

Undertaking given by Cambridge English to the Office of Qualifications and Examinations Regulation (Ofqual), in accordance with Condition B8 of the General Conditions of Recognition, June 2016 (the Conditions).

Undertaking:

In the context of:

- i. Cambridge English submitting an event notification (Condition B3) to Ofqual because it had cause to believe that any event had occurred which could have an adverse effect; and
- ii. Cambridge English's subsequent admission that the event notification was not submitted promptly; and
- iii. Cambridge English's subsequent admission of consequential failures to comply with General Conditions of Recognition A7.1(a), I4.1 and H6.1(d).

With a view to securing compliance on an ongoing basis with Condition B3.1,

Cambridge English undertakes to:

1. Promptly notify Ofqual when it has cause to believe that any event has occurred or is likely to occur which could have an Adverse Effect.

This will be achieved by:

- i. Amending the standard operating procedure to state that notification of Ofqual must be prompt;
- ii. Reviewing and amending the standard operating procedure to ensure the decision making process allows for a prompt notification to Ofqual;
- iii. Amending the standard operating procedure sign-off requirement to any one member of the Senior Management Team;
- iv. Providing refresher training to staff on the management of incidents.

The deadline for implementation of each of the above-stated actions is 27 July 2016.

2. With a view to securing compliance with Condition A7.1(a), **Cambridge English undertakes to:**

Ensure that passage of time will no longer be considered when determining whether to issue improved results, all results which would be corrected upwards will be corrected upwards, subject to full consideration of all the relevant facts in each case.

This will be achieved by:

- i. Amending the guidance on the management of incidents;
- ii. Providing refresher training to staff on the management of incidents.

The deadline for implementation of each of the above-stated actions is 27 July 2016.

3. With a view to securing compliance with Conditions I4.1 and H6.1(d), **Cambridge English undertakes to:**

Issue correct certificates to the 5 candidates who should have received an improved grade, but who did not because of the consideration of passage of time.

This will be achieved by:

- i. Processing the new certificates immediately for the affected candidates;
- ii. Amending the guidance on the management of incidents;
- iii. Providing refresher training to staff on the management of incidents.

The deadline for implementation of each of the above-stated actions is 27 July 2016.

4. With a view to reviewing its approach to Conditions A5.1(a), A5.1(b), A5.2(d) and A5.2(e), **Cambridge English undertakes to:**

- i. Carry out an initial audit (using its Internal Audit Function) against the Standard Operating Procedure for the notification of events (including the revisions noted above under B3.1 and A7.1(a)) to identify any areas for improvement in respect of the following:
 - Size of workforce engaged in the process for reporting notifications;
 - Arrangement for the retention of data around incidents and notifications;
 - Appropriate management resources for the reporting of incidents;
 - Systems of planning and internal control for the reporting of incidents.

The audit will be carried out by 31 July 2016

- ii. Complete any revisions to Cambridge English's approach by the 31 August 2016.

With a view to assuring Ofqual that it has complied with this Undertaking,
Cambridge English will:

5. On or before 10 September 2016 provide to Ofqual a Statement of Assurance, signed by the Chair of its Governing Body and the responsible officer, confirming:
 - i. That it has completed the actions set out at paragraphs 1-4 of this Undertaking.

In giving this Undertaking, I acknowledge on behalf of Cambridge English that:

- (1) Ofqual will publish this Undertaking; and
- (2) Ofqual may take enforcement action in respect of any failure to comply with an Undertaking given to it which may include the issue of a Direction, the imposition of a fine, costs or other such action as it deems appropriate.

Signed.....*Same Sami*..... Date.....*21st July 2016*.....

Responsible Officer