Administrative guide
Cambridge Professional Development Qualifications

Submitting entries and candidate ePortfolios (2018–2022 syllabuses)

Valid for submissions in 2021 and 2022

Introduction

This guide is for exams officers and Programme Leaders responsible for preparing and submitting entries and ePortfolios of work for Cambridge Professional Development Qualification (Cambridge PDQ) syllabuses. It provides detailed information and guidance on all the administrative tasks and activities exams officers and Programme Leaders need to carry out before, during and after submission.
You must use this guide with the *Cambridge Handbook*.

You must follow the deadlines and processes outlined in this guide and read and understand the *Cambridge Handbook*. This sets out the regulations for all Cambridge tests, exams and assessments, and forms part of our customers' contract with us. The regulations you need to follow are highlighted in the *Cambridge Handbook* by the following icon:

The *Cambridge Handbook* is available from the 'Exam administration' section of our website at **www.cambridgeinternational.org/examsofficersguide**

This guide covers these qualifications:

- Cambridge International Award in Teaching and Learning
- Cambridge International Certificate in Teaching and Learning
- Cambridge International Diploma in Teaching and Learning
- Cambridge International Certificate in Teaching with Digital Technologies
- Cambridge International Diploma in Teaching with Digital Technologies
- Cambridge International Certificate in Teaching Bilingual Learners
- Cambridge International Diploma in Teaching Bilingual Learners
- Cambridge International Certificate in Educational Leadership
- Cambridge International Diploma in Educational Leadership.

We may amend or vary the information in this guide at any time. We will tell you about any changes. The changes will take immediate effect unless otherwise stated.

> **Important information**
>
> This guide is written in the English language. The English language text is the definitive version regardless of whether it is translated into any other language.

Key to icons

Use these icons to find the information you need quickly:

NEW **New or updated information**

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

Important dates

Highlights key dates and deadlines.

Administrative forms

Appears next to the administrative forms referenced on the page.

Important information

Highlights key pieces of information.

A **For Cambridge Associates and their Associate Centres**

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

PDQ Connect **PDQ Connect**

Highlights information about submitting work using PDQ Connect. PDQ Connect is an online platform used by candidates to build their ePortfolio. Programme Leaders are given access to the platform when they receive approval to deliver the programme.

1 Preparation

1.1 Support from Cambridge International

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

Website: **www.cambridgeinternational.org**
Email: **info@cambridgeinternational.org**
Telephone: **+44 1223 553554**

Customer Services address:
Customer Services
Cambridge Assessment International Education
The Triangle Building, Shaftesbury Road,
Cambridge, CB2 8EA
United Kingdom

Always tell us your centre name and number when you contact us.

Ⓐ Associate Centres should contact their Cambridge Associate.

1.1.1 Our website

Visit our website for information about:

- administering our exams
- our programmes and qualifications
- syllabuses and specimen papers
- latest news and events
- professional development
- our blog.

You can also visit our website to access Direct (password required) and the *Cambridge Handbook*.

Visit **www.cambridgeinternational.org**

> **Important information**
>
> There is a separate section of our website with information about Cambridge Professional Development Qualifications for teachers.
>
> Visit **www.cambridgeinternational.org/pdq** to find out more.

1.1.2 Cambridge International Direct

Direct is a secure online tool for Cambridge exams officers. It allows you to:

- upload entry forms
- view accepted entries
- view results
- view Examiner Feedback reports in the 'My Messages' section
- view our fees list in the 'My Messages' section.

The site is password protected. After we have registered your centre we send you login details by email. Keep these details secure. If you forget your password contact Customer Services (**info@cambridgeinternational.org**). If the exams officer changes at your centre send us your new exams officer's contact details as soon as possible by completing the *School details form*. This is available from Direct.

Access Direct at **https://cambridgeinternational.org/direct**. Contact Customer Services if you cannot access the site.

1.1.3 The 'Help' section of our website

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

Our 'Help' section:

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

Visit **www.cambridgeinternational.org/help**

1.1.4 Communications toolkit

The Communications toolkit is the place to go if you are planning an open day or parents' evening, or if you want to announce your status as a Cambridge International School. You will find presentations, videos, posters, event banners, press releases and more.

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

Find the Communications toolkit at **www.cambridgeinternational.org/toolkit**

1.1.5 NEW Cambridge PDQ administrative forms

You can download the Cambridge PDQ administrative forms from Direct. To access these forms, follow these steps:

1 Log into Direct
2 Click on the 'Support Materials' tab
3 Use the drop-down menu under 'Qualification' to find 'PDQ Modules'
4 Select 'PDQ Modules' and click 'Submit'.

You will see all the PDQ resources which are available under the PDQ product range, including:

- the entry form spreadsheet
- administrative forms for Cambridge PDQs:
  - Replacement Certificate Application: *Results and Certificates – Form 12*
  - Enquiries About Results: *Results and Certificates – Form 13*.

If you cannot see the PDQ support materials, contact us by email: **info@cambridgeinternational.org**

PDQ Connect The ePortfolio templates are available on PDQ Connect.

Cambridge Associates/ Associate Centres A

This process is different for Cambridge Associates and their Associate Centres. Please see the section of this guide called 'Cambridge Associate and Associate Centre responsibilities for Cambridge Professional Development Qualifications'.

1.2 Key dates and activities

Make sure information reaches us by the dates given in **the purple columns**.

The details in *italics* show the dates by which you will receive information from us.

