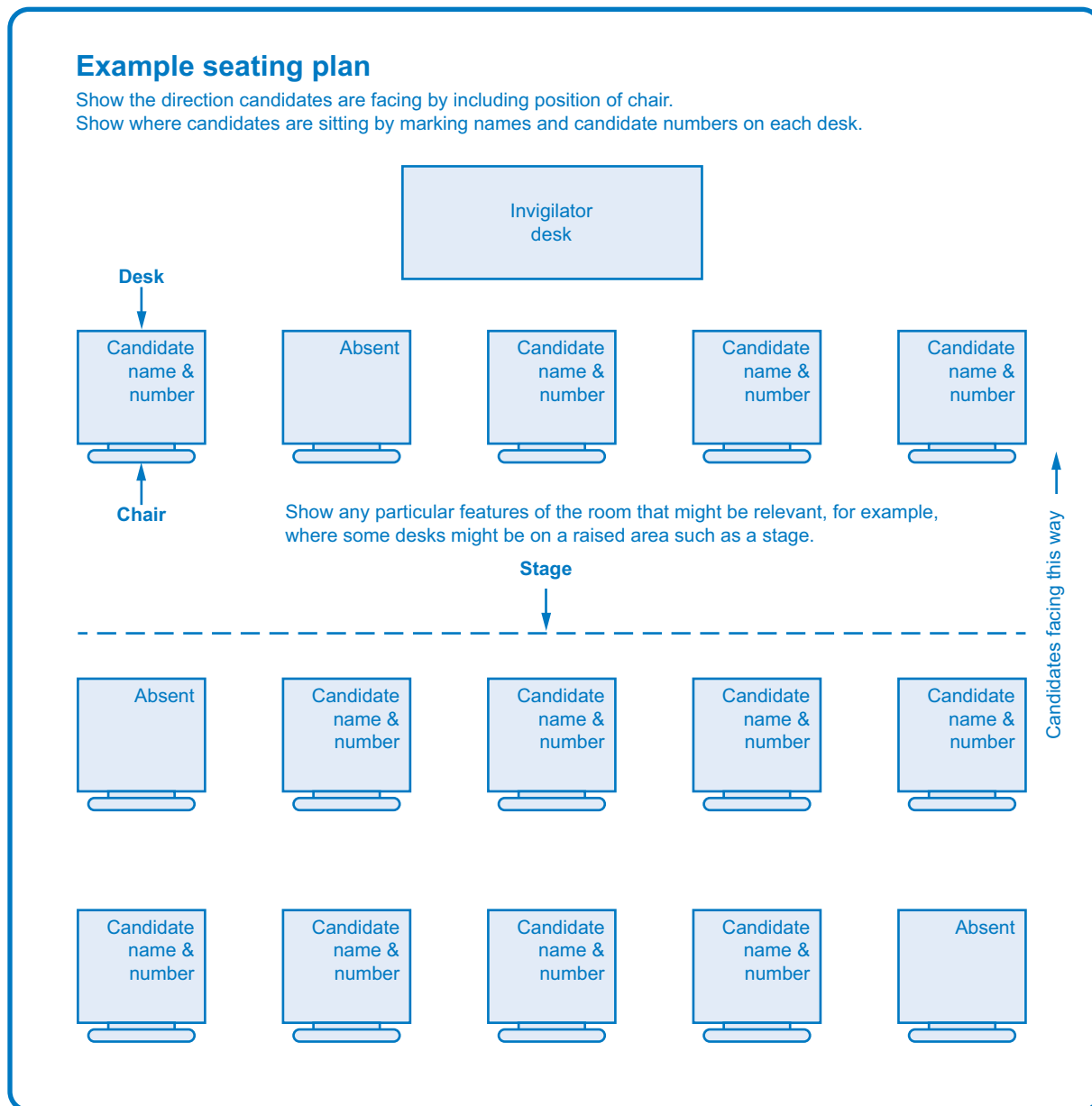
5.1.3 Attendance registers

The attendance register is a formal record of all the candidates registered to take each exam. We will send you pre-printed attendance registers before the relevant exam. Use the attendance register to record whether the candidates listed are present or absent. Follow the instructions for returning the attendance register as set out in Part 5 of the [Cambridge Administrative Guide](#).

Failure to complete the attendance registers properly can lead to problems or delays for the issue of candidates' results.

5.1.4 Seating plan

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 examination session. We may ask to see the seating plan at any time up to the issue of certificates.

5.1.5 Unauthorised materials

It is essential that you make sure your candidates do not bring any unauthorised materials into the exam room. Unauthorised materials are those that potentially enable candidates to conceal or access information in the exam room. 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.

Having unauthorised material in the exam room is a serious breach of regulations and may result in cancellation of examination 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 include:

- calculator cases
- instruction leaflets
- bags
- 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
- electronic or radio communication devices
- any recording device
- mobile telephones
- tablet computers
- e-readers
- any other electronic device that enables external communication or the storage and retrieval of data
- cameras
- Bluetooth headsets
- portable music players.

This list does not include every possible item that would be considered 'unauthorised'. You should use your judgement for any items not on the



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. Visit the 'Before the exams' and 'Exam day' sections of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsofficers



Important information

It is the responsibility of the invigilator to report to the Head of Centre any grounds for suspicion about the security of the examination papers. The Head of Centre or Cambridge Associate must notify us immediately, and later submit a full report.


list above by asking yourself whether the item potentially enables a candidate to conceal or access information in the exam room. 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 and that other candidates are not disturbed.

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

5.1.6 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 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 at the appropriate time, not just the specific exam.
- You add them to the attendance register for each component they take that they are not entered for.

Once they have completed all the components required for the entry, complete  'Exam Day – Form 12' and return this to us or to your Cambridge Associate.

We will then mark the scripts of the candidate, enter them for the entry option and issue a grade in the syllabus. We will also issue an invoice to cover the relevant entry fees and late entry fee charges.

If you do not have enough spare question papers for each of the relevant components you will have to tell the candidate they cannot sit the exam as they have not been entered for it. Centres must not photocopy question papers.

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 candidate on your behalf and raise an invoice as described above.

In these cases there may be delays in issuing results; because of this we encourage you to submit the details of any unauthorised entries as outlined above, to make sure the candidates concerned receive their results on time.

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 will send you an invoice to cover the administrative and marking costs.

5.1.7 Stationery, materials and other equipment

Before each examination series, we update the additional exam materials database, which is available to download from the 'Exams officers' area of our website. Access the database to find out the following information for any exam where you need to provide additional exam materials or where we provide exam materials:

- the additional materials candidates need in the exam
- the exam materials we provide
- whether the candidates should answer directly on the question paper, writing paper/answer booklets or multiple-choice answer sheets.

