



Guidelines for Parent Centre and Sub-Centre responsibilities

Scope and Role

This document sets out and defines the processes and procedures by which Parent Centres register, support and administer their Sub-Centres in the delivery of CIE general qualifications and some professional qualifications.

Registration

This section covers the general procedures for registering Sub-Centres. This includes submitting all appropriate documentation, conducting pre-registration inspections and forwarding all administrative materials on the Sub-Centres on the completion of registration.

Ongoing Administration and Support

The Parent Centre is responsible for offering general administrative support to their Sub-Centres. This section details these responsibilities, including answering general queries and submitting forms on behalf of their Sub-Centres to CIE, along with the Parent Centre's responsibility for the administration of examinations and secure materials in their Sub-Centres.

Examination

This section outlines the responsibilities and procedures for Parent Centres organising and administering CIE examinations in their Sub-Centres.

Website access

Access to some CIE support websites, such as the Teacher Support Website, must be organised by the Parent Centre, while access other CIE support websites, such as the Primary Teacher Support Website, is organised by CIE once the Sub-Centre's registration has been finalised. This section outlines the process for accessing the support websites and responsibilities for ongoing support.

Parent/Sub-Centre arrangements

When assessments are under the control of a Parent Centre, the Parent Centre will assume full responsibility for the administration of the assessments in the Sub-Centres concerned. A Parent Centre must comply with all appropriate terms and conditions, including payment of all fees to CIE in their Agreement with CIE, and any other regulations and notices issued by CIE from time to time.

Sub-Centres are required to comply with the same terms and conditions, and any additional ones issued by their Parent Centre (which have firstly been agreed in consultation with CIE).

Registration

Registering a Sub-Centre is, for the most part, organised by the Parent Centre. This includes completing the appropriate centre registration forms and organising and conducting the pre-registration inspection of the proposed Sub-Centre. The Parent Centre is also responsible for submitting all completed forms, supporting documentation and the inspection report to CIE. On completion of the registration process, the Parent Centre is also responsible for ensuring that all invoices are paid by the Sub-Centre (as applicable).

Particular duties performed by the Parent Centre during the registration process include:

- (a) Registering Sub-Centres with CIE using the centre registration form available from CIE.
- (b) Conducting a pre-registration inspection of proposed Sub-Centres to ensure that they have the appropriate facilities/equipment/teaching resources to deliver the curriculum and prepare candidates for entry to CIE qualifications. Please note that specialist arrangements may apply for some Professional Qualifications.
- (c) Responsibility for the payment of registration fees in the manner and at the time specified by CIE and for collecting fees from Sub-Centres on completion of registration (as applicable). It is also the Parent Centre's responsibility to forward any welcome packs, passwords or administration/marketing materials on to the Sub-Centre on completion of registration (as applicable).
- (d) For Sub-Centres applying to offer the Cambridge International Primary Programme, it is the Parent Centre's responsibility to forward the primary membership invoice on to the Sub-Centre and to advise CIE once full payment has been made. CIE will send the Primary Welcome Pack to the Parent Centre to forward in to the Sub-Centre but will email login details for the Primary Teacher Support website directly to the Sub-Centre. Please see the 'CIPP - info for BC' brochure for more information about administering the Cambridge International Primary Programme.

Ongoing administration and support

CIE will often refer an application they have received directly to a Parent Centre and ask if they are in a position to provide 'ongoing support'. Providing 'ongoing support' for a centre occurs in two ways; firstly, providing general support to the Sub-Centre, which may include answering questions or submitting forms on their behalf to CIE, and secondly, providing support and administration of examination and secure materials.

General Support:

- (a) Submitting forms and communicating with the Sub-Centre/CIE in a timely manner.
- (b) Submitting 'Change of Qualifications/Syllabus Eligibilities Forms' to CIE Customer Services on behalf of a Sub-Centre wishing to change their qualification/syllabus eligibilities. It is also the Parent Centre's responsibility to communicate the outcome to the Sub-Centre on receipt of CIE's response.
- (c) Taking responsibility for the proper administration and conduct of CIE's assessments.
- (d) Ensuring that all tutors involved in the delivery of Cambridge qualifications in the Parent and Sub-Centres have the skills and knowledge to deliver courses in the subject area concerned, and that the correct version of the syllabus is administered for each examination session.
- (e) Ensuring that the work contained in every candidates' assessment submission meets the criteria specified in the syllabus for the relevant examination session and that the candidates' work is produced, and where appropriate, marked, internally moderated and despatched according to the instructions issued by CIE.
- (f) Facilitating any inspection of the Parent Centre by CIE, ensuring that CIE is notified when the Parent Centre changes premises and agreeing to a re-inspection.
- (g) Ensuring that CIE is advised if a Sub-Centre moves premises. It is also the responsibility of the Parent Centre to inspect the new premises (if necessary) and to submit completed forms and supporting documentation to CIE.
- (h) Organising and conducting annual inspections of Sub-Centres at no cost to, or involvement by, CIE. CIE reserves the right to ask for these reports to be submitted from time to time.

Examinations:

The Parent Centre is responsible for ensuring that CIE examinations are organised and run efficiently in their Sub-Centres. Parent Centres are responsible for:

- (a) Agreeing, publishing and collecting examination entry fees from Sub-Centres and remitting to CIE examination fees. Parent Centres are also responsible for notifying Sub-Centres of the fees they will be charged. The levels of all such fees are subject to CIE approval.
- (b) The appointment of suitable invigilators and ensuring that they are familiar with the instructions and updates issued by CIE.

(c) Submitting to CIE, in accordance with the instructions given when the information is requested, details of estimated and actual entries; marks for internally assessed components; forecast grades and any other information that CIE may reasonably require in relation to its examinations.

(d) Issuing details of the dates and times of their candidates' examinations, statements of the candidates' examination entries, the candidates' provisional results, any certificates issued by CIE to each Sub-Centre.

(e) Ensuring that all candidates are aware that their data will be passed to third parties.

(f) Ensuring that all candidates in each assessment are identified. This includes private candidates.

(g) Submitting any applications for changes to the venue or timetable in accordance with the regulations.

(h) Making any applications for Special Arrangements and Special Consideration in accordance with the regulations and guidance.

(i) Ensuring that candidates have access to suitable accommodation and specified equipment and materials to sit all examinations, including those that involve practical tests.

(j) Submitting and processing any result enquiries and/or appeals in accordance with the appropriate regulations.

(k) Ensuring that the receipt and security of examination materials, the distribution of the examination papers to the candidates, the collection of scripts at the end of each examination and their appropriate despatch, as well as the maintenance of constant and effective supervision of the candidates, are all carried out in accordance with CIE's regulations.

(l) Reporting any established, suspected or alleged cases of malpractice by a candidate or of malpractice or maladministration by a member of staff discovered by the Parent or Sub-Centre directly to CIE. The Parent Centre is also required to assist in any investigation which ensues from that or from any malpractice suspected by CIE, and to provide such information and advice as CIE may reasonably require.

(m) Retaining all unclaimed certificates under secure conditions for a minimum period of twelve months from the date of issue and not destroy any unclaimed certificates.

Access and use of CIE Websites

(a) Teacher Support Website

The Teacher Support website contains essential resources to support teachers of CIE qualifications, such as past question papers, mark schemes, examiner reports, schemes of work, and online videos.

With effect from 1 October 2008 CIE has made access to the Teacher Support Website free for all centres worldwide – specifically including British Council Sub-Centres.

CIE offers teachers high-quality curriculum support materials to help teachers in effectively delivering courses leading to Cambridge examinations and thus help students achieve good results.

The main support resource provided by CIE is the Teacher Support website <http://teachers.cie.org.uk>

The website is for the use of teachers and staff at registered centres, and access is controlled by password. If a centre misuses its access, for example by sharing secure passwords with students, then CIE may restrict or remove access permissions. For all CIE websites users should make themselves aware of the relevant terms and conditions.

The CIE Teacher Support website provides a wealth of regularly updated support materials including:

- Past question papers
- Mark schemes
- Examiner reports
- Schemes of work
- Discussion Groups

All British Councils can, if they are not already users of the service, request access to the CIE Teacher Support Website by contacting CIE Customer Services via international@cie.org.uk.

Once this access has been issued by CIE – to a nominated 'Teacher Support Coordinator' at the British Council office - the British Council will be able to issue log-in details and passwords to designated Teacher Support Coordinators at their individual Sub-Centres.

