

## Damaged or open question paper packet

Use this form to report any exam materials that have been damaged or opened in transit, or while opening the outer packaging on arrival. This includes question paper packets, speaking test materials and confidential exam materials.

**If you have opened the incorrect question paper packet in error in the exam room, please complete Exam day – Form 11.**

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 next working day.

|                                      |                      |                                                    |                                           |                      |                      |
|--------------------------------------|----------------------|----------------------------------------------------|-------------------------------------------|----------------------|----------------------|
| <b>Centre number</b>                 | <input type="text"/> |                                                    |                                           |                      |                      |
| <b>Centre name</b>                   | <input type="text"/> |                                                    |                                           |                      |                      |
| <b>Incident discovered by (name)</b> | <input type="text"/> |                                                    | <b>Incident discovered by (job title)</b> | <input type="text"/> |                      |
| <b>Exam series</b>                   | <input type="text"/> | <b>Date despatch received</b>                      | <input type="text"/>                      | <input type="text"/> | <input type="text"/> |
| <b>Airway bill number</b>            | <input type="text"/> | <b>Date the damaged/open packet was discovered</b> | <input type="text"/>                      | <input type="text"/> | <input type="text"/> |
| <b>Syllabus/component</b>            | <input type="text"/> | <input type="text"/>                               | <b>Syllabus name</b>                      | <input type="text"/> |                      |
| <b>Syllabus/component</b>            | <input type="text"/> | <input type="text"/>                               | <b>Syllabus name</b>                      | <input type="text"/> |                      |
| <b>Syllabus/component</b>            | <input type="text"/> | <input type="text"/>                               | <b>Syllabus name</b>                      | <input type="text"/> |                      |
| <b>Syllabus/component</b>            | <input type="text"/> | <input type="text"/>                               | <b>Syllabus name</b>                      | <input type="text"/> |                      |

| Please answer the following questions:                                                                                                                                                                                                                                                                         |                                                                              | Centre report |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---------------|
| <b>Is there any indication that the package has been inspected by customs?</b>                                                                                                                                                                                                                                 | <b>Yes</b><br><input type="checkbox"/> <b>No</b><br><input type="checkbox"/> |               |
| <b>Is there any damage to the outer (courier) packaging?</b><br>If yes, please tell us: <ul style="list-style-type: none"> <li>- how it is damaged</li> <li>- how the damage occurred (if you know).</li> </ul>                                                                                                | <b>Yes</b><br><input type="checkbox"/> <b>No</b><br><input type="checkbox"/> |               |
| <b>Is the blue confidential exam material packet or the blue question paper packet damaged or open?</b><br>If yes, please tell us: <ul style="list-style-type: none"> <li>- how it is damaged</li> <li>- how the damage occurred (if you know).</li> </ul>                                                     | <b>Yes</b><br><input type="checkbox"/> <b>No</b><br><input type="checkbox"/> |               |
| <b>Is the transparent inner bag damaged or open?</b><br>If yes, please tell us: <ul style="list-style-type: none"> <li>- who has had access to the exam material, including their names and job titles.</li> </ul> <b>If yes, do you have the correct number of question papers or confidential materials?</b> | <b>Yes</b><br><input type="checkbox"/> <b>No</b><br><input type="checkbox"/> |               |

|                                                                                                                                                                                                                                                                                                                                                                     |                                        |                                       |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------------------------|--|
| <b>Has anyone seen the contents of the exam material?</b><br>If yes, please tell us their names and job titles.                                                                                                                                                                                                                                                     | <b>Yes</b><br><input type="checkbox"/> | <b>No</b><br><input type="checkbox"/> |  |
| <b>Where has the packet been stored?</b><br>Please tell us: <ul style="list-style-type: none"> <li>- who received the despatch and where it was opened</li> <li>- where the packet was stored after the despatch was opened</li> <li>- when it was put there</li> <li>- who has had access to this area</li> <li>- where the packet is currently stored.</li> </ul> |                                        |                                       |  |
| <b>Have you resealed the question paper packet in accordance with our regulations, as detailed below?</b><br>Please tell us: <ul style="list-style-type: none"> <li>- where the packet was resealed and who was present</li> <li>- the date and time you resealed it.</li> </ul>                                                                                    | <b>Yes</b><br><input type="checkbox"/> | <b>No</b><br><input type="checkbox"/> |  |

| Please follow these steps and tick to confirm you have completed them:                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          |     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----|
| 1. You have attached photographs of the outer (courier) packaging (if applicable).                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <input type="checkbox"/> | Yes |
| 2. You will keep the outer (courier) packaging of the despatch.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <input type="checkbox"/> | Yes |
| <b>3. You have provided the following photographs of the blue packet:</b> <ul style="list-style-type: none"> <li>a) front and back of the blue packet</li> <li>b) label on the blue packet</li> <li>c) damage to the blue packet.</li> </ul>                                                                                                                                                                                                                                                                                                | <input type="checkbox"/> | Yes |
| <b>4. You have provided photographs showing the condition of the transparent inner bag.</b><br>If the damage to the blue packet is large enough to be able to see the transparent inner bag, please provide photos so that we can verify whether the transparent inner bag has been damaged or opened. Only complete this step if you are able to see/access the inner transparent bag <b>without</b> causing any further damage to the blue packet. <b>Make sure no exam text / confidential material is visible in these photographs.</b> | <input type="checkbox"/> | Yes |
| <b>5. You have provided photographs of the front and back of the resealed question paper packets.</b><br>Make sure you include photographs of: <ul style="list-style-type: none"> <li>a) exam details on the new envelope</li> <li>b) two signatures over the seal covered with clear tape.</li> </ul>                                                                                                                                                                                                                                      | <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 it is accurate.

|                            |  |  |  |  |  |      |  |  |   |  |  |   |  |  |
|----------------------------|--|--|--|--|--|------|--|--|---|--|--|---|--|--|
| Name<br>(Head of Centre)   |  |  |  |  |  |      |  |  |   |  |  |   |  |  |
| Signed<br>(Head of Centre) |  |  |  |  |  | Date |  |  | / |  |  | / |  |  |

## Guidance notes

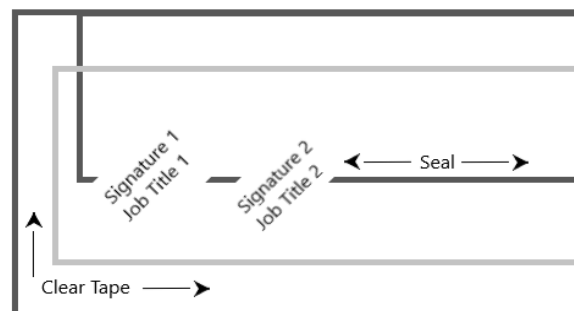
### How to reseat the packet(s)

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 as requested above of the damage/opening and, if applicable, the inner transparent bag.
2. Do **not** try to reseat the damaged packet. Instead, put each damaged packet in 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

Return this form to [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org). Include your centre number and 'Before the exams: Form 3 Damaged or open question paper packet' in the email subject line. 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. If you use a lower version of Adobe Reader, your data will not be saved. You can download Adobe Reader for free at <http://www.adobe.com/products/reader.html>