CAMBRIDGE International Examinations
Additional exam materials database

This database is for exams officers. It will tell you the following information for any exam in the June 2013 series where you need to provide additional exam materials or where we provide additional exam materials:

- the additional materials candidates need in the exam
- the additional materials we provide for candidates
- whether the candidates should answer directly on the question paper, on writing paper/answer booklets or on multiple-choice answer sheets.

You can search by syllabus and component code or by syllabus code and exam date. Simply select the type of search you want to make and then enter the required information into the search boxes. You can make up to five searches at one time. Once you have retrieved the information you can print it out and go through it to make sure you have all the necessary materials for each component. Make a printout of the information and have a copy of your print out available in the exam code.

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 the time differences between some countries. Please follow the information for the component showing the date that is on your administrative zone timetable.

Search by: Syllabus and component | Syllabus and date (disabled) | Clear all search boxes | Print search results | Open | Import search results

Search 1	Search 2	Search 3	Search 4	Search 5
Syllabus / Component	Syllabus / Component	Syllabus / Component	Syllabus / Component	Syllabus / Component

Syllabus & component code | Subject | Qualification | Exam date | Additional exam materials we provide | Additional exam materials candidates need | Do candidates answer on the question paper?

The invigilator must make sure that only specified items are issued to the 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 candidate whose name appears on it 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. Candidates must write their answers legibly in black or dark blue ink. Candidates must not use red or green ink or correcting fluid during the exam. They must use soft pencils (type B or HB is recommended) for multiple-choice tests. They may use pencils or pens in other colours for diagrams and maps only if indicated on the question paper. Our stationery must be used in Cambridge exams only. Candidates may use highlighter pens on question papers or question sections of combined question and answer booklets. They must not use highlighter pens on answer sheets, answer booklets or in the answer sections of combined question and answer booklets.

5.1.7.1 Extra stationery and materials for science papers

The following must be available to candidates in all science papers:

- ruler (300 mm)
- protractor
- set square
- pair of compasses
- graph paper.

We do not list these specific extra materials on science question papers.

Candidates are permitted to use calculators in all science papers.

5.1.8 Starting the examination

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

Before candidates are allowed to start work and to help ensure a consistent approach, the invigilator should read aloud the 'Starting the examination' section from our document *What to Say to Candidates in an Exam*. This document is available from the 'Exam day' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsofficers

Extra guidance

Download the additional exam materials database from the 'Exam day' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsofficers

When you get to the 'Exam day' section click on 'Running exams' and download the database from the 'Extra guidance' panel.

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.

CAMBRIDGE
International Examinations

Cambridge for exams officers

What to say to candidates in an exam

To make sure all Cambridge candidates have the same exam experience you must read about our instructions at the start and end of the exam. This guide tells you exactly what to say and when.

There are three sets of instructions depending on how candidates record their answers:

- answering on the question paper;
- answering on answer sheets or in booklet;
- answering on multiple choice answer sheets.

Click on the relevant image below to take you to the right instructions page.

Before each exam check the Additional Exam Materials database, available from www.cie.org.uk/exams/officers to find out:

- whether candidates need any extra materials for the exam, for example, a calculator;
- how candidates must record their answers, for example, directly on the question paper.

Make sure you have read and understood our regulations for running exams as set out in Part 5 of the Cambridge Handbook.

Extra guidance
Our Exam Day Checklist will help you check you are ready for each exam and that you are following our regulations. Download the checklist from the 'Exam Day' area of www.cie.org.uk/exams/officers

Answering on the question paper

Answering on answer sheets or in a booklet

Answering on multiple choice answer sheets

Please see next page for more information

5.2 During the examination

5.2.1 Supervising the candidates

Invigilators must supervise the candidates throughout the whole examination and give full attention to this duty at all times.

5.2.2 Practical examinations

During a practical examination, some movement by candidates and spoken instructions may be necessary. Invigilators must limit this to what is essential to achieve the objectives of the examination without compromising security.

5.2.3 Using calculators

Candidates may use electronic calculators if they are permitted in the instructions on the question paper, in the additional exam materials database or in the syllabus booklet. If they are not allowed the syllabus and front of question paper will say they are prohibited. If the syllabus or question paper do not prohibit or mention them then candidates can use a calculator if they want to. Invigilators should check a sample of calculators before the start of the exam to make sure they comply with the regulations below. We may, in consultation with the relevant Cambridge Associate, issue specific local regulations governing the use of electronic

calculators. Where this happens, the local regulations will override the below regulation.

Where calculators are allowed, you must tell candidates the following:

- The calculator must be of a suitable size for use during an examination.
- 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 examination in transparent packaging.
- The working condition of the calculator is the responsibility of the candidate.
- The calculator must be silent, with a visual display only.
- We will not normally consider a calculator fault as justifying special consideration for the candidate.
- 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.
- Candidates must not borrow calculators from other candidates during the examination for any reason, although the invigilator can provide a candidate with a replacement calculator.
- Candidates must clear any information and/or programs stored in the calculator's memory before and after the examination; retrieval of prepared information and/or programs during the examination, or removal of question paper content from the examination room, is malpractice and against the regulations.
- 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.

5.2.4 Using mathematical tables

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

5.2.5 Using dictionaries

Cambridge International AS and A Level, Cambridge Pre-U and Cambridge O Level

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

Cambridge Checkpoint

Simple translation dictionaries are allowed in the science and mathematics examinations. They are not allowed in the English examination.

Cambridge IGCSE

Simple translation dictionaries are allowed except in the case of language examinations or where 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.

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

5.2.6 Five-minute warning

You must let your candidates know when there are five minutes of the exam remaining. The invigilator must read aloud the ‘Five minute warning’ section from our document *What to Say to Candidates in an Exam*. This document is available from the ‘Exam day’ section of the ‘Cambridge Exams Officers’ Guide’ at www.cie.org.uk/examsofficers

5.3 Leaving the room while the exam is in progress

Candidates who leave the examination room temporarily must be accompanied by a member of staff. In cases where special consideration is applied for (for example, illness), you may allow such candidates extra time to compensate for their temporary absence.

If a candidate has finished their exam early, 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.

5.4 Leaving the room at the end of the exam

- Candidates must remain under exam conditions and in the exam room until they are told otherwise by the invigilator.
- You must collect and account for all answer scripts and question papers before candidates leave the room. Candidates cannot leave the examination room until after the Key Time of the examination has passed, unless you keep them under Full Centre Supervision until the Key Time has passed.
- If an exam ends before the Key Time for the exam session then 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. If a candidate fails to attend a period of Full Centre Supervision after an exam then we will consider this as possible malpractice and you must write to inform us.
- Whether or not they leave the examination 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 security of question papers and their contents. See section 5.5.3 for more information.

