Getting Started
A guide for exams officers

CAMBRIDGE
International Examinations
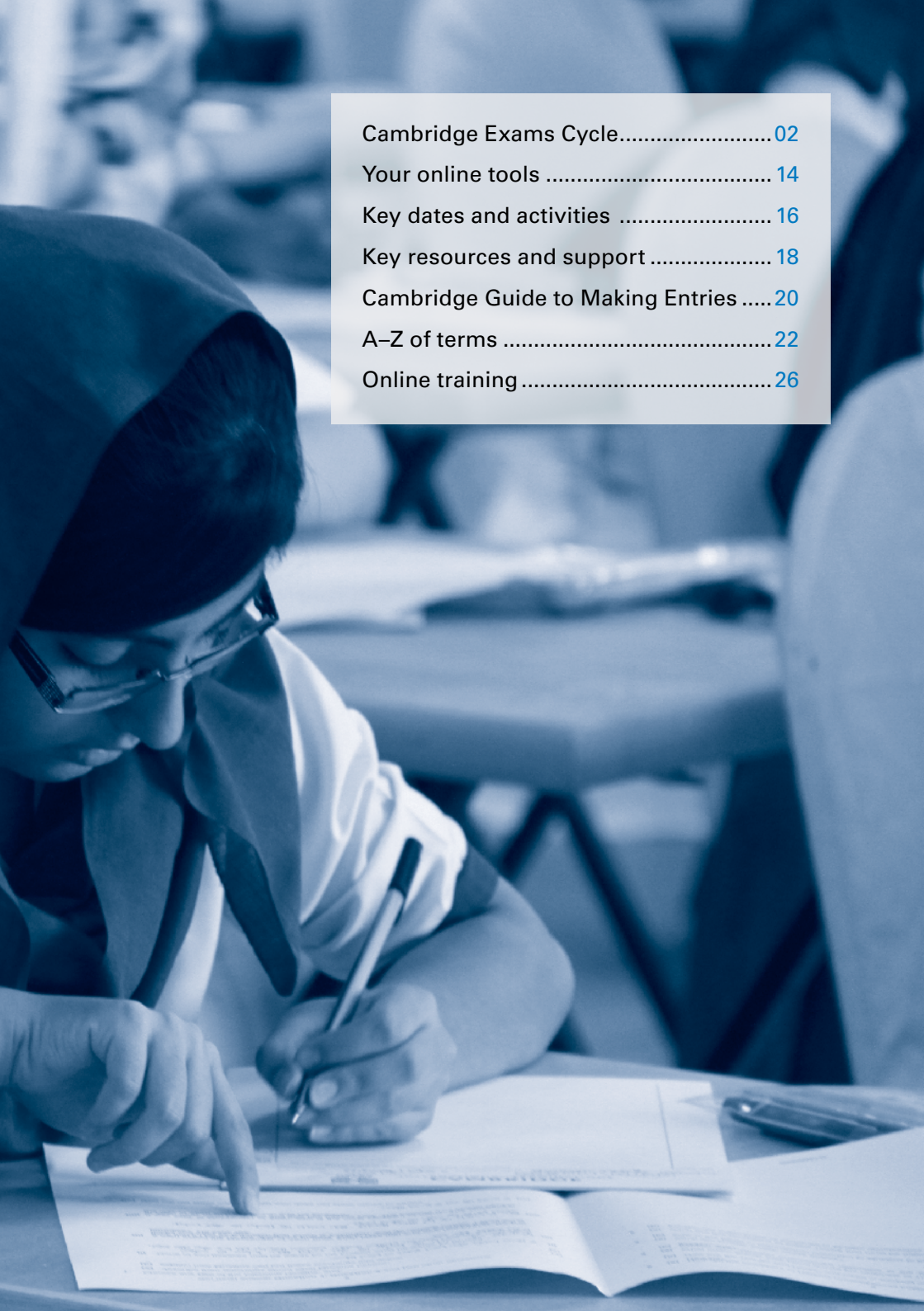
Welcome

Welcome to Cambridge International Examinations. We are delighted that you and your school are now part of the Cambridge community.

Exams officers play a key part in the continuing success of Cambridge schools around the world. We work very closely with Cambridge schools and build strong relationships with them. As an exams officer, you are a vital part of that relationship. Without you it would be impossible to successfully run and administer our exams.

We provide detailed information on all aspects of the Cambridge exams officer role and deliver all the support you need at each stage of the process. You will receive several printed booklets, including the *Cambridge Administrative Guide*, which details our exams' administrative processes, and the *Cambridge Handbook*, which details our regulations. You will also find more information online at www.cie.org.uk/examsofficersguide

This guide will:

- give you an overview of the exams cycle and your responsibilities as a Cambridge exams officer
- help you get started with running Cambridge exams
- tell you where to find more information and support.

