



25 April 2019

Dear Colleague

We are extremely saddened and shocked to hear about the recent events in Sri Lanka. We would like to express our deepest sympathies to the people of Sri Lanka and to everyone affected by these terrible events. Our thoughts are with you, your students and families. We hope you are safe.

Our priority is always for the safety and wellbeing of Cambridge schools and their students and to act in the best interests of you all. We are keen to support you and your students through this very difficult period.

June 2019 exam series

With regard to the June exam series, we would like to reassure you that we have processes in place to help support schools affected by such terrible circumstances. We have a number of options available to you to support you in this situation depending upon the individual circumstances of your school and your students.

Based on our understanding of the current situation, Cambridge International exams will go ahead in Sri Lanka as scheduled. However, we will continue to monitor this situation and will take any action needed if circumstances change.

We are aware that this week's school closures may have prevented you from completing some of the windowed tests in the June 2019 exam series, such as speaking tests and IT/ICT practical exams. We are able to offer timetable extensions for speaking tests. Where needed we can award a student an assessed grade if they have completed the minimum requirements of the syllabus. If your school has been affected in any way, please email us as soon as possible so that we can advise on the options that are available to you.

If your school is likely to experience problems with the location of the June 2019 exams or the exact timing of individual exams, again please email us - we are here to help.

If a student is absent for part or all of an exam, due to circumstances beyond their control, or a student has experienced difficulties during the exam because of the recent terrible events, we ask that you apply for special consideration following our process for this.

We understand that, given the grave circumstances, some schools may be unable to run some or all exams or that students may be unable to attend exams. In these cases schools can withdraw students from the exams and re-enter them for the November 2019 series. Full refunds for exam fees will be given in these circumstances. Any decisions to withdraw students' entries should be carefully considered and discussed between the school, students and parents. Please email us with the student details if you would like to do this.

Next steps

We would like to encourage any school that requires guidance on the support available to contact us directly. We are happy to discuss and clarify all possible options for your individual circumstances. Please contact us at info@cambridgeinternational.org and mark your email 'Sri Lanka June 2019 exams' or please call us on +44 1223 553554.

Yours faithfully

Marion Tucker
Head of Customer Support
Cambridge Assessment International Education

Frequently asked questions

Are we postponing June 2019 exams in Sri Lanka?

Based on our understanding of the current situation, Cambridge International exams will go ahead in Sri Lanka as scheduled. However, we will continue to monitor this situation and will take any action needed in the event that circumstances change.

What options are available to centres to help students?

We offer a number of possible arrangements to assist students and schools in difficult circumstances such as these. Please refer to [this page](#) of our website for full details. All of these arrangements require the school concerned to request them on behalf of their students.

There is a security threat at my school and we have exams today and tomorrow. What should we do?

The safety of students and staff is paramount, so please follow all guidance issued by your local authority / government, and please keep us informed of what actions you have to take. We have robust processes in place to help Cambridge schools and students in situations like this.

We want to withdraw all entries for the June exam series. Will we get a refund?

Yes. Cambridge will refund your entries in full. We recommend that any decisions to withdraw students' entries are carefully considered and discussed between the school, students and parents.

What is the process for getting a refund?

Students should speak to the exams officer at their school, who can then liaise with us on their behalf. Schools should contact us at info@cambridgeinternational.org or call us on +44 1223 553554.

Can we enter students for the November 2019 exam series instead?

Yes. Students can enter in any future exam series. Please be aware that some syllabuses are only available in the June series. This information can be checked in the syllabus document.

Will Cambridge transfer our June entries to a later exam series?

If you request this, we will cancel and refund your entries so that you and your students can make informed decisions and a new entry for the relevant exam series as appropriate.

Why can't Cambridge postpone the exams for students in Sri Lanka for a couple of months?

Cambridge exams are taken simultaneously by students worldwide during each exam series. Unfortunately, it is therefore not possible to change the exam dates for students in Sri Lanka as this would breach exam security.

Why can't Cambridge/the British Council create an exam series before November 2019 so that students could get their grades in time for university applications?

Our question papers go through a production cycle before they are printed and placed in front of students, a lengthy process because of our very thorough system of quality checks. We cannot produce another set of examinations at short notice without compromising significantly on the quality. Again, that would risk doing damage to the reputation of our examinations and hence to the value of qualifications already held by many Sri Lankan and other students.

We want to run the exams as planned, but our students have been affected by the recent events. Will you apply special consideration?

We will consider applications for special consideration on a case-by-case basis. You should submit applications following our process for this.

A student(s) missed part or all of an exam due to unforeseen family circumstances linked to the recent tragic events in Sri Lanka - will they fail the exam?

Not necessarily. Please submit an application for special consideration for this/these students. If they have completed other components of the syllabus, it may be possible for us to give them an assessed grade for the missed exam.

We have decided to withdraw from the June exam series. What should we do with the question papers?

Question papers must be kept unopened in secure storage until after the exam series. You can then destroy the papers.

How will we return completed scripts to Cambridge if our local courier services are disrupted?

If local courier services are disrupted or experiencing delays, please hold the scripts securely at your school. Please notify us if you have any delays in returning scripts.