5.5 At the end of the examination

5.5.1 Finishing the examination

At the end of the exam and to help ensure a consistent approach, the invigilator should read aloud the 'Finishing the examination' section from our document *What to Say to Candidates in an Exam*. This document is available from the 'Exam day' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/examsofficers

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.

CAMBRIDGE
International Examinations

Cambridge for exams officers

What to say to candidates in an exam

To make sure all Cambridge candidates have the same exam experience you must read about our instructions at the start and end of the exam. This guide tells you exactly what to say and when.

There are three sets of instructions depending on how candidates record their answers:

- Answering on the question paper.
- Answering on answer sheets or in a booklet.
- Answering on multiple choice answer sheets.

Click on the relevant image below to take you to the right instructions page.

Extra guidelines

Our Exam Day Checklist will help you check you are ready for each exam and that you are following our regulations. Download the checklist from the 'Exam day' area of www.cie.org.uk/examsofficers

Before each exam check the Additional Exam Materials database, available from www.cie.org.uk/examsofficers to find out:

- whether candidates need any extra materials for the exam, for example, a calculator.
- how candidates must record their answers, for example, directly on the question paper.

Make sure you have read and understood our regulations for running exams as set out in Part 5 of the Cambridge Handbook.

Answering on the question paper

Answering on answer sheets or in a booklet

Answering on multiple choice answer sheets

Please see next page for more information

Where invigilators allow candidates who arrive late the full working time to take their examination, they should tell them to stop writing after the extra time allowed.

Before candidates are released from supervision, you must audit the number of question papers at the end of the examination and check that this matches the number issued.

5.5.2 Collecting answer scripts

All answer scripts and question papers must be collected and accounted for before candidates are allowed to leave the room.

Invigilators must sort answer scripts into the order shown on the attendance register (candidate number order), and check that all answer scripts are present and that candidates have used correct Centre and candidate numbers.

Immediately after collation, the invigilator must hand answer scripts to the person responsible for their despatch, who must place them immediately in the return envelope and seal it in the exam room. 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.

If a candidate or other unauthorised person removes a script from the examination room, you must tell us about the circumstances. The candidate should be warned that we may not accept the script.

5.5.3 Collecting question papers/24-hour security rule

You must keep all empty question paper packets secure until after the issue of results for the series. We may need them for investigations into suspected malpractice cases.

You must collect all question papers at the end of the examination and retain them under secure conditions until at least 24 hours have passed after the end of the examination or Key Time, whichever is later.

Important information

If a candidate is absent at the start of an examination, you may want to contact the candidate's parents/carers. The parents/carers should be asked to keep the candidate under supervision at all times until the candidate is met by a member of Centre staff. In such circumstances the parent/carer and the candidate should sign a statement to confirm the supervision arrangements which were put in place. We will consider these statements from the parent/carer, the candidate and the Centre.

After 24 hours have passed from the Key Time for a session, you can return papers to candidates/ Centre staff at your discretion. **NEW** For **ICT practical tests** the question papers that 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 that are sent to you. You must not return Cambridge International A Level Applied ICT papers and Cambridge IGCSE ICT papers to candidates.

5.5.4 Unused stationery

You must collect all unused stationery in the examination room, checking for loose sheets which candidates may have overlooked, and return them to secure storage.

5.6 Packing and despatching scripts

You are responsible for packing and despatching your scripts using the correct bar-coded labels and correct packaging. Please follow the instructions in Part 5 of the [Cambridge Administrative Guide](#) for packing and despatching scripts.

Examined work for Cambridge Global Perspectives qualifications is submitted electronically. For more information see the [Cambridge Administrative Guide](#).

NEW For advice on handling soiled scripts go to www.cie.org.uk/help and type 'soiled scripts' into the search box.

5.7 Dealing with the unexpected

5.7.1 Late arrival of candidates

- You may allow a candidate who arrives before the Key Time for an examination to enter the examination room to sit the examination. You do not need to notify us.
- If a candidate arrives after the Key Time but before the end of the examination they are allowed to enter the room and sit the examination. 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](#).

- When deciding whether to accept any of the work of a candidate who arrives late, we pay particular attention to the extent to which we consider the security of the examination was maintained, especially in relation to the time at which candidates entered the examination room.
- You may, at your discretion, allow the full time for the examination for a candidate who arrives after the scheduled start time.
- If any candidates arrive after the Key Time or a candidate is admitted late into an examination room the following rules apply:
 - You must send the answer script in the normal way.
 - You must indicate on the answer script 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.


5.7.1.1 Reasons we may consider acceptable for late arrival

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

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

5.7.1.3 Late arrival for a period of Full Centre Supervision

- (a) If a candidate arrives late for a period of required Full Centre Supervision before an examination, but after the Key Time for the examination, then the candidate can only be permitted to enter Full Centre Supervision if they do not have any contact or communication with any other candidates already under Full Centre Supervision.
- (b) When deciding whether to accept any of the work of a candidate who arrived late for a period of required Full Centre Supervision for an examination, we will pay particular attention to the extent to which we consider the security of the examination 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 complete  'Exam Day – Form 3', and return it as quickly as possible.

5.7.2 Candidates arriving after the examination has finished

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

5.7.3 Appealing against late arrival decisions

We will tell you the outcome of reported incidences of late arrivals in writing. If you want to appeal, the Head of Centre/Cambridge Associate must send any appeal within 28 days from the date of notification of the decision. No requests for an appeal will be accepted directly from a candidate; all appeals must be supported by the Centre.

When making an appeal, you should provide any extra information or evidence you would like us to consider.

Once you have submitted an appeal, all communication relating to the case must be in writing.

We will not enter into any communication about an appeal with candidates or their parents/guardians.

We will inform the Centre/Cambridge Associate of the outcome of the appeal within 28 days of the date of the appeal.

5.7.3.1 Appeal process for late arrivals

Stage 1

- (a) At Stage 1 the evidence is reviewed by senior staff within the Compliance team. All previous evidence is considered alongside any mitigating circumstances or new evidence you have submitted.
- (b) We will tell you about their decision in writing.

Stage 2

This takes place if you are not satisfied by the outcome of the Stage 1 appeal. A request to go to Stage 2 will only be accepted if made by the Centre; no requests will be accepted directly from a candidate.

- (a) At Stage 2 we will consider the appeals against the decisions made.
- (b) The Cambridge Appeals Committee consists 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 appointment. A secretary will be present to minute the meeting, but will take no part in the decision. If appropriate, other subject, assessment or specialist staff may be invited to provide further information. The Appeals Committee will review the evidence and decide what action, if any, should be taken. The Committee will consider each case on an individual basis in the light of all the information.
- (c) The outcome of a Stage 2 appeal is final and we will not enter into further correspondence about an appeal with the Centre.

5.7.4 Irregular conduct

- (a) Wherever possible, the invigilator must remove and keep any unauthorised material discovered in the possession of a candidate in the examination.