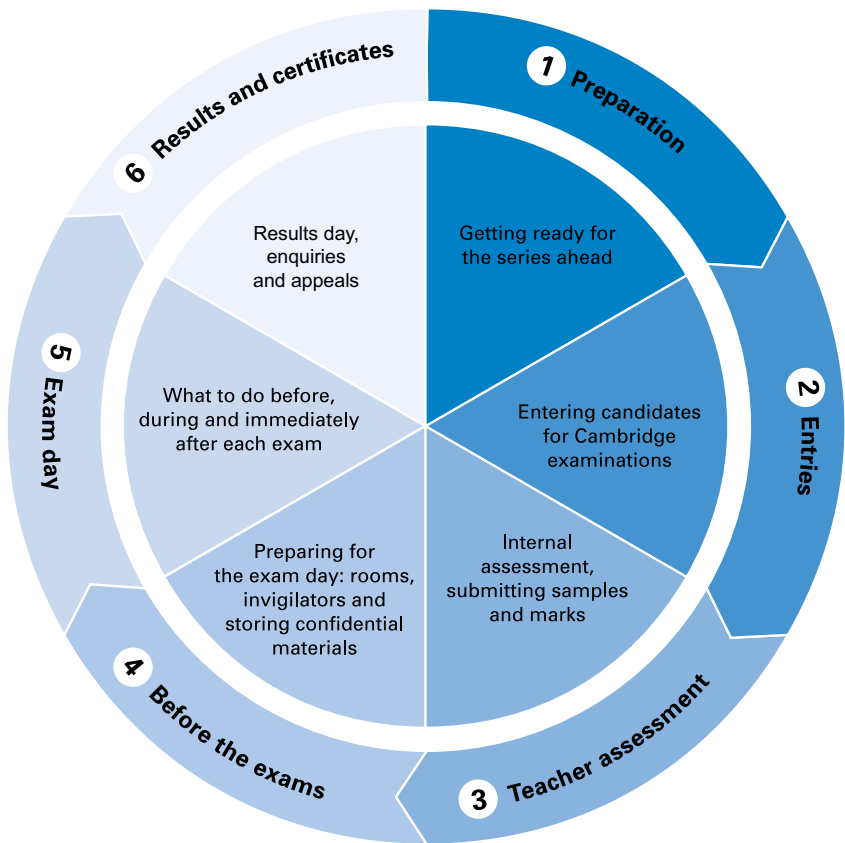We hope you find this guide useful and we look forward to working with you.

Online training for exam officers

Access our online training course 'Getting to know the Cambridge Exams Cycle' to familiarise yourself with our processes. See page 26 for more details.

Cambridge Exams Cycle overview

Many different activities need to take place to successfully deliver an exam. To help exams officers manage their workload our processes are grouped into six different phases. We call this the 'Cambridge Exams Cycle'.

6 Results and certificates

1 Preparation

Results day, enquiries and appeals

Getting ready for the series ahead

5 Exam day

2 Entries

What to do before, during and immediately after each exam

Entering candidates for Cambridge examinations

Preparing for the exam day: rooms, invigilators and storing confidential materials

Internal assessment, submitting samples and marks

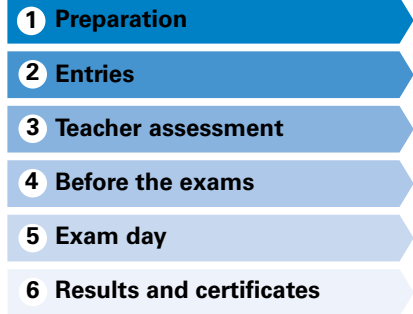**4 Before the exams**

3 Teacher assessment

We run a number of exam series a year so many of our exams officers are administering several series at the same time.

The Cambridge Exams Cycle includes every stage of the exams administration process, from the preparation that takes place before the series starts to giving your candidates their certificates.

All our support for exams officers is structured around the 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.

The cycle has six phases:

1 **Preparation**

2 **Entries**

3 **Teacher assessment**

4 **Before the exams**

5 **Exam day**

6 **Results and certificates**

Key to icons

To make it easier for you to find the information you need we have developed a set of icons. You will see them throughout our communications. They will help you get to the information you need quickly.

Administrative forms

Important dates

CIE Direct

Important information

Extra guidance

*Cambridge Administrative Guide/Handbook*

1. Preparation

Prepare for the exam series ahead by:

- understanding the key dates and activities
- drafting your exams timetable
- working with teachers to identify candidates who may need extra support during their exams.

Key dates and activities

The **>** *Cambridge Administrative Guide* contains an overview of the main activities and tasks for each exam series and a detailed look, month by month, at all the key dates and activities.