Assessment series	Final date for entries and ePortfolios to be submitted to us	We despatch statements of entry	Results available on Direct	Deadlines for submitting enquiries about results
January 2021	**31 January 2021**	*19 February 2021*	*26 March 2021*	**7 May 2021**
February 2021	**28 February 2021**	*19 March 2021*	*23 April 2021*	**4 June 2021**
March 2021	**Not available**	*Not available*	*Not available*	**Not available**
April 2021	**25 April 2021**	*14 May 2021*	*18 June 2021*	**30 July 2021**
May 2021	**30 May 2021**	*18 June 2021*	*23 July 2021*	**3 September 2021**
June 2021	**27 June 2021**	*16 July 2021*	*20 August 2021*	**1 October 2021**
July 2021	**25 July 2021**	*13 August 2021*	*17 September 2021*	**29 October 2021**
August 2021	**29 August 2021**	*17 September 2021*	*22 October 2021*	**3 December 2021**
September 2021	**26 September 2021**	*15 October 2021*	*19 November 2021*	**31 December 2021**
October 2021	**24 October 2021**	*12 November 2021*	*17 December 2021*	**28 January 2022**
November 2021	**28 November 2021**	*17 December 2021*	*21 January 2022*	**4 March 2022**
December 2021	**26 December 2021**	*14 January 2022*	*18 February 2022*	**1 April 2022**
January 2022	**30 January 2022**	*18 February 2022*	*25 March 2022*	**06 May 2022**
February 2022	**27 February 2022**	*18 March 2022*	*22 April 2022*	**03 June 2022**
March 2022	**Not available**	*Not available*	*Not available*	**Not available**
April 2022	**24 April 2022**	*13 May 2022*	*17 June 2022*	**29 July 2022**
May 2022	**29 May 2022**	*17 June 2022*	*22 July 2022*	**02 September 2022**
June 2022	**26 June 2022**	*15 July 2022*	*19 August 2022*	**30 September 2022**
July 2022	**31 July 2022**	*19 August 2022*	*23 September 2022*	**04 November 2022**
August 2022	**28 August 2022**	*16 September 2022*	*21 October 2022*	**02 December 2022**
September 2022	**25 September 2022**	*14 October 2022*	*18 November 2022*	**30 December 2022**
October 2022	**30 October 2022**	*18 November 2022*	*23 December 2022*	**03 February 2023**
November 2022	**27 November 2022**	*16 December 2022*	*20 January 2023*	**03 March 2023**
December 2022	**25 December 2022**	*13 January 2023*	*17 February 2023*	**31 March 2023**

Important information

- There is no March series
- Statements of results and certificates are despatched approximately 10 days after the release of electronic results
- We despatch certificates for candidates who have satisfied the grading criteria after each results release.

1.3 Cambridge Professional Development Qualifications overview

1.3.1 The structure

The qualifications are modular.

- The Award qualification consists of one module.
- Certificate qualifications consist of one module.
- Diploma qualifications consist of three modules.

1.3.2 Awarding rules

- Modules are assessed separately and the results achieved in modules are stored on the Cambridge database.
- A candidate must achieve a Pass or Distinction in Module 1 before an entry is made for Module 2.
- A candidate must achieve a Pass or Distinction in Module 2 before an entry is made for Module 3.
- A candidate has three years from the submission of Module 1 to make an entry for Module 2.
- A candidate has one year from the submission of Module 2 to make an entry for Module 3.
- A candidate who is awarded a Fail in a module may resubmit the module at a later date in order to achieve a Pass or Distinction.
- A candidate can only resubmit the same module twice, and these resubmissions must be made within one year of the original submission.
- A candidate can make a maximum of three submissions to achieve a Pass or Distinction.
- A candidate who has achieved a Pass in a module cannot resubmit the module to gain a better grade.
- A candidate who has successfully completed the Award may go on to enter for the Certificate.

1.3.3 Grading and certificates

- The module results are graded Distinction, Pass or Fail.
- A candidate who has achieved a Pass or Distinction in the qualification as a whole, according to the award rules, will be awarded a certificate.
- Certificates will be issued 'with Distinction' if a grade of Distinction is achieved.

1.3.4 Language

- All PDQ qualifications are available in English.

1.4 Awarding rules

This diagram shows the submission and award rules process for candidates taking the following PDQ qualifications:

- Cambridge International Award in Teaching and Learning
- Cambridge International Certificate in Teaching and Learning
- Cambridge International Diploma in Teaching and Learning.

The Award, and all Certificate qualifications, consist of one module each. Diploma qualifications are made up of three modules.
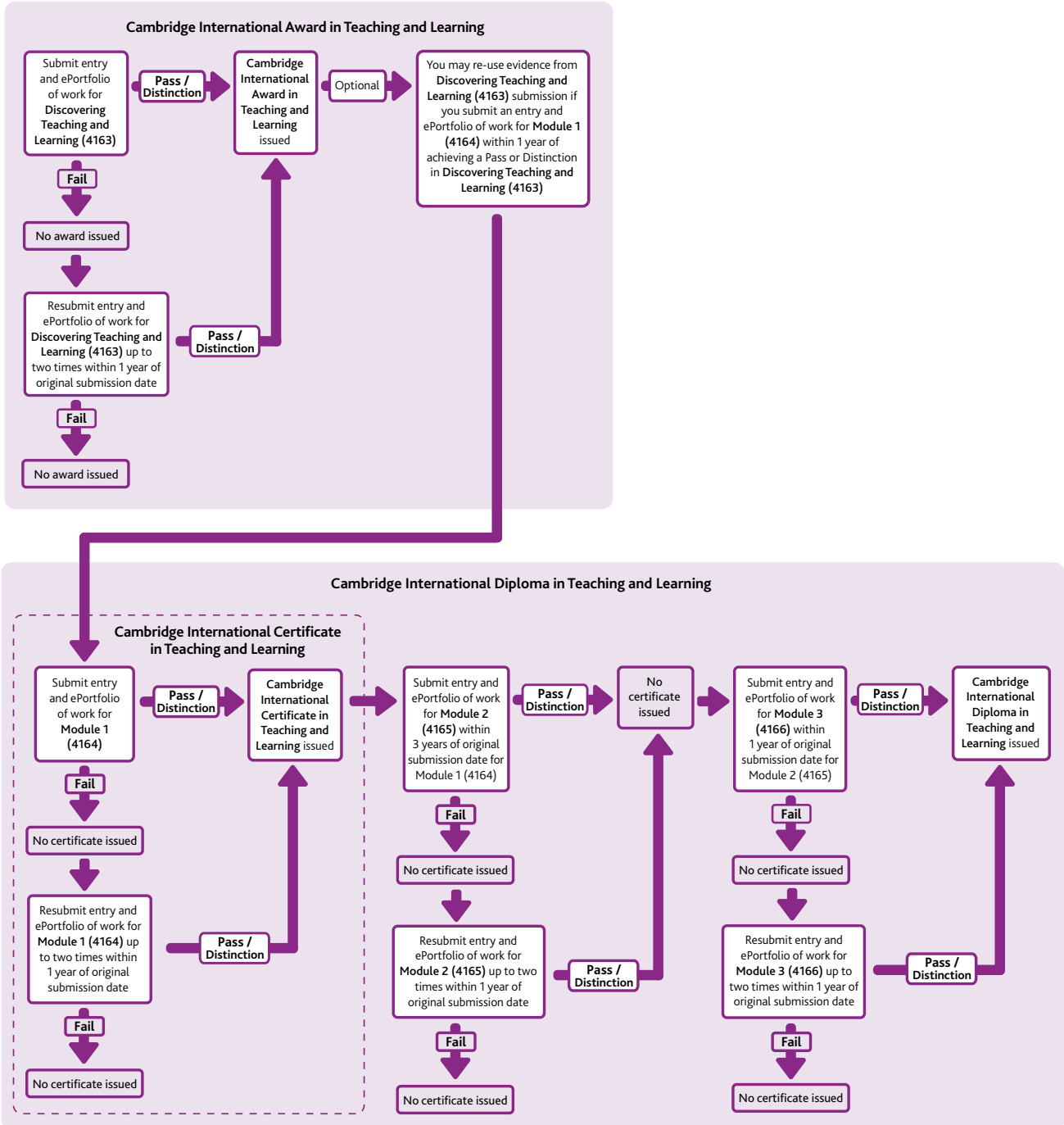
This diagram shows the submission and award rules process for candidates taking the following PDQ qualifications:

- Cambridge International Certificate in Teaching Bilingual Learners
- Cambridge International Diploma in Teaching Bilingual Learners
- Cambridge International Certificate in Teaching with Digital Technologies
- Cambridge International Diploma in Teaching with Digital Technologies
- Cambridge International Certificate in Educational Leadership
- Cambridge International Diploma in Educational Leadership.

Certificate qualifications consist of one module. Diploma qualifications consist of three modules.

1.5 Module entry codes

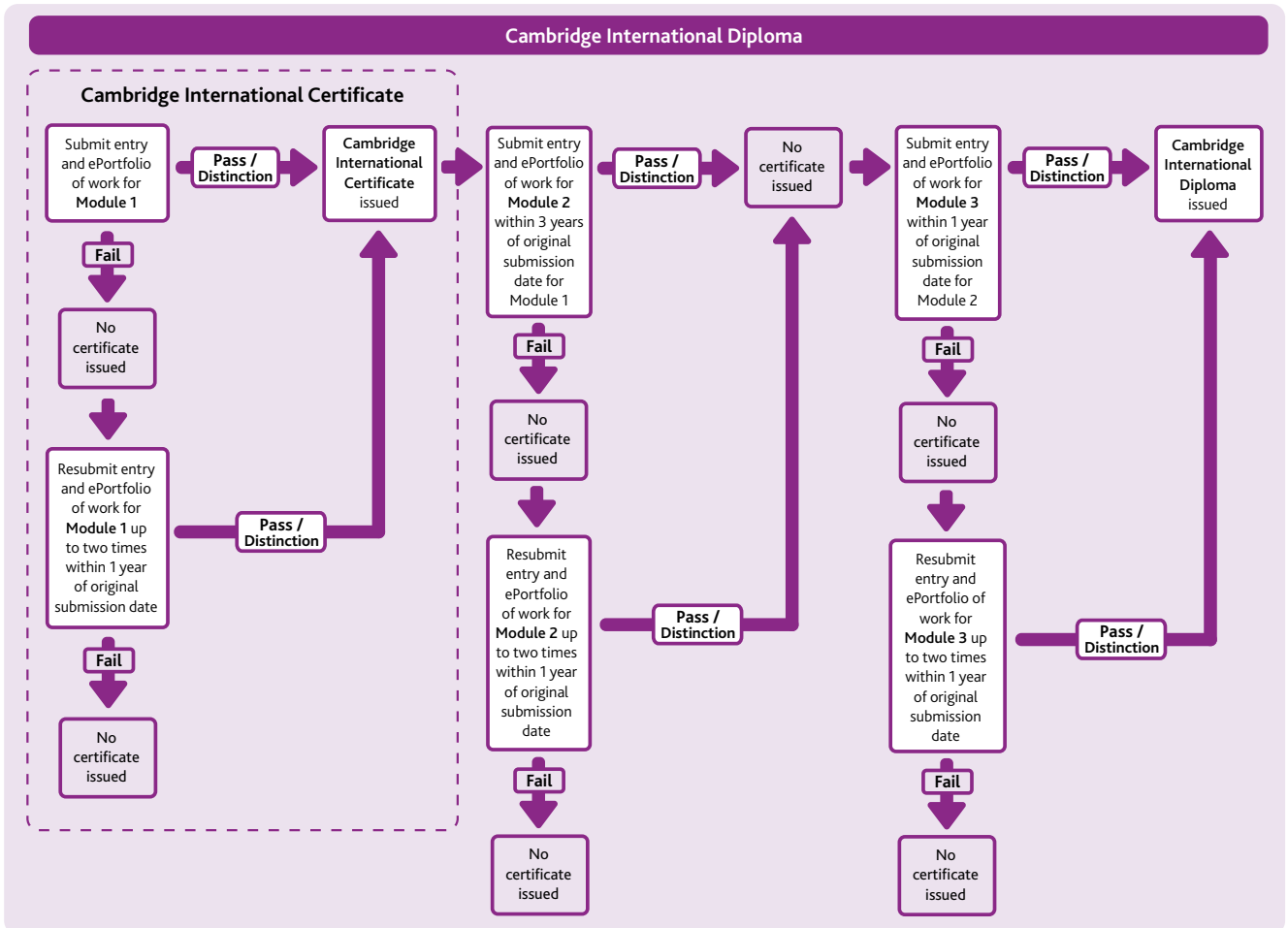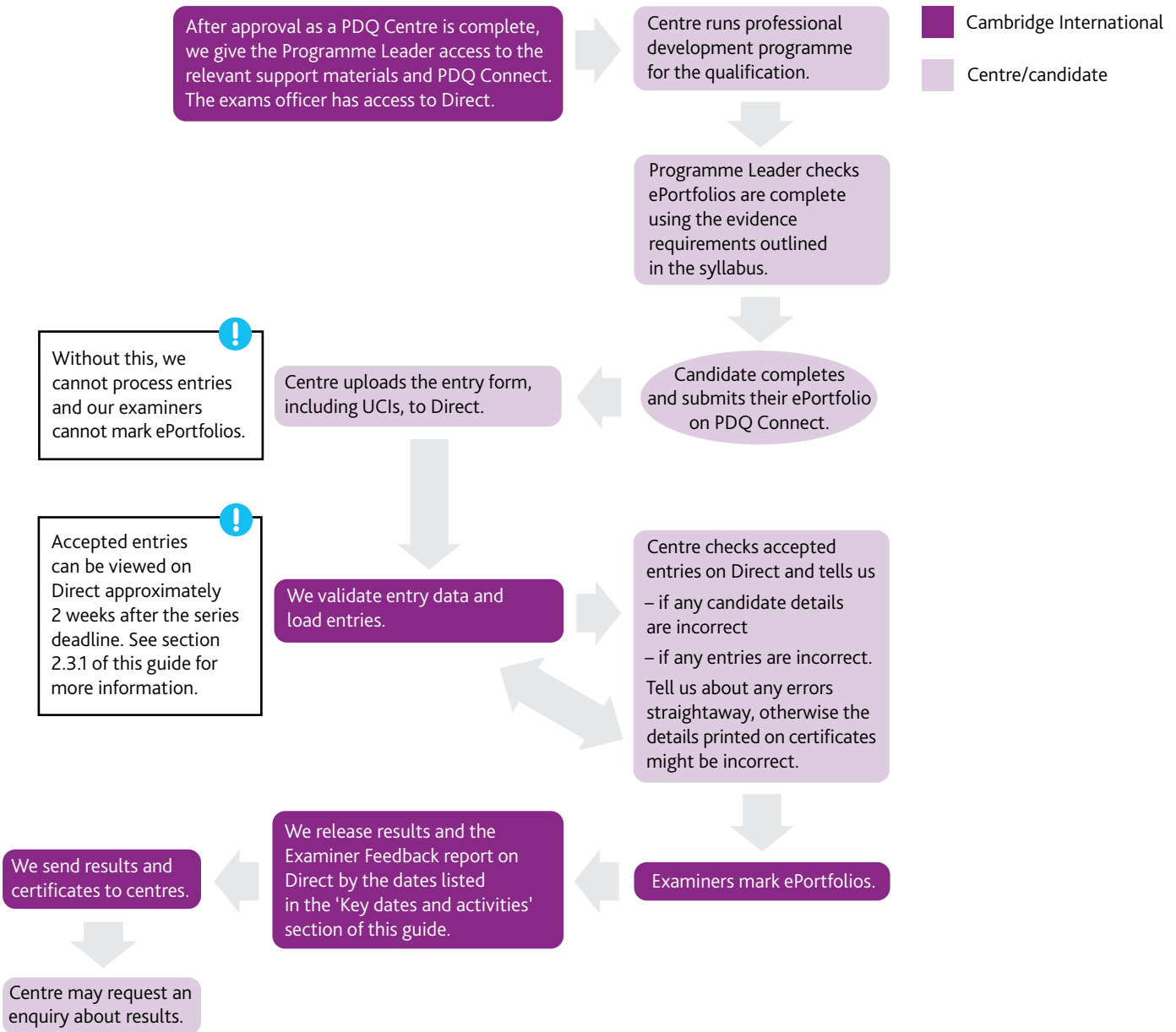| Teaching and Learning					
Module number	**Entry code**	**Language option**	**Module name**	**Award**	
n/a	4163	EN	Discovering teaching and learning	Cambridge International Award in Teaching and Learning (6207)	
Module number	**Entry code**	**Language option**	**Module name**	**Certificate**	**Diploma**
Module 1	4164	EN	Exploring teaching and learning	Cambridge International Certificate in Teaching and Learning (6208)	Cambridge International Diploma in Teaching and Learning (6209)
Module 2	4165	EN	Teaching and learning in action	not applicable	
Module 3	4166	EN	Developing professional practice	not applicable	