- (b) It is the duty of the Head of Centre to make sure that they tell us about all cases of irregularity or misconduct in connection with the examination as soon as possible. The Head of Centre can expel a candidate from the examination room, but they should only take such action when it is felt to be essential or when the presence of a candidate would cause disruption to others.
- (c) Any infringement of the regulations may lead to disqualification of the candidate. The decision on disqualification rests with us.

5.7.5 Emergencies

In an emergency situation 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 examination remains secure:

- Evacuate the examination room.
- Make sure candidates are fully supervised while they are out of the examination room, so there can be no collusion or external communication.
- Make sure that all question papers and answer scripts are left in the examination room and that the room is secured.
- After the candidates have returned to the examination room and before the examination is resumed, indicate on the candidates' work, where feasible to do so, the point at which the interruption occurred.
- Note the time and length of the interruption.
- Allow candidates the full working time for the examination.
- If there are only a small number of candidates, consider taking the candidates, with question papers and scripts, to another place in order to finish the examination.
- Make a full report of the incident and of the action taken, for immediate submission.

5.7.6 Opening the wrong question paper packet in error

If you open the wrong question paper packet in error follow the steps below to reseal the packet immediately and complete and return  'Exam Day – Form 11' immediately.

To secure the question papers in the opened packet 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.
- Store the question paper packet in your secure area.

5.8 Special consideration

5.8.1 Definition of special consideration

Special consideration is a post-exam adjustment made to a candidate's mark, by an awarding body, to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury. Special consideration 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 examinations.

Special consideration cannot alter the difficulty faced by the candidate. There will be situations where you should not enter a candidate for an examination 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 examinations 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 examination. 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 learner to learner 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.

5.8.2 Principles governing special consideration

- We assess all candidates according to the same marking criteria so that grades and certificates have the same validity.
- We assess all candidates on what they know and can do, not on what they might have achieved if circumstances had been different.
- Special consideration must not give the candidate an advantage over other candidates.
- Special consideration must not interfere with the integrity of the assessment, and we will therefore restrict it in certain syllabuses.

5.8.3 Cambridge Primary Checkpoint and Cambridge Checkpoint

You cannot apply for special consideration for Cambridge Primary Checkpoint and Cambridge Checkpoint candidates. It is not possible to make adjustments for candidates due to the diagnostic nature of the Cambridge Primary Checkpoint and Cambridge Checkpoint tests.

5.8.4 Making applications for special consideration

- Please see the [▶ Cambridge Administrative Guide](#) for information on submitting special consideration applications.
- We cannot guarantee to consider your application if we do not receive the correct information.
- You must submit applications within seven days of the last examination in the series in each syllabus. We will only accept late applications after the publication of results in the most exceptional circumstances.
- If a candidate is likely to be affected for the whole examination series (for example, by bereavement or long-term illness), you should record all examinations affected then submit an application form when the candidate completes the last component for each syllabus. This will make sure that we receive all necessary information in time for the issue of results.
- 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.

- 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.
- We will not accept invigilator reports, or applications included with scripts, as applications for special consideration.
- 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, we will tell you why. If the case is referred to a team of senior examiners for consideration, known as 'grade review', we will tell you in writing.

5.8.5 Candidates present for the assessment but disadvantaged

- 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.
- 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 examination in relation to the circumstances
 - the nature of the assessment (for example, whether the written papers or coursework are affected, or whether an oral or practical is involved).

5.8.6 Candidates absent from a timetabled component for acceptable reasons

- 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 examination. Centre staff should follow internal procedures for dealing with candidates who feel unwell on the day of an examination. 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 examinations, 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.

5.8.7 Unacceptable reasons for special consideration

Candidates will not be eligible for special consideration if their preparation for, or performance in, the examination 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 examination caused by candidates, such as bad behaviour and mobile phones
- (e) the consequences of committing a crime
- (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 examination 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 examination 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 examination 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.

5.8.8 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.

5.8.9 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 the [▶ Cambridge Administrative Guide](#) 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 the form and the moderation sample. If no work exists, you must include a copy of the form in the sample submission.
- (c) If a candidate fails to complete any coursework they will receive a 'NO RESULT' for that syllabus.

5.8.10 Other situations requiring special consideration

- (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 examination you may give the candidate the correct paper, but only if they are still under supervised conditions and able to continue with the examination. If you are not aware of the mistake we will tell you once we have the candidate's script. In both cases you should send the special consideration form 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 in such a matter in full compliance with the Cambridge Code of Practice.

5.8.11 Appeals against the outcome of applications for special consideration

We will tell you the outcome of special consideration applications in writing. If you want to appeal, the Head of Centre/Cambridge Associate must send any appeal in writing within 28 days from the date of notification of the decision. No requests for an appeal will be accepted directly from a candidate and you must support all appeals.

When making an appeal, you should provide any extra information or evidence you would like us to consider.

Once you have submitted an appeal, all communication relating to the case must be in writing.

We will not enter into any communication about an appeal with candidates or parents/carers.

We will inform the Centre/Cambridge Associate of the outcome of the appeal within 28 days of the date of the appeal.

5.8.12 Special consideration appeal process

Stage 1

- (a) At Stage 1 the evidence is reviewed by senior staff within the Compliance team. All previous evidence is considered alongside any new evidence or mitigating circumstances you have submitted.
- (b) The Centre/Cambridge Associate will be notified of any decision made in writing.

Stage 2

This takes place if you are not satisfied by the outcome of the Stage 1 appeal. A request to go to Stage 2 will only be accepted if made by the Centre; no requests will be accepted directly from a candidate.

- (a) At Stage 2 we will consider the appeal against the decisions made.
- (b) The Cambridge Appeals Committee consists 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 appointment. A secretary will be present to minute the meeting, but will take no part in the decision. Other subject, assessment or specialist staff may be invited to give extra information as required. The Appeals Committee will review the evidence and decide what action, if any, should be taken. The Committee will consider each case on an individual basis in the light of all the information.
- (c) The outcome of a Stage 2 appeal is final and we will not enter into further correspondence.

5.8.13 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.

5.9 Malpractice and maladministration

5.9.1 Introduction

Malpractice and maladministration are those actions that may threaten the integrity of Cambridge examinations and certification. The Head of Centre is responsible for immediately reporting all cases of suspected malpractice and maladministration.

This section:

- establishes the regulations with which examinations must comply
- defines malpractice in the context of examinations
- sets out our rights and responsibilities, and those of Centre staff and candidates in relation to such matters
- describes the procedures you must follow in cases where there is reason to suspect that the regulations have been broken.

Heads of Centres must inform candidates and Centre staff of their individual responsibilities as set out in these guidelines.