Pages 16 to 17 of this guide contain a sample overview of key dates and activities for an exam series. This will give you an idea of the activities you need to manage each series.
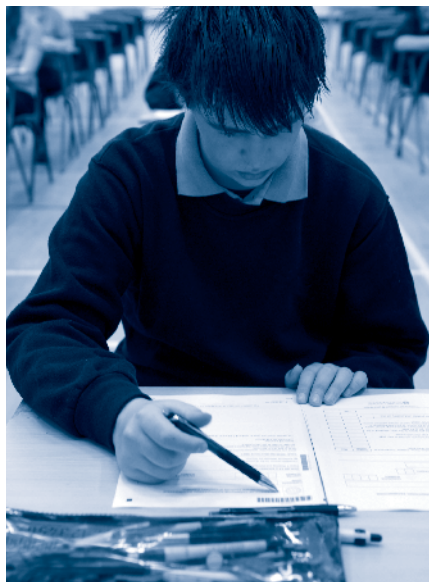
Preparing your exam timetable

We publish the final timetable for each exam series on our website at least six months before the exams. We allocate all schools to one of six administrative zones. Some of our documents, including the final timetable, are specific to your administrative zone.

Find out your administrative zone by visiting the 'Exams Officers' section of our website. Take the time to study the Cambridge timetable so you can create an exam timetable for your school. This will help you think about:

- the number of exams you will manage over the series
- the number of rooms you need to reserve
- the number of invigilators you need
- seating plans for each exam
- communicating your school exam timetable to candidates and teachers.

Your school exam timetable should show whether the exam will be in the morning or afternoon sessions. To help maintain the security of our question papers we give you a Key Time (one for the morning and one for the afternoon). We have further enhanced our security measures by introducing an evening session and Key Time for schools in administrative zones 4 and 5.

1. Preparation continued

You need to know your Key Time to work out your exams timetable. Candidates must either be in the exam or under Full Centre Supervision at the Key Times.

To find out your Key Time:

- go to www.cie.org.uk/keytime
- select your country from the drop-down list.

Your Key Times are shown in local time and then below in GMT/UTC. If your country observes Daylight Saving Time (DST) this information is also shown.

UK only

The Key Times for UK Centres work with the JCQ Start Times except in specific situations. For more information see Part 4 of the **> *Cambridge Handbook***.

Full Centre Supervision is a specific type of supervision for candidates. It means that they must be supervised by teachers or invigilators and that they cannot communicate with anyone not doing the exam, or have access to any form of **external communication**, for example, a mobile phone, laptop or computer with or without access to the internet.

Access arrangements

Access arrangements are pre-exam arrangements made on behalf of a candidate with particular needs, for example, the use of a scribe, modified papers or extra time. There are three different groups of access arrangements, each with their own application form and set of deadlines.

Group 1. Access arrangements: you must get our permission to use these.

Group 2. Delegated access arrangements: you need to notify us if you use these.

Group 3. Modified papers: before you apply, you must have submitted a final entry for the relevant candidate, syllabus and component.

Read Part 1 of the **> *Cambridge Handbook*** to understand each type of access arrangement and the application/notification process for each one.

UK only

We will honour access arrangements approved through Access Arrangements Online as long as they do not compromise the competence standards being assessed. Complete the first part of *Preparation - Form 1* and return it to **info@cie.org.uk** along with a copy of your JCQ permission letter.

2. Entries
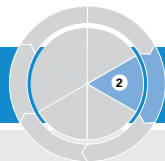
The process of letting Cambridge know which candidates will be taking which exams is known as 'making entries'.

Estimating entries

At least six months before each series, we will ask for your estimated entries for exams that take place before the main series starts. This helps us work out the number of question papers, pre-release materials and exam materials you will need for these exams.

Working out your entries

It takes some time to gather all the information you need to make your entries. Work closely with subject teachers and heads of department to make sure you enter the right candidates for the right combination of components for a syllabus.

- Start working out your entries at least two months before the deadline by referring to the *Cambridge Guide to Making Entries*. See pages 20 and 21 for help using the guide.
- Set and publish your own internal deadlines well in advance of ours so you have enough time to collect and submit all your entries.
- Display entry reminder posters to highlight your internal deadline to teachers.
- Give your teachers a template for their entry information along with an example of how to fill it in.
- Double check your entries with candidates and teachers before you submit them.

Making final entries

Submit your entries at least two weeks before the closing date so you have time to check them and submit any amendments before the deadline, avoiding any late entry fees.

You need to submit your entries through ↖ **CIE Direct**. Our quick and easy online entries system is available to all Cambridge schools at https://direct.cie.org.uk

CIE Direct is password protected. After we have registered your Centre we send you login details by email. Keep these details secure. If you forget your password please email info@cie.org.uk

UK only

A2C Migration Application: If you work in a UK school you can submit entries using the A2C Migration Application. Find the basedata compatible with your MIS package in the 'Support Materials' section of ↖ **CIE Direct**.

