

How to receive, check and store confidential materials

Video transcript

We send confidential materials before the exam period begins. Sections 4.3 and 4.4 of the [Cambridge Handbook](#) explain our regulations for receiving and storing confidential materials. It is really important you read these sections carefully to make sure you follow our regulations.

Secure storage

As your secure room, choose a room with solid walls, ceiling and floor.

Where possible, this room should not have windows. If there are windows, fit them with bars or fit the room with an alarm that is switched on at all times.

The door to your secure room must be solid or reinforced, and fitted with strong tamper-proof hinges and locks.

In your secure room, you will have a secure container to store your confidential exam materials in. Ideally, this should be a safe that cannot be moved.

If you do not have a safe, use a secure metal cabinet. Metal cabinets should be fitted with locking bars, to prevent the doors from being forced open. Remember, two locking bars may not be enough to protect a tall cabinet.

If your secure container can be moved it must be bolted to the floor or wall.

If your secure room has ceiling tiles, remember to check for any gaps that could allow unauthorised access to the room. If there are any gaps, fit the ceiling with a metal grille or fit a cage around the secure container.

A minimum of two and a maximum of three key holders must have access to the secure container and the secure room. The key holders must keep the keys with them or keep the keys locked in a secure place at all times.

Keep the secure room locked at all times, when it is not being used.

Receiving confidential materials

Our question papers will be delivered to you by a courier.

You, the exams officer, will have trained a member of staff so they know what to do when your materials arrive. Before signing for the delivery, they need to confirm that:

- Your centre number and address are shown on the outer packaging.
- They have received the correct number of items shown on the label.
- And that there is no sign of damage or opening.

It is important that you are told as soon as your confidential materials arrive.

You will then collect the delivery and move it to your secure room to check it. You must have another member of staff with you, for example your Head of Centre.

At this stage check you have received the confidential materials you need for the components you have made entries for. Your confidential materials include blue question paper packets and may also include CDs.

Check that the materials are not damaged or opened.

Carefully check you have received all the confidential materials listed on your despatch note.

Tick the despatch note as you check each item. Once you have completed these checks, sign and date the despatch note. Keep it until we have sent certificates, as we may ask to see it.

If a question paper packet is missing, has been damaged or if there are any other issues with your despatch tell us straight away using the correct form. You can find all the forms you need in the '[Exam administration](#)' area of our website.

Arrange your question paper packets in timetable date order to reduce the possibility of opening a packet at the wrong time.

Once you have done this, store your confidential materials inside your secure container.

Remember; do not open question papers packets until the correct time and date of the exam.

For a detailed explanation of what you need to do to securely receive, check and store confidential materials, see sections 4.3 and 4.4 of the [Cambridge Handbook](#).

You can find our handbook on our website at www.cambridgeinternational.org/exam-administration