5.9.2 Procedures for dealing with suspected malpractice

- (a) 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 Heads of Centres 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.
- (b) 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.
- (c) You must send any documents that we ask for within 28 days of the date of the request. If you do not do this the case will be reviewed on the basis of evidence already presented.
- (d) Following review, we will decide what action, if any, we should take. Each case will be considered on an individual basis in the light of all the information available at the time.
- (e) We may impose the following penalties:
 - 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 examinations 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.

- (f) 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.
- (g) 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.
- (h) We will not consider any requests for post-result services for any syllabus component(s) for which malpractice has been confirmed.

5.9.3 Suspected candidate 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:

- misuse of examination material
- behaving in such a way as to undermine the integrity of the examination
- disruptive behaviour in the examination room (including the use of offensive language)
- bringing unauthorised material into the examination room (for example, notes, study guides and personal organisers, own blank paper, calculators, dictionaries (when prohibited), mobile phones or other electronic devices)
- bringing into the examination room notes in the wrong format (when notes are permitted), or incorrectly annotated texts (in open book examinations)
- obtaining, receiving, exchanging or passing on information which could be examination-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 one's place in an examination

- the inclusion of inappropriate, offensive or obscene material in scripts or coursework
- copying from another candidate (including the misuse of ICT to do so)
- collusion; working collaboratively with other candidates
- plagiarism; the failure to acknowledge sources properly and/or the submission of another person's work as if it were the candidate's own
- theft of another's work
- the deliberate destruction of another's work
- the alteration of any results document, including certificates
- failure to abide by the instructions of an invigilator
- failure to abide by the conditions of supervision designed to maintain the security of the examinations
- any attempt to remove or reveal the content of the examination before the Key Time for the exam has passed or the examination has concluded, whichever is later.


5.9.4 Suspected Centre maladministration

The following are examples of malpractice by Centre staff. The list is not exhaustive and we may consider other instances of malpractice at our discretion:

- moving the time or date of a fixed examination (outside the 'window') without notifying us and obtaining permission
- failure to maintain Full Centre Supervision in relation to the Key Time for Cambridge IGCSE, Cambridge O Level and Cambridge International AS and A Level
- failure to keep examination papers secure before the examination
- obtaining unauthorised access to examination material before an examination
- 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 learners or material that we have provided

- failure to keep learner computer files secure
- assisting or prompting candidates with the production of answers
- altering or editing of question papers before an exam.

5.9.5 Suspected malpractice that you discover

- If suspected malpractice is discovered you must complete and submit  'Exam Day – Form 9' at the earliest opportunity.
- If the conduct of a candidate is such that their continued presence in the examination room would cause disruption to other candidates you may remove the candidate from the examination room. You must tell us about all cases of disruptive behaviour, whether or not the candidate was removed from the examination room.
- Reports of cases of malpractice in written examinations, that you have identified, must include:
 - statements from the Head of Centre (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)
 - 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 examinations
 - details of any investigation you carried out.
- 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.

5.9.6 Suspected malpractice that we discover

- If we become aware of suspected malpractice we will send you a report with full details of the alleged malpractice. We will ask the Head of Centre to conduct a full investigation into the alleged malpractice and to submit a written report.
- 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 examinations.
- 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 a case.


5.9.7 Malpractice in Centre-based assessments

- If malpractice in Centre-based assessments is discovered before the date for final entry, 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 such candidate(s), you must not give credit for any work submitted which is not the candidate's own. You are reminded that the teacher must authenticate all work.
- If malpractice is discovered during the marking of coursework at the Centre, you must give us details. If you cannot authenticate the work of any candidate(s) because of suspected

malpractice then you should give a mark of zero for the piece of coursework concerned. If we identify suspected malpractice we will refer the matter to you for investigation.

- (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.
- (d) We will consider any statement of mitigating circumstances you provide and any recommendation about the penalty you consider appropriate. We will make all final decisions concerning a case.

5.9.8 Malpractice and maladministration by Centre staff

- (a) We will deem any non-compliance with the guidelines for the conduct of the examinations, or any action by a member of staff to contravene our regulations, as maladministration or malpractice.
- (b) You must immediately report actual or suspected cases of maladministration or malpractice by staff. You must also complete and submit  'Exam Day – Form 9'.
- (c) The Head of Centre must carry out the initial investigation into any cases of alleged malpractice or 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) You must make any member of staff accused of malpractice or maladministration fully aware (preferably in writing), at the earliest opportunity, of the nature of the alleged

malpractice and the possible consequences should malpractice be proved. Any member of staff accused of malpractice or maladministration must have the opportunity to respond (preferably in writing) to the allegations made.

- (e) On the basis of evidence received, we will consider each case and decide on the action to take.
- (f) 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 examinations for a specified period of time
 - ban you from entering Cambridge examinations
 - inform other awarding bodies of the details of the case and the action taken
 - inform the police and other relevant authorities.
- (g) We will endeavour to make sure that candidates are neither advantaged nor disadvantaged as a consequence of malpractice or maladministration by staff. However, it may be necessary to withhold results until the Committee has fully considered the case.

5.9.9 Procedures for investigating alleged malpractice

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 examinations. 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.

5.9.10 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.)

5.9.11 Cambridge Primary Checkpoint and Cambridge Checkpoint

For Cambridge Checkpoint and Cambridge Primary Checkpoint, we reserve the right to withhold results while any related malpractice investigations take place. Depending on the outcome of the investigation we may either release or permanently withhold the results.

5.9.12 Communicating decisions to members of staff and candidates

We will inform Heads of Centres in writing as soon as possible after decisions are made. It is the responsibility of the Head of Centre to communicate the decision to the individuals concerned, and to pass on warnings in cases where this is indicated.

5.9.13 Exchange of 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 examination, it may be necessary for us to exchange information with other parties, for example, other awarding bodies.

5.9.14 Appeals against decisions of the Cambridge Malpractice Committee

The Head of Centre/Cambridge Associate must send any appeal in writing within 28 days from the

date of notification of the decision. The following reasons, in isolation, are not enough to merit an appeal:

- the individual did not intend to cheat
- the individual has a good academic record
- the individual could lose a university place
- the individual regrets his/her actions.

When making an appeal, you must provide us with any extra information or evidence you would like the Appeals Committee to consider.

Once you have submitted an appeal, all communication relating to the case must be in writing.

We will not enter into any communication about an appeal with candidates or their parents.

We will let you know the outcome of the appeal within 28 days of the date of the appeal.

5.9.14.1 Malpractice appeal process

Stage 1

- (a) At Stage 1 the evidence is reviewed by senior staff within the Compliance team. All previous evidence is considered alongside any new evidence or mitigating circumstances you have highlighted.
- (b) We will notify you in writing of any decision made.

Stage 2

If you are not satisfied by the outcome of the Stage 1 appeal, you can request to go to Stage 2.