2. Entries continued

Confirming entries

If you submit your entries using ➤ **CIE Direct** you can download statements of entry at any point to confirm the status of your entries. A statement of entry is a document produced for each candidate showing their details and entry options.

Ask candidates to check that their personal and entry information is correct on their statements of entry. You may have to process a number of amendments or entry withdrawals once you, and others, have checked all the statements of entry.

Amendments and late entries

If you submit any entries or entry amendments after the final entries deadline we will charge your school late entry fees. Details of late entry fees are available in the 'My Messages' section of ➤ **CIE Direct**.

Entries for group awards

Cambridge ICE, Cambridge AICE and the Cambridge Pre-U Diploma are 'group awards' which require the candidate to study specific subjects. If you want to enter candidates for a group award, the entry procedures are slightly different. Read the relevant sections of the *Cambridge Guide to Making Entries* available on ➤ **CIE Direct** before you make your entries.

3. Teacher assessment
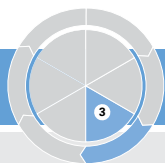
This phase of the cycle is all about components that are assessed in the school and then moderated by Cambridge. Examples of such components include: projects, field work, art work, speaking tests and assessed practical work.

You are likely to be involved when it comes to submitting internally assessed marks and samples of work to Cambridge for moderation.

Selecting samples

Work that is internally marked by teachers in your school needs to be moderated by Cambridge to check that candidates across all our schools have been judged against the same standards. To do this we ask you to send us samples of candidates' work for each internally assessed component you have entries for.

Select your samples according to the criteria set out in our samples database. www.cie.org.uk/samples

Sending samples

Please make sure the selected samples are packed appropriately and sent to us, with the necessary forms, before the deadline. The forms you need to complete and return with the samples are in the samples database at www.cie.org.uk/samples.

More information is in the **>** *Cambridge Administrative Guide*.

Submitting marks

You need to send us marks for all your candidates entered for internally assessed components by the deadlines in the samples database www.cie.org.uk/samples.

Most schools submit marks through **CIE Direct**. Read Section 3 of the **>** *Cambridge Administrative Guide* for instructions.

Remember to send a copy of your marks with your sample.

Returning samples

We usually return coursework samples after we have issued results and certificates but we may keep some for research, exhibition, archive or other educational purposes. For more information see the **>** *Cambridge Administrative Guide*.

4. Before the exams

If you complete all the activities and tasks in this phase you will reduce the number of issues you may have to deal with during live exams.

Pre-exam despatches

So that you have all the materials you need to administer Cambridge exams we will send you a number of pre-exam despatches:

- Cambridge pre-exam despatch: Exam stationery, key administrative documents, despatch labels and grey script packets.

- Cambridge bar-coded labels despatch: Bar-coded labels identify the contents of each script packet you send back.

- Cambridge question paper despatch: Confidential question papers and supporting materials.

Please do not worry if you do not receive materials for any late or amended entries in the main despatches; they will be sent at a later date. You can find out more about your pre-exam despatches in the **> Cambridge Administrative Guide**, including what to do if a despatch does not arrive or if you are missing any items.

Storing confidential materials

Before the exams start we will send you question papers and other confidential materials. Do not open the packets. You must store them in a secure place at all times.

Instructions on handling and storing question papers are in the **> Cambridge Handbook**. Read them carefully; the security of question papers is vitally important. Our videos provide further guidance. Access them at www.cie.org.uk/beforetheexams

Preparing the exam room

To give all candidates the same experience each exam room needs to be set up in exactly the same way.

- Desks 1.25 m apart in all directions.

- No helpful display material visible.

- A clock that all candidates can see.

- Appropriate heating, lighting and ventilation.

- Noise levels outside the exam room at a minimum.

- The Centre number, start and finish time displayed so all candidates can see them.

- Our *Notice to candidates and Candidate warning poster* displayed inside and outside the exam rooms.

Make sure you are aware of our regulations and have read and understood the **> Cambridge Handbook**.

4. **Before the exams** continued

Training invigilators

You are responsible for training your invigilators. You need to make sure that they:

- understand what is expected of them

- know the regulations for conducting Cambridge exams

- feel confident and supported so they can invigilate all your exams effectively.

Conduct a training session for your invigilators before the exam series, even if they are experienced. We have produced a simple PowerPoint presentation that you can adapt to train your invigilators or read to refresh your own memory. You can download it at www.cie.org.uk/beforetheexams

Forecast grades

We ask you to submit forecast grades for all of your candidates. A forecast grade is the grade the teacher expects each candidate to achieve for each syllabus they are entered for. We use forecast grades to help us:

- set syllabus grade thresholds

- make a post-exam adjustment to a candidate's mark to make allowances for any adverse circumstances, for example illness, bereavement or temporary injury.

