

Missing question paper packet

This form should be used to report if any question paper packets listed on the despatch note are missing or if a question paper packet has gone missing at your centre. **If you are missing an entire box/despatch, please do not complete this form; instead, send an email with the subject 'Missing confidential despatch'.**

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.

If you have made late or very late entry amendments for this exam, please check the email about the late or very late entries approval to make sure this is not being sent via Digital File Despatch.

Centre number		Centre name	
Incident discovered by (name)		Job title	
Exam series		Date despatch received	
Airway bill number		Date the missing packet was discovered	
Syllabus/component		Syllabus name	
Exam date		Exam session	

Please answer the following questions:	Centre report	
Please describe your centre's procedures for receiving and checking confidential despatches		
Who is responsible for receiving and checking confidential despatches? Were they at your centre on the day this despatch was delivered?	Yes No	
What date and time was the despatch checked?		
Is there any damage to the outer (courier) packaging? Please confirm: - details of the damage - details of how the damage occurred (if known).	Yes No	

Where has the confidential despatch been stored? Please confirm: - who received it and where it was opened - where it was stored after it was opened and when it was put there - who has had access to this area.	
Please provide details of the searches your centre has conducted. Please confirm that you have: - checked behind or by the sides of the safe - checked for static by gently pulling the other packets in the despatch apart to check that the missing packet is not stuck to another packet - conducted a full audit of all the confidential materials in your secure storage.	

Please tick to confirm the following:		
1. You have attached photographs of the outer (courier) packaging.	☐	Yes
2. You will keep the outer (courier) packaging of the despatch.	☐	Yes
3. You have attached a copy of the despatch note for this delivery.	☐	Yes

**Name
(Head of Centre)**

**Signed
(by Head of Centre)**

Date

/

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Please sign to confirm that you have fully completed and understood this form and that you have checked to make sure it is accurate. If you submit this form electronically, please tick the check box as an alternative to signing the form.

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Guidance notes

Returning this form

Return this form to info@cambridgeinternational.org. Include your centre number and 'Before the exams: Form 2 Missing 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.

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