- (a) At Stage 2 the Cambridge Appeals Committee will consider the appeals against the decisions made.
- (b) The Cambridge Appeals Committee consists 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 appointment. A secretary will be present to minute the meeting, but will take no part in the decision. Other subject, assessment or specialist staff may be invited

to give extra information as required. The Appeals Committee will review the evidence and decide what action, if any, should be taken. The Committee will consider each case on an individual basis in the light of all the information.

- (c) The outcome of a Stage 2 appeal is final and we will not enter into further correspondence.

5.10 Special instructions for particular examinations

This section of the handbook details regulations that relate to specific subject or qualification types. You should check the specific syllabus for details of arrangements that add to or amend the regulations.

5.10.1 Practical examinations in science syllabuses

5.10.1.1 Confidential instructions

Requirements for practical examinations are given in syllabus-specific confidential instructions. We send these instructions several weeks before examinations begin. You must regard them as confidential and they are intended only to enable the member of staff in charge of the laboratory, the supervisor, to carry out proper preparations before the examination session. Under no circumstances must any information in the instructions reach candidates.

You must keep confidential instructions under secure conditions at all times, and it is the responsibility of the Head of Centre to make 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 examination.

5.10.1.2 Materials

In addition to apparatus and materials obtained from local sources, we may supply some materials or, by special arrangements 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 list provided 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 secure confidential handling of all materials until they are used in the examination. No information about these materials must reach candidates.

After the examination, 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.

5.10.1.3 Seating arrangements

When seated in a practical examination, candidates should ideally be spaced in the same way as they would be for a written examination, 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.

5.10.1.4 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 examination 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 or other Centre staff, or by electronic or external means from contact outside the Centre, such as candidates from other Centres who have taken the test.

You must supervise all candidates at the Key Time on the timetable. Candidates may be taking the examination or they may be under Full Centre Supervision, before or after taking the examination. If you have divided the candidates into two groups you can schedule the examination 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 examination to overlap with the afternoon examination session. In such cases you should:

- arrange the groups of candidates so that the sittings do not overlap
- timetable the practical examination 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 examination)
- delay the start of the written examination (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 examination to discuss arrangements.

5.10.1.5 Invigilation

In all practical examinations, 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 examination 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 examination is being conducted. The supervisor who set up the examination must be present in the examination room at the start of the examination. They should also be available throughout the practical examination 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 examination.

Where the supervisor is expected to perform the experiments from the question paper, they should do this in a separate room or in an area of the laboratory at a suitable distance from the candidates. You must provide adequate invigilation while the supervisor carries out the experiments.

If the supervisor has been involved in preparing any of the candidates for the examination 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 examination 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 examination. 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 if they feel the candidates were disadvantaged.

Use the *Exam Day Checklist* available from the 'Exam day' section of the 'Cambridge Exams Officers' Guide' at www.cie.org.uk/exams/officers along with the regulations in this handbook.

5.10.2 Special instructions for Cambridge IGCSE speaking tests

Four working days before the first day of speaking tests, the Head of Centre should make available the confidential Teachers' Notes to the head of department or teacher-examiner. The teacher-examiners must allow enough time to familiarise themselves with the materials and procedures, but must not remove materials from the Centre. You must store materials according to the regulations in this handbook.

5.10.3 Special instructions for Cambridge IGCSE, Cambridge O Level, Cambridge International AS and A Level listening tests

We will supply the recorded material for the listening tests, which you may keep after the examination. We strongly advise you to hold the listening test 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.

Certain papers require candidates to have personal listening facilities, for example, CD players with headphones.

5.10.3.1 Checking recorded material for listening tests

- You must spot-check listening test material for sound quality as soon as you receive it.
- In order to check the acoustics (that is, the loudspeakers and sound quality) you must spot-check the test material at the appropriate volume in the examination room one working day before the examination. This check must not affect the security of the examination.
- 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 the examination secure question paper store.

5.10.3.2 Conduct of a listening test

Ideally, a member of staff who speaks the language of the listening test should be present to

deal with any technical difficulties. If this teacher prepared the candidates for the examination they must not be the sole invigilator.

The invigilator must not stop the test once started, except in the case of a serious emergency. Noise from outside the examination room does not constitute a serious emergency. The invigilator should warn candidates of this before the test begins.

If the test 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 test 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 examination, in order to make alternative arrangements for the listening test.

5.10.3.3 Large numbers of candidates

If more candidates are entered for a listening test than can be accommodated at one time, you may divide the candidates into two groups. Both groups must take the test 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 test, 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 on the timetable. Candidates may be taking the examination or they may be under Full Centre Supervision, before or after taking the examination. If you have divided the candidates into two groups you can schedule the examination so that one group finishes the examination at (or close to) the Key Time, and the other group starts the examination 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 examination to overlap with the afternoon examination 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 examinations at the same time:

- Arrange the two groups of candidates so that those who also have an afternoon examination take the practical examination first.
- Arrange the time of the examination 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 practical examination).
- Delay the start of the afternoon examination (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 examination to overlap with the morning examination session.

In such cases, you may use one or more of the following measures to ensure that no candidate needs to be in two examinations at the same time:

- Arrange the two groups of candidates so that those who also have a morning examination take the examination last.
- Arrange the time of the examination 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 examination).
- Make the start of the morning examination 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 examination to discuss the arrangements.

Important information



We send these instructions on conducting Cambridge IGCSE and Cambridge International AS and A Level Applied ICT practical tests to Centres at least a month before the tests start. Look out for them in the *Cambridge Exams Officer eNewsletter*. **A** Cambridge Associates should pass these instructions on to their Associate Centres as relevant.



This guide is for exams officers or supervisors responsible for the administration of Cambridge ICT practical tests. It sets out the procedures you should follow if your school is offering Cambridge IGCSE Information Technology (0417) practical tests during the November series.

Who is responsible for the administration of the ICT practical tests?
A suitably competent supervisor, who may be the candidates' tutor, is responsible for the administration of the ICT practical tests. The supervisor is also responsible for the preparation of the hardware and software for the tests. The Head of Centre and exams officers are accountable for the security and conduct of each test.

When should the ICT practical tests be held?
We do not timetable the Cambridge ICT practical tests in the same way as most other Cambridge IGCSE written papers. Instead of a specific date for each test, we give schools a specific window in time when the tests must be held. The Cambridge IGCSE timetable specifies the window within which candidates must take the two practical examinations. You can hold the tests at any time within this window, but please make sure that your candidates complete each practical test in a single session.

Paper	Window
0417/02	Practical Test A 11 October – 17 October
0417/03	Practical Test B 18 October – 24 October

Whenever possible, candidates from the same school should sit their test at the same time. If you need to run more than one session, the sessions should follow on from each other. If you do run more than one session, you are allowed to let your candidates leave the room at the end of the each test as normal. You do not need to keep them under supervision until the other candidates have finished the remaining sessions.