Most schools submit forecast grades through ↗ **CIE Direct**. Read Part 4 of the ➤ *Cambridge Administrative Guide* for instructions.
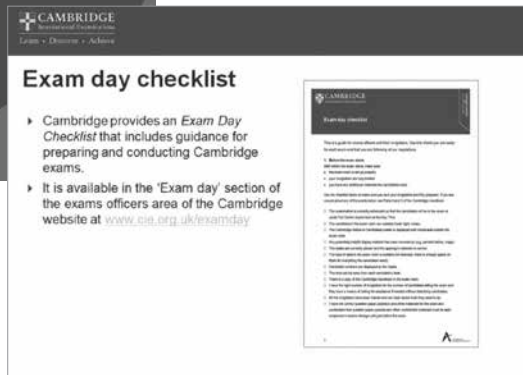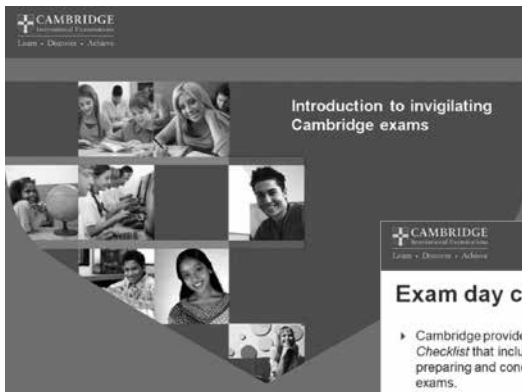
5. Exam day
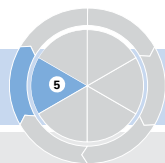
This phase of the cycle is the one you have been waiting for – when the candidates sit their exams. It is when you start to see the benefits of all your hard work and preparation.

Running exams

Before each exam check that you and your invigilators are ready.

- Is the exam room set up correctly?
- Do you have the right question papers and candidate materials?
- Do you have the right attendance register?
- Do you have the right number of invigilators?
- Do you have a tested method of calling for assistance?
- Do your candidates know where they need to be and when?
- Do you have any private candidates? You must make sure you have checked their photo ID.
- Do you know what to do when:
  - candidates enter the room?
  - candidates are seated?
  - a candidate asks a question during the exam?
  - the exam finishes?

Meet regularly with your invigilators to talk through any issues and to check they are recording any incidents. Read Part 5 of the **>** *Cambridge Handbook* to make sure you feel confident about running Cambridge exams in your school.

View our 'Running Cambridge Exams' video for more information. It is available at **www.cie.org.uk/examday**

Malpractice and maladministration

You are responsible for reporting any cases of suspected malpractice or maladministration to your Head of Centre. Your Head of Centre must report them to us by filling in *Exam Day – Form 9*. Download the form from **www.cie.org.uk/forms**

Inspections

We inspect schools regularly to quality assure the delivery and conduct of our exams. The inspections are unannounced and usually, but not always, take place when the exams are being held. Cambridge inspectors look at your arrangements for the security of exam material and for conducting exams.

Inspections can be a really positive experience as our inspectors are there to help you get things right. If they spot something that does not comply with Cambridge regulations they will explain why and will help you identify what you need to do to meet the regulations next time.

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, temporary injury or disruption to an exam. You can apply for special consideration online through ↘ **CIE Direct**.

Simply go to https://direct.cie.org.uk, log in using your normal login details and navigate to the 'Special consideration' area. You can submit applications for:

• present but disadvantaged candidates

• absent candidates

• coursework-related special consideration.

Packing scripts

Specific instructions for packing your scripts are in the **>** *Cambridge Administrative Guide*. Make sure you attach the correct bar-coded label to the front of each packet of scripts.

Despatching scripts

You should send scripts to us as soon as each exam is over. If this is not possible, then you must make periodic despatches of scripts at the end of each week. Keep the scripts in a secure place while you are waiting to despatch them. Do not read or make copies of the scripts.

For guidance returning your scripts visit www.cie.org.uk/scriptreturn

6. Results and certificates
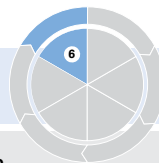
This is the final phase of the Cambridge Exams Cycle when your candidates will receive their results. We issue certificates after the deadline for enquiries about results has passed to make sure all Centres have the time to query their provisional results.

Understanding and preparing for results

We release provisional results on ↘ **CIE Direct** and then follow up with a provisional results despatch through the post. The statement of results shows the subjects the candidate was entered for and the grades that have been awarded. Hard copy statements of results are sent to schools outside the UK in the provisional results despatch.

6. Results and certificates continued

- Check with your IT department that all the systems you need will be available on and around results days. Check that you can access ▶ **CIE Direct** and the Candidate Results Service.
- Book a room for distributing results.
- Arrange for other members of staff to help you distribute the results if necessary.