Teaching Bilingual Learners					
Module number	**Entry code**	**Language option**	**Module name**	**Certificate**	**Diploma**
Module 1	4193	EN	Exploring teaching bilingual learners through an additional language	Cambridge International Certificate in Teaching Bilingual Learners (6238)	Cambridge International Diploma in Teaching Bilingual Learners (6239)
Module 2	4194	EN	Developing reflective practice in teaching bilingual learners	not applicable	
Module 3	4195	EN	Evaluating theory and practice in teaching bilingual learners	not applicable	

Teaching with Digital Technologies					
Module number	**Entry code**	**Language option**	**Module name**	**Certificate**	**Diploma**
Module 1	4167	EN	Exploring teaching and learning with digital technologies	Cambridge International Certificate in Teaching with Digital Technologies (6224)	Cambridge International Diploma in Teaching with Digital Technologies (6225)
Module 2	4168	EN	Developing reflective practice in teaching with digital technologies	not applicable	
Module 3	4169	EN	Reviewing the impact of digital technologies on education	not applicable	

Educational Leadership					
Module number	Entry code	Language option	Module name	Certificate	Diploma
Module 1	4196	EN	Exploring leadership	Cambridge International Certificate in Educational Leadership (6247)	Cambridge International Diploma in Educational Leadership (6248)
Module 2	4197	EN	Leading and improving teaching and learning	not applicable	
Module 3	4198	EN	Leading change for improvement and developing staff	not applicable	

1.6 Step-by-step guide to administering Cambridge Professional Development Qualifications

After approval as a PDQ Centre is complete, we give the Programme Leader access to the relevant support materials and PDQ Connect. The exams officer has access to Direct.

Centre runs professional development programme for the qualification.

■ Cambridge International

□ Centre/candidate

Programme Leader checks ePortfolios are complete using the evidence requirements outlined in the syllabus.

Without this, we cannot process entries and our examiners cannot mark ePortfolios.

Centre uploads the entry form, including UCIs, to Direct.

Candidate completes and submits their ePortfolio on PDQ Connect.

Accepted entries can be viewed on Direct approximately 2 weeks after the series deadline. See section 2.3.1 of this guide for more information.

We validate entry data and load entries.

Centre checks accepted entries on Direct and tells us
– if any candidate details are incorrect
– if any entries are incorrect.
Tell us about any errors straightaway, otherwise the details printed on certificates might be incorrect.

We release results and the Examiner Feedback report on Direct by the dates listed in the 'Key dates and activities' section of this guide.

Examiners mark ePortfolios.

We send results and certificates to centres.

Centre may request an enquiry about results.

Cambridge Associates/ Associate Centres Ⓐ

This process is different for Cambridge Associates and their Associate Centres. Please see the section of this guide called 'Cambridge Associate and Associate Centre responsibilities for Cambridge Professional Development Qualifications'.