Cambridge Exams Cycle Phase 5



Important information



Any system errors or issues must be reported in the *Supervisors Report Folder* (SRF).

5.10.4 Cambridge IGCSE syllabuses: 'Open book' literature components

[0486 \(English\) Paper 3](#)

[0488 \(Spanish\) Paper 1](#)

Candidates should take their set texts into the examination room for the syllabuses listed above. 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, for which texts are not allowed in the examination room.)

5.10.5 Special instructions for Cambridge IGCSE ICT and Cambridge International AS and A Level Applied ICT practical tests

5.10.5.1 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 test.

5.10.5.2 Invigilation

You must have no less 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 that may arise. If the supervisor has been involved in the preparation of any of the candidates for the test, then a further (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 (described below) that we send out to Centres.

5.10.5.3 Candidate access to equipment during the test

Candidates must not have access during the test to their own electronic files or 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/invigilators 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.

5.10.5.4 Communication during the test

NEW 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 examination. Access to the folder should be given to each candidate at the start of the examination and removed at the end of the examination.

Candidates must not have access to portable storage media, for example, memory sticks. Invigilators must be vigilant throughout the test.

Candidates must be under the same conditions as detailed in section 5.1.5 of this handbook.

5.10.5.5 Timetabling

The Cambridge IGCSE and Cambridge International AS and A Level timetable will specify periods within which candidates must take the two practical tests for each syllabus. Within this period, you may conduct the practical tests at any convenient time or times. Candidates must finish each practical test in a single session.

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.

When arranging examination dates, consider the time needed to set up the system and allow contingency planning (for example, to reschedule examination times due to possible hardware failure) wherever possible.

5.10.5.6 Security issues

The practical tests are a test of skills, not of knowledge or understanding. The performance criteria (that is, the skills included in the test) are published in the syllabus and are available to candidates. The majority of the performance criteria are assessed in each examination. Candidates can therefore gain no advantage by speaking to candidates who have already taken the tests; they already know what skills they need to demonstrate. The security issues associated with the practical tests are therefore different from those for conventional written papers. However, supervision should still be observed to make sure there is no communication between candidates during practical exams. Candidates in split sessions should have no contact with each other.

There are, nevertheless, important security issues, for example, candidates must not gain enough knowledge of the tests to enable them to rote-learn the sequences of keystrokes or commands which form the answers. You must treat all assessment material as confidential and must only issue it at the time of the 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 invigilator collects all assessment material (including candidate-dated practical test papers and candidates' completed work)
- you destroy all draft copies and rough work which is not submitted
- spare copies of the test paper are kept under secure conditions until the specified date.

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.

5.10.5.7 Content of question papers

Two practical papers (A and B) cover the assessment objectives set out in the syllabus. The paper content will not be the same each time.

The syllabus aims to give you the flexibility to cope with a variety of resources and ever-changing technology. The practical sections of a course can be accomplished using any software packages that allow candidates to demonstrate all skills listed in the relevant sections of the syllabus.

5.10.5.8 Administrative instructions

The instructions on conducting the tests, sent out in the *Cambridge Exams Officer eNewsletter* and uploaded to [CIE Direct](#), detail the administrative tasks you must carry out before, during and after the tests. These tasks include:

- preparing for the tests
- printing out and submitting candidates' work for marking
- handling any technical problems that occur during the test.

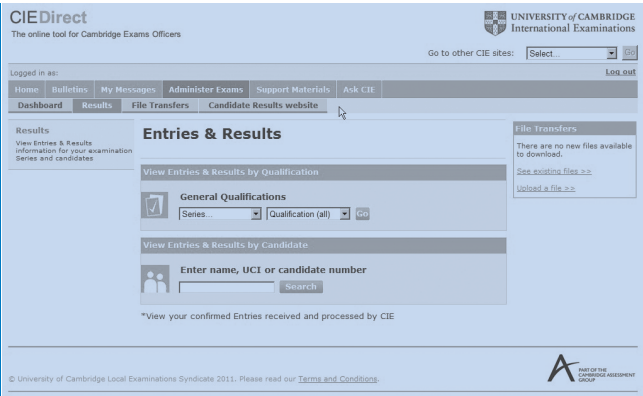
It is essential that you read, understand and follow these instructions. If you do not have a copy of the instructions please request one from our Customer Services team.

5.10.6 Special instructions for Cambridge IGCSE, Cambridge International AS and A Level Art & Design

Refer to *A Guide to Administering Art and Design Practical Examinations*, within the relevant Art & Design syllabus.

6 Results and certificates

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6.1 Provisional examination results

You will find the following details in the [Cambridge Administrative Guide](#):

- when and how results are released
- the results information we produce for Centres
- the results information we produce for candidates
- information about the different grades for Cambridge qualifications and how they are displayed on statements of results and certificates
- the post-results services we offer.

You must ensure that all candidates, including private candidates, receive their statements of results.

The name of the Centre will not appear on either the statement of results or the certificates for private candidates.

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.

The statement of results is not a certificate. The information given on statements of results may be amended before certificates are released. The statement of results is and remains our property and is issued on the following conditions:

- Any alteration to or defacement of a statement of results makes it invalid.
- The statement of results must be returned to us if we ask for it.

You must notify us immediately of any errors in candidates' names on statements of results so that they can be corrected before certificates are issued.

A Associate Centres must notify their Cambridge Associates of any errors on statements of results.

A fee is charged for any amendment requested after the issue of certificates. You can download our fees list from the 'My Messages' section of [CIE Direct](#).

We will issue a priority statement of provisional results on the same day results are published if you or the candidate complete [Results and Certificates – Form 9'](#). 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 [Results and Certificates – Form 9'](#).

6.2 Certificates

A Cambridge certificate records and confirms a candidate's final results.

A certificate is and remains our property and is issued on the following conditions:

- Any alteration to or defacement of a certificate makes it invalid.
- The certificate must be returned to us if we ask for it.

You must check certificates carefully on receipt and contact us immediately if any certificates are damaged or missing. You must distribute

certificates to candidates as soon as possible including private candidates. Where certificates are not handed to candidates personally, you must obtain acknowledgement of receipt.

You must keep certificates in a safe place until they are distributed to candidates.

You must keep unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue. After 12 months, you must return unclaimed certificates to us, enclosing a list of those certificates you are returning. You must keep a copy of this list. Do not, under any circumstances, destroy unclaimed certificates.

6.2.1 Lost certificates and certifying statements

A candidate who has lost a Cambridge certificate may apply for a certifying statement of results, using [↓](#) 'Results and Certificates – Form 7'.

A certifying statement is an official document that we issue, which will reflect the certificate rather than the statement of results. The certifying statement is fully endorsed by the Vice Chancellor of the University of Cambridge.