Make sure your candidates know:

- what time to arrive and where to go to get their results
- what to bring with them (for example you will need private candidates to bring some photo ID)
- what to do if they need someone else to collect their results
- about any alternative methods for receiving their results.

Results for group awards

You need to be aware of the grading system for 'group awards' to handle any queries from your candidates when they see their statements of results. See the relevant sections of the *Cambridge Guide to Making Entries* for more information.

Candidate access to results

We have a service for candidates who want to access their results directly. You can control which of your candidates have access to this site through ▶ **CIE Direct**.

Find out more about this service at www.cie.org.uk/results

Enquiries about results

If you would like to query the result we have awarded to a particular candidate or group of candidates, we offer a number of enquiries about results services. A fee is charged for each enquiry. You can submit enquiries about results through ▶ **CIE Direct**. For more information, read our enquiries about results guides which are available at www.cie.org.uk/ear

Certificates

Certificates confirm candidates' results as final. We send you certificates up to eight weeks after provisional results are released. This is to allow time for us to resolve any enquiries about results.

UK only

UK schools need to download their statements of results from ▶ **CIE Direct**.

Online tools for Cambridge exams officers

We have a number of online exams administration tools to help you carry out many of your tasks.

CIE Direct

▶ **CIE Direct** is the key online tool for all Cambridge exams officers. Use ▶ **CIE Direct** to:

- securely submit and amend your entries
- submit your internally assessed marks and forecast grades
- download results
- view the latest bulletins from Cambridge
- create Centre-specific timetables
- control access to the Candidate Results Service
- submit enquiries about results
- download statements of entry and a wide range of administrative and support materials.

We email you login details when your school registers with Cambridge. Keep these details secure.
If you forget your password, email info@cie.org.uk

Cambridge Secure Exchange

You can submit coursework for specific syllabuses to us through the Cambridge Secure Exchange (also known as MOVE IT). If you enter candidates for syllabuses that require coursework to be submitted this way we will email you login details for the site.

Guidance on preparing and submitting the work is available from the 'Exams Officers' section of our website at www.cie.org.uk/examsofficersguide

To access the Cambridge Secure Exchange, go to https://exchange.cie.org.uk

Teacher Support

If you are also a teacher support coordinator you will get access to our Teacher Support site. You will be responsible for administering the website, including creating login details for the teachers in your school. This valuable resource contains past papers, mark schemes, examiner reports and schemes of work for many qualifications. We email login details to the nominated teacher support coordinator in each school.

To access the site, go to
http://teachers.cie.org.uk

Cambridge Primary and Cambridge Secondary 1 websites

If your school offers either the Cambridge Primary or Cambridge Secondary 1 programmes we will give you access to the relevant password-protected websites.

These websites contain a range of materials to help teachers plan and deliver the programmes, including curriculum frameworks, schemes of work, past question papers, recommended published resources and administration information.

To access the sites, go to
https://cambridgeprimary.cie.org.uk
or
https://cambridgesecondary1.cie.org.uk

Overview of the key dates and activities for each exam series

To help you familiarise yourself with what happens during each exam series we have produced a sample overview of the key dates and activities for a typical exam series.

The **>** *Cambridge Administrative Guide* contains an overview timeline of the main activities and tasks for each series and a detailed look, month by month, at all the key dates and activities. It is a good idea to save these dates in your diary or print out the overviews and display them for easy reference.

Key dates documents are also available at **www.cie.org.uk/preparation**

Sample timeline of key activities for a June exam series

Oct	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
WE SEND Final timetable and *Guide to Making Entries* available to download from ▲**CIE Direct**		**WE SEND** Entries confirmation despatch						**WE SEND** Cambridge IGCSE, O Level, International AS and A Level results		**WE SEND** Certificates
		WE SEND Early question papers		**WE SEND** Question papers						
			WE SEND Pre-exam despatch	**WE SEND** Bar-coded labels				**WE SEND** Cambridge Pre-U results		
					Exams					
YOU SEND Estimated entries		**YOU SEND** Final entries		**YOU SEND** Forecast grades and internally assessed marks	**YOU SEND** Scripts **Immediately after the exam**				**YOU SEND** Enquiries about results	
	YOU SEND Access arrangement applications			**YOU SEND** Internally assessed samples		**YOU SEND** Special consideration applications				

For current overviews of each exam series and monthly diaries of key dates and activities refer to your *Cambridge Administrative Guide*.

Key resources and support from Cambridge

This section is all about the documents you need to guide you through the Cambridge Exams Cycle and the support available if any problems arise.