2 Entries

2.1 Preparing and making entries

Overview

- Entry forms tell us which candidate ePortfolios you are submitting for the series.
- You must assign a Unique Candidate Identifier (UCI) to each of your candidates. The candidate must use this UCI for all future Cambridge PDQ entries.
- A candidate can only be entered for one module per series.
- **PDQ Connect** Candidates must submit their ePortfolios of work on PDQ Connect before you make entries on Direct. See guidance about this in the help and support pages on PDQ Connect.
- To submit final entries:
  1 Download the PDQ entry form from Direct (see section 1.1.5) and follow the instructions.
  2 **NEW** Submit the form through the files transfer area of Direct. Include the candidate UCI for each candidate on the entry form. Candidates must submit their ePortfolio via PDQ Connect.
- Check all information on the entry form is correct before submitting it. Submitting incorrect or incomplete information may result in candidates being withdrawn from the series, with no refund of the entry fee.

2.1.1 **NEW** How to make entries

1 Download the PDQ entry form from Direct (see section 1.1.5) and follow the instructions.

2 Use the checklist in section 3.2 to guide you before you make your final entries.

3 **PDQ Connect** Submit the entry form through Direct, using the video walkthrough to guide you. This video is available on Direct and PDQ Connect.

2.2 What is a Unique Candidate Identifier (UCI)?

The UCI is a unique number that helps us identify each candidate. We use it to track module entries and results over several series.

A UCI is unique to a candidate and once issued must be submitted with every entry made for that candidate.

The UCI is made up of the following characters:

- the **centre number** of the centre making the first module entry for a candidate (five characters)
- the **year** the UCI was allocated to the candidate, for example, 21 if the UCI was allocated in 2021 (two digits)
- the **candidate number**, which is a unique number allocated by the exams officer or Programme Leader (four digits in the range 0001 to 9999)

- a **check digit** – one character which is automatically generated by the entry form when you have entered all the other characters. If you have any problems with the check digit contact Customer Services. Do not try and add your own check digit.

Example

Centre number	Year	Candidate number	Check digit
A B 1 2 3	21	2 5 6 9	X

The example candidate's UCI is: AB123212569X

Important information

- You must assign a 12-character UCI to each candidate. Do not assign the same UCI to more than one candidate.
- The UCI that is given to the candidate when their first entry is made is used for all of their future entries. Do not assign more than one UCI to the same candidate.
- If a candidate previously submitted an entry for a Cambridge PDQ at another centre, you must use the original UCI allocated to them at that centre. Do not issue a new UCI to the candidate.
- Submit **one entry form** containing all your entries for all qualifications in the series. Any changes you make after submission will be treated as entry amendments. Each candidate listed on the entry form for that series must submit an ePortfolio of work.
- The Head of Centre is responsible for making sure your entries are accurate.
- Ⓐ If you are an Associate Centre, see the 'Important information' box on page 23 of this guide.

2.3 Confirming entries

2.3.1 Viewing your final entries on Direct

Approximately two weeks after the deadline for submission of entries and ePortfolios for the series, you should view your entries on Direct. To view your entries:

1   Go to Direct and click 'Administer Exams'.
2   Click on 'Results'.
3   In the 'View Entries & Results by Qualification' section under 'Professional Qualifications', use the drop-down menus to select the relevant series and subject and click 'Go'.
4   Click on the module code (see section 1.5 of this guide).
5   Click on the syllabus title to view candidate entries for that syllabus.

Important information

Check the number of entries matches your submission for that particular series and that all candidate details are correct. If you find any discrepancies, email us as soon as possible at **info@cambridgeinternational.org**

2.3.2 Entries confirmation despatch

Approximately two weeks after receiving your final entries we will send your entries confirmation despatch. This includes:

- statements of entry for each candidate

- a candidate entry list showing all your entries by candidate
- a centre summary showing the total number of entries you made for each module.

Statements of entry

Statements of entry show the candidate's details, the module they are entered for, and the module certificate code. Give the statements to your candidates so they can check their entry details. The candidate name shown on the statement of entry is the name that will be printed on statements of results and certificates, so it is important to let us know if there are any errors. If you need to make amendments to your entries, email us as soon as possible at **info@cambridgeinternational.org** with the following information:

- your centre number
- candidate number and UCI
- candidate name
- details of changes.

Candidate entry list

The candidate entry list is a summary of all your entries, listing each candidate and the module they have been entered for. Check the number of entries matches your submission for that particular series and that all candidate details are correct. If you find any discrepancies, email us as soon as possible at **info@cambridgeinternational.org**

Centre summary of entries

The centre summary of entries shows the total number of entries made for each module.

2.4 How much do entries cost?

We invoice centres for entries. You can find details of the rates and methods of payment in the fees list, which is issued annually and available from the 'My Messages' section of Direct.

We will charge an entry fee for each module entry for each candidate. The fee is the same whether the entry is a first submission or a re-submission.

When we receive your entries or amendments, we send you an invoice for the outstanding balance on your account.

Cambridge Associates/ Associate Centres Ⓐ

Please see the section of this guide called 'Cambridge Associate and Associate Centre responsibilities for Cambridge Professional Development Qualifications'.

3 ePortfolio preparation

3.1 ePortfolio preparation

Overview

This section tells you how work should be prepared before it is submitted. These instructions apply to all modules. Each ePortfolio must contain the candidate's original work.

3.1.1 ePortfolio templates

PDQ Connect Candidates must use the assessment templates and forms provided on PDQ Connect. The help and support pages in PDQ Connect contain guidance on accessing and using the assessment templates. Candidates must submit ePortfolios through PDQ Connect.

3.1.2 Presentation of ePortfolios

PDQ Connect The ePortfolio must be completed accurately. It must be named using the following convention: candidate's full name, UCI: qualification name and dates, module number.

Example

Andrew Smith, AA100180001G: CICT&L 2018–2022, Module 1 (4164).

3.1.2.1 Authenticity

The Programme Leader is responsible for making sure all staff supervising candidates' work for the qualification are aware of the administrative processes and regulations set out in this guide and the *Cambridge Handbook*.

You must actively make sure the work is authentic before it is submitted to us for assessment. By submitting the assignment the centre and candidate confirm the work is the candidate's own, and that any work taken from another source has been appropriately referenced and acknowledged. Centres will be held responsible if issues of authenticity are not addressed.

In cases where there is doubt about the authenticity of any work submitted for assessment, we reserve the right to undertake appropriate checks, such as telephone or other interviews, to determine whether the work is authentic. Any decisions we reach on matters of authenticity and any subsequent action taken will be final.

