

Question paper packet opened in error

This form should be used to report if the incorrect question paper packet has been opened in the exam room. **If you have received exam materials that have been damaged or opened in transit, or you have damaged or opened exam materials on arrival, please complete [Before the Exams – Form 3](#).**

You must complete and submit the form immediately after the incident has occurred. This means on the same day, or no later than 12:00, local time, the following working day.

If the candidates have seen any of the contents of the question paper, place the candidates under Full Centre Supervision. The exams officer or Head of Centre must immediately call Cambridge International Customer Services for advice.

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|-------------------------------|---|---|----------------------|
| Centre number | <input type="text"/> | Centre name | <input type="text"/> |
| Incident discovered by (name) | <input type="text"/> | Incident discovered by (job title) | <input type="text"/> |
| Exam series | <input type="text"/> | Details of who opened the question paper packet | <input type="text"/> |
| Date packet was opened | <input type="text"/> | Time packet was opened | <input type="text"/> |
| Syllabus/component | <input type="text"/> / <input type="text"/> | Syllabus name | <input type="text"/> |

| Please answer the following questions: | Centre report | |
|--|--|---------------------------------------|
| Is the transparent inner bag damaged or opened? If, yes, please confirm: - who has had access to the confidential exam material. Include names and job titles. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Have any staff or other person(s) <u>seen the contents</u> of the confidential exam material? If yes, please provide the following: - names and job titles. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| Have any candidates <u>seen the contents</u> of the question paper? If yes, you must immediately place the candidates under Full Centre Supervision and call Customer Services. Please also confirm: - the candidates' names and numbers - if candidates were placed in Full Centre Supervision until the Key Time had passed - the time the exam started, the time the exam finished and the time the error was identified - details of any periods of time the candidates were unsupervised - whether the candidates had any access to electronic devices after the exam finished and before the Key Time for the exam. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| How and when did the incident occur? Please include: - details of who checked the question paper packets before opening. Include names and job titles - date and time the incident occurred - date and time the error was discovered - where the packet was opened - why the packet was opened. | | |

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| Where has the packet been stored? Please confirm: <ul style="list-style-type: none"> - where the packet was opened - where it was stored after it was opened - when the packet was put there - who has had access to this area - where the packet is currently stored. | | |
| Have you resealed the question paper packet in accordance with our regulations, as detailed below? Please confirm: <ul style="list-style-type: none"> - where the packet was resealed and who was present - date and time the packet was resealed. | Yes No <input type="checkbox"/> <input type="checkbox"/> | |
| Have you confirmed that all question papers have been put in the resealed packet? If yes, please provide the names of the two staff members who checked this. | Yes No <input type="checkbox"/> <input type="checkbox"/> | |

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| Please tick to confirm the following: | | |
| 1. You have attached photographs of the: a) front and back of the blue packet b) label on the blue packet. | <input type="checkbox"/> | Yes |
| 2. You have provided photos of the clear plastic wrap. <u>Make sure that no exam text / confidential material is visible in the photograph.</u> | <input type="checkbox"/> | Yes |
| 3. You have attached photographs of the resealed question paper packets. Please make sure you include photographs of: a) exam details on the new envelope b) two signatures over the seal covered with clear tape. | <input type="checkbox"/> | Yes |

By writing your name in the space below you are confirming that you have completed this form in your own words and have checked to make sure that it is accurate.

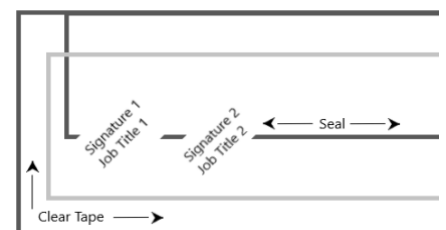
Name (Head of Centre)

Signed (by Head of Centre) **Date** / /

How to reseal the packet(s)

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

1. Take photographs of the damage/opening as requested above.
2. Do **not** try to reseal the damaged packet. Instead put each damaged packet within a new envelope (or packet).
3. Mark this envelope with the correct syllabus and component code, the date and session of the relevant exam, and the type of material, for example: 'Question papers', 'Teacher's Notes', 'Role Play Cards'.
4. Seal the envelope or packet.
5. The exams officer and the Head of Centre should now sign over the seal to show you have both witnessed the packet being resealed (see image).
6. Place clear tape over the seal of the new envelope. Make sure the clear tape covers both signatures (see image).
7. Take a photograph of the front and back of the new envelope as requested above.
8. Store the question paper packet in your secure storage.



Returning this form

Email this form to info@cambridgeinternational.org. Please include your centre number and 'Form 11 – Question paper packet opened in error' in the subject line of your email. Save a copy of the form for your own records. If you are an Associate Centre and work with us through a Cambridge Associate, please submit this form directly to them.

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