Resource	Purpose	How to get it
Cambridge Administrative Guide	This guide details all the administrative processes you need to follow and the deadlines you need to meet for each exam series.	We will send you a hard copy at the end of October each year. You can also access a copy via our website and ➤ **CIE Direct**.
Cambridge Handbook	This handbook contains the regulations that schools have to follow when conducting Cambridge exams. It forms the legal contract between Cambridge and the school. It is a key document for you and your Head of Centre.	We will send you a hard copy at the end of October each year. You can also access a copy via our website and ➤ **CIE Direct**.
Cambridge final timetable	The final timetable lists the date, session and duration of each Cambridge IGCSE, O Level, International AS & A Level and Cambridge Pre-U exam in date and subject order. It also shows the range of dates for practical and oral exams.	You can access a copy through ➤ **CIE Direct** and our website at **www.cie.org.uk/timetables**

You need to know your administrative zone to download the right timetable. To find out your administrative zone go to **www.cie.org.uk/keytime**, click on 'Administrative zone', select your country and click 'Get Administrative Zone'. |

Resource	Purpose	How to get it
Cambridge Guide to Making Entries	This booklet contains all the information you need to make your entries for each exam series.	Download a copy from the 'Support Materials' section of ↖ **CIE Direct**. See the next page for help using the guide.
Cambridge Exams Officer eNewsletter	This eNewsletter goes out at the beginning of each month. It is an essential resource, and includes: • reminders about key dates and activities for that month • important alerts • guidance on key processes • updates on new services.	You should automatically receive the eNewsletter. If not email **info@cie.org.uk** and we will add you to our distribution list. Let us know if you change your email address.
'Exams Officers' section of the Cambridge website	You can visit the 'Exams Officers' section of the site to: • download key resources including timetables, the *Cambridge Administrative Guide* and the latest eNewsletter • work out your administrative zone and Key Time • view our online tutorials to help you through specific processes like making online entries and storing confidential materials • download our key dates documents.	To access the website go to **www.cie.org.uk/examsofficers**
The 'Help' section of our website	An online bank of answers to frequently asked questions about Cambridge exams and services.	If you have a question about administering our exams, go to **www.cie.org.uk/help**
Customer Services	Our team of experienced staff are dedicated to providing quick, clear and accurate responses to any query you have.	You can email **info@cie.org.uk** or call **+44 1223 553554**.

Cambridge Guide to Making Entries

The *Cambridge Guide to Making Entries* contains all the information you need to make entries. Each entry is made up of two pieces of information: a syllabus code and an option code. Below is an example of how this information is displayed in the *Cambridge Guide to Making Entries*. You can download the guide from the 'Support Materials' section of ↳ **CIE Direct**.

The guide lists all the syllabuses and their codes that you can make entries for alphabetically and by qualification type.

The 'candidates take components' column lists the combinations of components candidates are allowed to take.

Once you have worked out the combination of components for each candidate you need the corresponding 'option code' to make your entries.

Latin 0480

Option code	Candidates take components	Available to private candidates?	Component code
A	1, 2	Yes	1
			2

Literature (English) 0486

Option code	Candidates take components	Available to private candidates?	Component code
AY	12, 22	Yes	12
BY	12, 32, 42	Yes	22
CY	5, 12, 32	-	32
DY	12, 32, 81	Yes	42
			5
			81

Notes	Candidates may not sit this syllabus in the same series as 2010.

Literature (Spanish) 0488

Option code	Candidates take components	Available to private candidates?	Component code
AY	12, 2	-	12
BY	12, 32	Yes	2
CY	12, 82	Yes	32
			82

Malay 0546

Option code	Candidates take components	Available to private candidates?	Component code
AY	22, 3 (Core)	Yes	22
BY	22, 3, 42 (Extended)	Yes	3
			42

Component title	Duration	Weighting
Language	1h30m	50%
Literature	1h30m	50%

Component title	Duration	Weighting
Poetry and Prose 12	1h30m	75%
Drama 22	1h30m	25%
Drama (Open Text) 32	45m	25%
Unseen 42	1h15m	75%
Coursework	-	25%
Coursework mark carried forward from 2014 0486/02	-	25%

The 'component title' and 'component codes' columns list all the components (individual assessments) in the syllabus. You need to find out from teaching staff at your schools which component they want their candidates to take.

Any restrictions relating to the syllabus will be listed under 'Notes'.

Component title	Duration	Weighting
Set Texts 12	2h15m	70%
Coursework	-	30%
Alternative to Coursework 32	1h20m	30%
Coursework Mark Carried Forward	-	30%

Component title	Duration	Weighting	
		Extended	Core
Reading and Directed Writing 22	1h30m	35%	54%
Speaking	15m	30%	46%
Continuous Writing 42	1h15m	35%	-

A–Z of useful terms

A

Access arrangements

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

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. You can check your administrative zone and Key Times here: **www.cie.org.uk/keytime**

B

Basedata

Basedata is syllabus and timetable information in a common format, designed to be imported into administration software.

C

Cambridge

Cambridge International Examinations. Cambridge is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is a department of the University of Cambridge.

Candidate

A person who has been entered for an assessment.