> **Important information**
>
> You must submit entry forms to Direct. Your candidates submit their ePortfolios directly through PDQ Connect.
>
> If we receive an entry form without a corresponding correct ePortfolio submission, we may withdraw the candidate(s) from the series without refunding the entry fee.
>
> If an ePortfolio is submitted on PDQ Connect without a corresponding entry on an entry form, the ePortfolio will not be marked.

> **Important information**
>
> If you do not provide us with correctly completed entry forms or the documentation we need, we may withdraw the candidate(s) from the series without refunding the entry fee.
>
> We will not process the work until we receive the correct documentation.

> **Important information**
>
> The Programme Leader must make sure candidate ePortfolios contain all the necessary evidence. ePortfolios submitted with insufficient evidence will be returned as 'Fail'. There is no discounted fee for resubmitting failed assignments.

3.2 NEW PDQ Connect ePortfolio submission checklist

You must work with your PDQ Programme Leader to complete a number of checks on the ePortfolios on PDQ Connect before you submit your entry form. Use the list below to check you have followed all the steps before you make your final entries. You do not need to send us the checklist.

	Declaration form The declaration form must be signed by both the candidate and the Programme Leader, and uploaded to the first page of the ePortfolio. Both signatures must be on the form for the ePortfolio to be accepted.
	Eligibility The candidate must complete the *Candidate Requirements and Educational Context* sections on the first page of their ePortfolio. There are prompts in the text boxes on the qualification templates in PDQ Connect.
	ePortfolio structure The ePortfolio must be based on the templates we provide. The correct pages and collection template must be copied for the relevant qualification entry. There is guidance on copying pages and collections in the help and support pages on PDQ Connect.
	Evidence requirements The ePortfolio must be the candidate's final version, and contain all the evidence of practice, learning and reflection as detailed in the syllabus. Evidence of practice must be submitted on the templates we supply. There is guidance on the evidence requirements in the help and support pages on PDQ Connect.
	Unique Candidate Identifier The ePortfolio must be named using the candidate UCI. The UCI on the ePortfolio must match the UCI on the entry form. There is guidance on generating a UCI in section 2.2 of this guide.
	Submitting the ePortfolio The ePortfolio must then be submitted on PDQ Connect. There is guidance on submitting ePortfolios in the help and support pages on PDQ Connect.
	Submitting the entry form You can only submit one entry form per series. Please make sure all your entries are on one form. Contact **info@cambridgeinternational.org** if you experience any problems with the entry form. You or your Cambridge Associate must upload your completed entry form to Direct.
	NEW **Viewing your entries** You will be able to view your confirmed entries on Direct approximately two weeks after the entry deadline. See section 2.3.1 of this guide for details. You must check your confirmed entries carefully and tell us immediately if there are any discrepancies. If there are, email **info@cambridgeinternational.org**

3.3 Malpractice

Malpractice is any action that breaks our regulations and potentially threatens the integrity of our exams and certification. Malpractice can happen before, during or after timetabled exams or other assessments.

Malpractice can be:

- intentional and aim to give an unfair advantage in an exam or assessment
- caused through carelessness, forgetfulness or ignorance of our regulations
- beyond the control of the involved parties and be a result of circumstance.

A variety of individuals could be involved in malpractice, for example:

- candidates
- centre staff, for example, exams officers, teachers, invigilators, management, consultants and individuals that assist in the provision of access arrangements
- other third-party individuals, for example, relatives or friends of the candidate.

The Head of Centre must:

- tell candidates and centre staff their individual responsibilities as set out in our regulations
- immediately report all cases of suspected malpractice to us that you become aware of or that are reported to you.

See section 5.6 of the *Cambridge Handbook* for our full malpractice regulations.

4 Results and certificates

4.1 Understanding and preparing for results

Overview

- Read this section to prepare for the release of results. It sets out everything you need to know so you can make sure your candidates get their results, and that you can answer their queries.
- We release results and Examiner Feedback reports online through Direct and then send printed statements of results and certificates.
- You can issue results to candidates as soon as they become available online or when you receive the statements of results.

Important dates

We issue module results through Direct by the dates in the 'Key dates and activities' section of this guide, and despatch the printed statements of results and certificates approximately 10 days later.

4.1.1 Results documentation

Statements of results: for candidates

You will receive a printed statement of results for every candidate. It lists all the modules entered by an individual candidate and the module grades awarded.

Statements of results are printed on full-colour watermarked stationery.

Contact us or your Cambridge Associate immediately if:

- any of your statements of results have been altered or damaged
- you are missing any statements of results.

Important information

Statements of results are not certificates and might not be accepted by a university or other public body.

Results by syllabus: for centre staff

This is a list of all your candidates' results by module.

We do not give you a profile of the grade each candidate achieved in each module or the module grade boundaries.

Cambridge Associates/ Associate Centres

This process is different for Cambridge Associates and their Associate Centres. Please see the section of this guide called 'Cambridge Associate and Associate Centre responsibilities for Cambridge Professional Development Qualifications'.

A report on the qualification is produced annually and is available from our website: www.cambridgeinternational.org/pdq

4.1.2 Checking and issuing results

We send your results by courier unless you tell us otherwise. We do not email results.

When you receive your results, check you have all the right documentation, including a statement of results for all of your candidates. If any documents are missing contact us immediately.

You are responsible for making sure all your candidates receive their statements of results and certificates.

4.1.3 How module grades are reported

The module grades are Distinction, Pass and Fail. More information is in the 'Awarding rules' section of this guide.

For each qualification 'NO RESULT' shows the candidate failed at least one module.

For each qualification 'PENDING' shows we are still waiting to issue the result.

4.1.4 Incorrect details on results documents

Follow the instructions in section 4.2.3 of this guide.

4.1.5 Arranging for copies of results to be sent to third parties

We cannot send your statements of results directly to candidates or any third parties.

4.2 Certificates

Overview

We automatically issue certificates to candidates who achieve a Pass or Distinction in all of the required modules detailed in the award rules.

> **Important dates**
>
> We send certificates with your statements of results approximately 10 days after results are released on Direct.

4.2.1 How certificate grades are calculated and reported

Candidates who have achieved a Pass or Distinction in all of the modules detailed in the award rules receive a certificate.

You can find more information in the 'Awarding rules' section of this guide.

4.2.2 Conditions for issuing certificates

A certificate is and remains the property of the University of Cambridge Local Examinations Syndicate (UCLES) of which Cambridge Assessment International Education is a part. We issue certificates to confirm results, subject to the following conditions:

- If the certificate is altered or defaced, it is invalid.
- If we ask, you must return a certificate to us.
- The certificate should be kept in a safe place.
- We will not issue copies of certificates.