We can also issue a certifying statement to an educational institution or employer as proof of the applicant's results.

We charge a fee for issuing certifying statements.

6.2.2 Damaged certificates

At our absolute discretion we may issue replacement certificates to candidates, subject to satisfactory identity checks. This service is available only within 18 months of the date of issue of the original certificate. After that period we will issue a certifying statement to candidates. The candidate must return the damaged certificate to us before we can provide any replacement certificate. A fee is charged for a replacement certificate.

6.2.3 Name changes

We issue certificates in the name of the candidate, as entered by you, at the time the award is made.

We will not provide replacement certificates to accommodate a later change of name.

6.2.4 Incorrect candidate and/or Centre details

You must check Centre and candidate details, including the spelling of names and dates of birth, when we issue statements of results.

You must tell us immediately about any inaccuracies before the issue of certificates.

We charge a fee for issuing a replacement certificate or statement of results due to incorrect candidate and/or Centre details. This service is available only within 18 months of the date of issue of the original certificate or statement of results, and the candidate must return the original certificate before we will issue a replacement.

For information about how you can change candidate and/or Centre details on certificates see section 6.19 of the [> Cambridge Administrative Guide](#).

6.2.5 Combining grades from examination series on single certificates

We will not combine grades from separate exam series 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 from a certificate.

6.2.6 Amendments to results and certificates

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.

6.2.7 University entrance

Universities and other institutions issue details of the conditions that apply to Cambridge examinations for university entrance.

Enquiries about admissions must be addressed to the institution and not to us.

For further relevant details about the recognition of Cambridge examinations by universities and institutions please see www.cie.org.uk/recognition

6.2.8 Verifying results

A third party or institution requiring verification of results that we have issued may apply by completing [↓](#) 'Results and Certificates – Form 8'.

You can apply for verification of results at any time. We charge a fee for this service.

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.

Our certificates have additional security features that can be checked using UV light, such as a replica of the Cambridge logo. For more information see the [> Cambridge Administrative Guide](#).

6.3 Enquiries about results services

We carry out extensive quality checks before issuing results. If you feel that investigation into the result of one or more candidates is appropriate an enquiry about results service is available.

6.3.1 Explanation of 'NO RESULT' or 'PENDING'

We will provide, without charge, if asked by the Head of Centre, an explanation of any report of 'NO RESULT' (Grade X) or 'PENDING' (Grade Q).

We will ask you to submit any documentary evidence that may suggest that our records are inaccurate, for example, an attendance register or coursework mark.

If we confirm that we are unable to issue a result for the candidate for the syllabus, we will provide:

- a confirmation of the component(s) for which we had no mark
- a 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 examination.

6.3.2 Submitting enquiries about results

We provide a number of enquiry about results services, please see the [> Cambridge Administrative Guide](#) for more information.

- For enquiries about results:
 - From June 2015 you will be able to submit enquiries about results online through [↗ CIE Direct](#).
 - The Head of Centre responsible for the candidate's entry must submit the enquiry.
 - The deadline given in the [> Cambridge Administrative Guide](#) is the latest date for submission of an enquiry.

You must submit enquiries as soon as possible after we have issued the results. **A** Associate Centres should submit their enquiries through their Cambridge Associate.

- We will not consider:
 - any telephone requests about results including 'NO RESULT' (Grade X) or 'PENDING' (Grade Q) – these must be submitted in writing
 - any requests for enquiries about results involving any syllabus component(s) for which malpractice has been confirmed
 - any requests for enquiries about results from individual candidates or their parents/guardians.
- All enquiries concerning a particular syllabus must be submitted at the same time.
- We will invoice you at the end of the examination series for all enquiries about results.
- Once we process the application an acknowledgement letter confirming the enquiry requested will be made available on [↗ CIE Direct](#). If you do not receive an acknowledgement it could mean that we have not received the application. Therefore, it is essential that you contact us if you do not receive an acknowledgement within two weeks.

6.3.3 Multiple enquiries

When making an enquiry you must submit all enquiries for the same candidate or syllabus together. We cannot accept further component enquiries for the same candidate or syllabus at a later date.

We will allow only one enquiry about results for each candidate's result in the externally assessed components of a syllabus. You may also ask for Service 5 (Re-moderation of coursework and report) in that syllabus.

You may request different services for different candidates in a syllabus.

You may make requests for the same candidate for the same or different services in other syllabuses.

6.3.4 Time taken to deal with enquiries about examination results

We will deal with enquiries in the order in which they are received. We cannot guarantee a date by which we will complete the work but will make every effort to report the outcome of the review of the marking or re-moderation as quickly as possible. Wherever possible, we will report within 30 days of enquiry.

We will process Service 9 requests (Report on the work of a group of candidates) in the order we receive them, starting once the deadline for enquiries about results has passed. We cannot guarantee a date by which we will complete Service 9 requests. 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 on a particular component. Because of the date by which the reports are produced it cannot be used to inform decisions about retake exams.



Important information

The process of destroying candidate scripts begins in early November for the June series and in early May for the November series.

6.3.5 Charging for post-results services

We charge for post-results services. The charge for each service is stated on the fees list available to download from the 'My Messages' section of CIE Direct. We will waive the charge if a syllabus grade is changed as a result of the enquiry. In the case of Services 5 we will waive the whole fee or a proportion, as appropriate, if a grade change for one or more candidates has resulted from the enquiry.

6.3.6 Candidate consent

You do not need candidate consent for the submission of enquiries about examination results.

6.3.7 Outcome of results services

- (a) If an enquiry leads to a change in the candidate's mark, the candidate's syllabus grade will either remain the same or go up.
- (b) Where an enquiry does not lead to a change in a candidate's syllabus grade we will not re-issue a statement of results or certificate based upon a change to a candidate's component grade.
- (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 overall grade in a syllabus, we will:
 - (i) notify you in writing immediately
 - (ii) issue a revised statement of results
 - (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 any grade change to any other university or other institution at your request
 - (v) issue a revised certificate (on return of the original certificate if we have already issued it)
 - (vi) waive all or part of the fee.

- (e) You must inform the candidate of the outcome.

6.3.8 Appeals against the outcome of enquiries about results

- (a) If you want to appeal against an enquiry about results outcome, you must submit an appeal to us in writing using [CIE Direct](#) within 28 days of the date of notification of the outcome.

The appeal will focus on our procedures, and specifically on whether we:

1. used procedures which were consistent with our Code of Practice, which is available on our website
2. applied our internal procedures properly and fairly in arriving at our judgements.

For more details on the appeals process please see Part 6 of the [Cambridge Administrative Guide](#).

- (b) You must inform candidates and parents/carers of the outcome of the appeal as soon as it is received.

If the appeal is at Stage 2 you must also notify the candidates and parents/carers that this outcome is regarded as final.

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