Candidate Results Service

A service that gives candidates access to their results directly through a secure website. You can control which of your candidates have access to the site and what they can view through the 'Administer Exams' page on ↖ **CIE Direct**.

Centre

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

C

CIE Direct
The key online tool for all Cambridge exams officers. Exams officers should use ➤ **CIE Direct** to securely submit and amend entries and to carry out administrative tasks throughout the exam series.

Component
Sometimes referred to as a paper. A component is a part or a section of the overall subject exam. An individual syllabus usually has several components.

Coursework
The term coursework refers to any component specified in a Cambridge syllabus that is marked in the school, either by the school's teachers or other local teachers, and is then moderated by Cambridge.

E

Enquiries about results
Services available to schools to allow a candidate's script to be reviewed or a piece of coursework to be re-moderated by Cambridge.

Entries
The candidates you have entered for a Cambridge syllabus in a particular examination series.

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

Exams officer
The person appointed by the Head of Centre to act on behalf of the Centre, with specific responsibility for administering Cambridge exams.

F

Forecast grade
The grade a teacher expects a candidate to achieve for a syllabus.

Full Centre Supervision
A specific type of supervision for exam candidates. If candidates are not in their exam at the Key Time they must be under Full Centre Supervision. This means that they must be supervised by teachers or invigilators and that they cannot have access to any form of external communication, for example, a mobile phone or the internet.

A–Z of useful terms continued

G

Group award
An award given to a candidate that meets specific requirements to study and pass subjects drawn from a specified number of curriculum areas. Examples are Cambridge ICE, a group award for Cambridge IGCSE, and Cambridge AICE, a group award for Cambridge International A Level.

I

Internally assessed mark
A mark awarded by the school for an internally marked coursework or speaking test component.

Invigilator
A suitably qualified person who is responsible for the conduct of particular exam sessions. Invigilators work closely with and often report to the exams officer.

K

Key Time
A time, defined by the location and country of a Centre, specified by Cambridge, when all candidates taking timetabled exams must either be in an exam or under Full Centre Supervision. The Key Time will always be expressed as GMT/UTC.

M

Maladministration
An action by a school, a Cambridge Associate 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.

Moderation
The process to check that candidates across all Cambridge schools have been judged against the same standards.

P

Private candidate
A candidate taking Cambridge exams who is not a registered student with your school.

S

Scripts
A candidate's response to a whole question paper or component.

Series
A group of exams in the same range, for example, Cambridge IGCSE and Cambridge International A Level, with the same closing date for entries. A series is identified by a month and year, for example June 2016.

Session
A period in a day in which an exam takes place, which is either in the morning, the afternoon or the evening (for centres in administrative zones 4 and 5).

Special consideration
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.

Statement of entry
A document produced for each candidate giving details of the candidate and the syllabus options they have entered.

Statement of results
A document produced for each candidate giving details of all the syllabuses they have entered and the syllabus grades they have been awarded.

Syllabus
A complete description of the content, assessment arrangements and performance requirements for a qualification. A course leading to an award or certificate is based on a subject syllabus.

T

**Teacher support coordinator**
The designated person who is responsible for creating and maintaining access to the Teacher Support website for staff in their school. They are also responsible for organising any staff training and development offered by Cambridge.

Online training for exams officers

The better prepared you are for an exam series, the easier it will be to manage. As part of your preparation we recommend you complete our online training course: Getting to know the Cambridge Exams Cycle.

This flexible and easy-to-use training is ideal if you are new to Cambridge:

- There is a module for each phase of the Cambridge Exams Cycle.
- You can work through each module at your own pace.
- The course is free and accessible at any time through our Professional Development Learning Community.
- Modules include case studies, video demonstrations and activities to put your knowledge to the test.
- When you complete a module you can download a certificate.
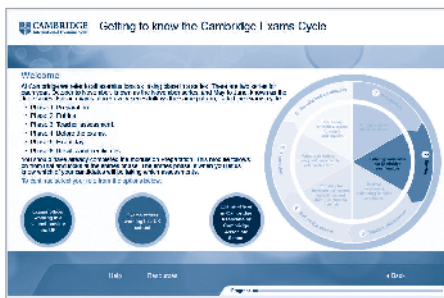
Accessing the online course

Step 1 – Set up your account on our Professional Development Learning Community

- If you are a new user, go to http://learning.cie.org.uk (If you are an existing user go to Step 2).
- Go to the learning area for professionals and click 'Login'. Go to the 'Login' box to the right of the screen and click on 'Create new account'.
- Fill in all the details, choosing your own username and password.
- Click on 'Create my new account'.
- Check your email. You should receive an email asking you to verify your account. Click on the link in the email to confirm your account.

Step 2 – Enrol on your course

- Enter 'Getting to know the Cambridge Exams Cycle' in the search bar.
- Once you have found the course, enter the course enrolment key code **Cf34R**.

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