You must check your certificates carefully when they arrive and contact us immediately if any certificates are damaged or missing.

If you have not received your certificates within two weeks of the dates listed in the 'Key dates and activities' section of this guide, contact us immediately.

You must store certificates in a secure place until they are distributed to candidates.

You are responsible for giving all your candidates their certificates as soon as you can. If you cannot give a certificate to a candidate personally, ask them to let you know when they receive it.

(A) Cambridge Associates are responsible for sending certificates to their Associate Centres and for contacting us if any certificates are missing or incorrect.

You must keep unclaimed certificates in a safe place for at least 12 months from the date they are issued. After that period, you must return them to the following address with a list of the certificates you are returning.

Keep a copy of this list. Do not destroy unclaimed certificates.

Post Results Team
Results and Despatches
Cambridge Assessment International Education
The Triangle Building
Shaftesbury Road
Cambridge
CB2 8EA
United Kingdom

You must not reproduce our certificates in any form.

4.2.3 Incorrect details on certificates

You must check centre and candidate details, including the spelling of names and dates of birth on statements of entry and electronic results. Tell us immediately about any errors before we issue certificates.

When you receive your certificates, check centre and candidate details, including the spelling of names and dates of birth. To submit an amendment request, complete *Results and Certificates – Form 12* and return it to us with the incorrect certificate and the documents listed on Form 12. We can only make small changes to certificates, for example to candidate names, dates of birth or centre details.

(A) Associate Centres should tell their Cambridge Associate about any errors on certificates.

We charge a fee and courier costs for replacement certificates. Our fees are in the fees list, available from the 'My Messages' section of Direct.

We will only replace certificates within 18 months of the date we originally issued them.

> **Administrative forms**
>
> Form available from
> **www.cambridgeinternational.org/forms**
> - Replacement Certificate Application: *Results and Certificates – Form 12*

4.2.4 Can a candidate or centre ask for other information on a certificate to be changed?

We cannot change a candidate's name to reflect any changes that take place after the entry was submitted, for example changing their name because they get married.

We cannot delete any grades or syllabuses from a certificate.

4.2.5 Missing certificates

We issue certificates as soon as the candidate achieves a Pass or Distinction in the relevant modules. If you do not receive a candidate's certificate, contact us immediately with the candidate's details.

4.2.6 Damaged or lost certificates

We will not replace certificates that have been lost. If a candidate loses their certificate they need to apply for a certifying statement of results. See section 4.3 for details. At our discretion, we can replace candidates' damaged certificates as long as we have satisfactory proof of their identity. This service is available within 18 months of the date we issued the original certificate. You must return the damaged certificate with *Results and Certificates – Form 12* before we provide a replacement. We charge a fee per certificate and costs to send the certificate by courier.

4.3 Certifying statements and verification of results

A certifying statement is an official document issued by us that shows the grades a candidate achieved in a particular series. Certifying statements are fully endorsed by the Vice Chancellor of the University of Cambridge. Educational institutions and employers accept them as a legitimate record of results.

For information on how to apply for certifying statements see section 6.5 of the *Cambridge Handbook*.

We can only send certifying statements for a particular series once the certificate for that series has been issued.

We also offer a results verification service if a third party, such as an employer or university, wants to verify results we have issued. For information on how to apply for verification of results see section 6.6 of the *Cambridge Handbook*.

4.4 Enquiries about results and appeals process

Overview

We carry out extensive quality checks before we issue results. However, you can submit an enquiry about results if you would like us to check the results of particular candidates.

A Cambridge Associates must submit enquiries about results on behalf of their Associate Centres.

4.4.1 How to make an enquiry about results

Complete *Results and Certificates – Form 13* and send it to **info@cambridgeinternational.org**. The form is in the 'Support Materials' section of Direct. Please follow the instructions in the 'Guidance notes' section of the form.

We cannot accept requests submitted after the published deadlines.

Important dates

The deadlines for submitting enquiries about results are shown in the 'Key dates and activities' section of this guide.

Important information

- **A** Associate Centres should submit their forms to their Cambridge Associate. It is good practice for Cambridge Associates to submit enquiries about results for all their Associate Centres before the closing date. This gives them time to check the enquiry and sort out any issues with their Associate Centres before the deadline.
- Cambridge Associates may set earlier deadlines for their Associate Centres.
- Candidates cannot request enquiries about results.
- The Head of Centre must support all enquiries about results.
- You can only send one enquiry for each candidate's result.
- You can request different services for different candidates' results in a syllabus.
- You can request the same or different services for the same candidate in different syllabuses.

4.4.2 What services are available?

If you ask us, we will provide an explanation of 'NO RESULT' or 'PENDING' outcomes without charge.

Service name	Details of service
Review of marking: Service 3	Review of marking and clerical re-check, with detailed report on assignment module.
NO RESULT (X Grade) or PENDING (Q Grade)	We usually issue a 'NO RESULT' if the candidate has not completed all the components of an assessment. 'PENDING' means we cannot issue a result at the moment but it will follow in due course.
	We can provide an explanation of 'NO RESULT' or 'PENDING' outcomes without charge, if requested by the Head of Centre.
	We ask you to submit any evidence that may suggest our records are inaccurate with your request.
	If we are unable to issue a result for the candidate for the syllabus, we will provide:
	• confirmation of the component(s) for which we had no mark
	• confirmation of a previous notification of the reason why we cannot award a result, for example, that we did not receive all relevant documents or information.

4.4.3 Fees for enquiries about results

The fees for each service are detailed in our fees list, which is available in the 'My Messages' section of Direct.

We charge a fee for each enquiry about results service.

We will not charge the fee if the enquiry leads to a change to the module grade.

4.4.4 How long does it take to process enquiries?

We deal with enquiries in the order we receive them. We cannot guarantee the date by which we will complete the enquiry.

> **Important information**
>
> • We invoice the Head of Centre for all enquiries about results after the deadlines have passed
> • For candidates wishing to resubmit the module in the next series, we cannot guarantee that we will issue the outcome of an enquiry in time to inform the candidate's preparation for the resubmitted module.

4.4.5 Outcomes of enquiries

If the enquiry leads to a module grade change, we will issue a revised statement of results. You must return the original document with *Results and Certificates – Form 12* and we will then send you a replacement.

In the unusual event that the outcome of an enquiry brings into question the accuracy of the results for other candidates in that syllabus, we tell the Head of Centre/ Cambridge Associate. We then carry out the service on any other candidates who may have been affected free of charge. We tell the Head of Centre/Cambridge Associate the outcome.