Within each Sub-Centre the nominated Teacher Support Coordinator can then issue individual log-in accounts to teachers as required.

Any questions that the British Council has about the administration of the CIE Teacher Support website should be addressed to CIE Centre Support via international@cie.org.uk

Please note that access to the Teacher Support website is only available to Sub-Centres where the Parent Centre has agreed to the terms and conditions of use. Parent Centres that would like to register for access to the Teacher Support website should contact CIE international@cie.org.uk.

More information is available on the CIE website
http://www.cie.org.uk/profiles/teachers/faqs/council_offices

Ongoing support and administration

Once Sub-Centres have been setup with access to the Teacher Support website, ongoing support should be minimal. The Parent Centre's main responsibilities lie with ensuring that their Sub-Centres adhere to the [Terms and Conditions](#) for the Teacher Support website and answer any queries they may have regarding the site.

Security matters

A Parent Centre that becomes aware of any of their Sub-Centres breaking the Terms and Conditions of the website should immediately suspend the Sub-Centre TS co-ordinator's access to the website and inform CIE by emailing international@cie.org.uk. Suspending the TS co-ordinator's access also suspends any other user at the Sub-Centre from accessing the website until such time as the situation has been resolved. If the Parent Centre believes that a potentially serious breach of security has occurred at one of their Sub-Centres, they can delete the TS co-ordinator's access in order to terminate their access.

Please note that CIE reserves the right to suspend the access of any Parent Centre that contravenes the Terms and Conditions of the Teacher Support website.

The Parent Centre is required to investigate all matters of suspected security breaches on behalf of CIE and communicate all findings back to CIE. If a Sub-Centre is found to be breaching the Terms and Conditions, CIE may decide to suspend or cancel their Centre and Teacher Support subscription immediately. If the Sub-Centre continues to breach the Terms and Conditions, CIE may decide to terminate their registration as a Sub-Centre in consultation with the Parent Centre.

(b) Primary Programme Teacher Support Website

Access to the Primary Programme Teacher Support website is available to Sub-Centres who have registered for the Cambridge International Primary Programme (CIPP). The instructions on how to log in to the CIE secure Primary Teacher Support website, including username and password details, are emailed directly to the Sub-Centre on completion of the CIPP registration process. The Primary Welcome Pack is sent to the Parent Centre to forward on to the Sub-Centre. Please note that it is the Parent Centre's responsibility to ensure that the Sub-Centre has paid their CIPP membership fee before they are given access to the website.

The fee for access to the Primary Teacher Support website is included in the annual registration and membership fee. This means that the Parent Centre's responsibilities are as follows:

- Communicate details of approval to the Sub-Centre.
- Ensure that the Sub-Centre has paid their annual membership fee for the Cambridge International Primary Programme. If the Sub-Centre has not paid the fee, or no longer wishes to remain registered to the Cambridge International Primary Programme, it is the Parent Centre's responsibility to advise CIE so that access to the Primary Programme Teacher Support website can be deactivated.

(c) Cambridge Lower Secondary Programme Website

Sub-Centres can access the Cambridge Lower Secondary Programme Website on request. Sub-Centres that are registered to the Cambridge International Primary Programme will be able to access the Cambridge Lower Secondary Programme Website using their Primary Programme Teacher Support website login details.

(d) CIE Direct

CIE runs a report on a monthly basis to create CIE Direct passwords for new Sub-Centres. Parent Centres are issued with passwords for their Sub-Centres allowing them to access CIE Direct individually. It is up to the Parent Centre to determine whether their Sub-Centres are to be issued with their own access to the CIE Direct system which is the preferred means of communication for the management of entries and results information.

Giving CIE Direct access to a Sub-Centre will enable them to make entries directly to CIE. It will also enable them to access results after an examination session. Giving access to CIE Direct should be restricted to Sub-Centres which the Parent Centre feels are capable of using the technology appropriately.

If a Parent Centre decides not to give CIE Direct access to their Sub-Centres, they are responsible for submitting entries to CIE by the entries closing date. There are two ways that the Parent Centre can make entries to CIE:

- 1) CIE Direct – by using the CAMEO software provided by CIE.
- 2) Manual Entry Spreadsheet – available from CIE Customer Services.

Further information on the candidate entries process is available in the 'Handbook for Centres' and the 'Administrative Guide for Centres'.