4.4.6 Appeals

To appeal against the outcome of an enquiry about results, please see the section of the *Cambridge Handbook* called 'Appeals: Regulations and guidance'.

> **Administrative forms**
>
> Form available from
> **www.cambridgeinternational.org/forms**
>
> • Replacement Statement of Results/Certificate Application: *Results and Certificates – Form 12*

Cambridge Associate and Associate Centre responsibilities for Cambridge Professional Development Qualifications

This page outline the Cambridge Associate's responsibilities as an administrator for Cambridge Professional Development Qualifications (Cambridge PDQs). They also explain the Associate Centre's responsibilities in making entries for Cambridge PDQs.

Cambridge Associate as a Cambridge PDQ administrator

The Cambridge Associate provides administrative support to Associate Centres (Cambridge PDQ Centres) delivering Cambridge PDQs in a similar way to how they support Associate Centres for other Cambridge qualifications.

The Cambridge Associate is responsible for:

- uploading the PDQ entry form to Direct by the deadlines in section 1.2 of this guide
- exchanging information between us and an Associate Centre
- acting as the exams officer for Cambridge PDQs at Associate Centres by:
  - sending statements of entry to the Associate Centre as soon as they receive them
  - sending statements of results and Examiner Feedback reports to the Programme Leader at the Associate Centre within one week of the release of results on Direct
  - sending certificates securely to the Associate Centre within one week of receiving them
  - submitting enquiries about results by the dates listed in the 'Key dates and activities' section of this guide
- reconciling payment from the Associate Centre for Cambridge PDQs and telling us if payment is not made and exam processing needs to be suspended
- making sure Associate Centres comply with our regulations.

Direct

Cambridge Associates can access Direct to view:

- accepted entries and statements of entry
- Examiner Feedback reports in the 'My Messages' section
- our fees list in the 'My Messages' section.

Results documentation and certificates

Examiner Feedback reports are uploaded to Direct on the results release date. The Cambridge Associate has access to the report and should forward it to the Associate Centre as soon as it is released.

Each series we will send printed results documentation by courier to the Cambridge Associate, including statements of results, Examiner Feedback reports and certificates. The Cambridge Associate must forward these documents securely to the Associate Centre within one week of receipt. If an Associate Centre reports that any documents are missing when they receive them, the Cambridge Associate must let us know.

Enquiries about results

Cambridge Associates must submit enquiries about results on behalf of their Associate Centres by the dates listed in the 'Key dates and activities' section of this guide.

Associate Centre responsibilities

Direct

Exams officers at Associate Centres are responsible for:

- completing the PDQ Entry form and sending it to their Cambridge Associate to upload to Direct by the deadlines in section 1.2 of this guide
- responding to requests for information from the Cambridge Associate.

If the Associate Centre does not have an exams officer they will need to nominate someone to take on this role when they are approved to offer the Cambridge PDQs.

A to Z of terms

Assessment	The method used to evaluate a candidate's performance. For the Cambridge Professional Development Qualifications this is the module ePortfolio.
Associate Centre	An organisation which is affiliated with the Cambridge Associate, whose premises have been inspected and approved, and for whom the Cambridge Associate is responsible under the Agreement.
Cambridge Assessment International Education	Cambridge Assessment International Education is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of the University of Cambridge Local Examinations Syndicate (UCLES), which is a department of the University of Cambridge.
Cambridge Associate	An organisation such as a ministry, exams council, distributor, department of education or other agency, which has responsibility for Associate Centres through an Associate Agreement with Cambridge International.
Cambridge International Direct	Known as Direct for short, this is the online tool for exams officers and Programme Leaders to manage entries and carry out other administrative tasks.
Candidate	A person who has been entered for an assessment.
Centre	A school, institution or organisation approved by and registered with Cambridge International for the entry of candidates to Cambridge programmes and qualifications and to carry out related assessments.
Centre name	The name of a centre, Cambridge Associate or Associate Centre.
Centre number	The five-character code given to a centre, Cambridge Associate or Associate Centre.
Certificate	A certificate is awarded to candidates who achieve a Pass or Distinction in all of the required modules detailed in the award rules.
Certifying statement	An official document issued by Cambridge International to show the grades achieved by a candidate in a particular series. Cambridge International can send certifying statements at any time to any address, including educational institutions, as long as the original certificate has been issued.
Enquiries about results	Services available to centres wanting to have a candidate's ePortfolio reviewed.
Entries	The candidates a centre has entered for a Cambridge qualification in a particular series.
ePortfolio	A candidate's performance for each module is assessed through the creation and submission of an ePortfolio of evidence. Candidates must use the ePortfolio templates provided by Cambridge International.
Exams officer	The person appointed by the Head of Centre to act on behalf of the centre, with specific responsibility for administering Cambridge exams.
Malpractice	Malpractice is an action that breaks our regulations and potentially threatens the integrity of our exams and certification.

Module	A self-contained unit of study with clear performance and assessment criteria. There is one ePortfolio for each module. The code for the module is found on the ePortfolio template.
PDQ Connect	A secure online area which candidates use to produce and submit their ePortfolios for 2018 to 2022 syllabuses. Programme Leaders are given access to this area when they are approved to run the PDQ programme.
Programme Leader	The person appointed by the centre and accredited by Cambridge International to manage programmes leading to Cambridge Professional Development Qualifications for teachers in the centre.
Qualification	A certificated award made by Cambridge International to candidates to demonstrate their achievement.
Replacement certificate	A replacement of the original certificate issued, for example, following a grade change.
Series	A group of administrative activities (for example submission of entries and ePortfolios, examiner marking, results release) carried out within a range of dates for the same group of candidates. A series is identified by the month and year, for example June 2021.
Statement of entry	A document showing a candidate's details and the entry options the candidate has been entered for.
Statement of results	A document showing a candidate's details 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.
Syllabus number	The four-digit number allocated to each subject.
UCLES	University of Cambridge Local Examinations Syndicate, a department of the University of Cambridge. Cambridge Assessment is the brand name of UCLES.
Unique Candidate Identifier (UCI)	A unique number used to identify and trace each candidate. The centre allocates the UCI the first time the candidate enters for a module. The same UCI should be submitted with every module entry made for that candidate.
Verification of results	A service offered by Cambridge International if a third party, such as an employer or university, wants to verify results issued by Cambridge International. The third party or candidate applies for this service using *Results and Certificates – Form 8*.

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