



Frequently Asked Questions (FAQs)

Cambridge IGCSE[®] Information and Communication Technology (0417)

FAQs – Support and resources <ul style="list-style-type: none">• When are the examinations taken?• What resources are available to support Cambridge syllabuses?• What textbooks are available for my subject?• What training and professional development is available for my subject?• How can I find out about any changes to the syllabus?• What can students take into their exams?	Support and resources
FAQs – Subject Content and Assessment <ul style="list-style-type: none">• Do candidates take all three papers on a computer?• When can we take the practical tests?• What are the hardware and software requirements for the practical tests?• Can brand names be given in answers about types of software?• Where the question asks to circle two or three answers will candidates be penalised for circling more than the number asked for?• Do candidates need to know HTML?• Is it useful to study RGB colours for the website authoring?• In my country, decimal point settings are commas and thousand separators are full stops. Can I amend the CSV source files to give semicolon separators?• When I open the csv file in Excel all the data appears in one column. Why is this?• What preparation or testing of hardware and software should we do before the practical tests?	Subject Content and Assessment
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FAQs – Support and resources

When are the examinations taken?

Information about when the examinations can be taken can be found in the syllabus, which you can download from Teacher Support or our public website.

Examination dates are listed in the exam timetable which you can download from our public website, or speak to the Examinations Officer at your centre.

Reference: [Syllabus / Exam timetable](#)

Location: [Teacher Support / Public Website](#)

[Back](#)

What resources are available to support Cambridge syllabuses?

Teaching resources can be found on the Teacher Support page for your syllabus.

For syllabuses, specimen papers, past papers, mark schemes and examiner reports look under the *Syllabus Materials* tab.

For support materials, including Schemes of Work* and Example Candidate Responses*, look under the *Teaching Materials* tab.

The *Resource List* tab directs you to endorsed and suggested resources including textbooks and websites. You can also access these from the Resource Centre on our public website.

For more details about the support types available, and how to use them for planning, preparing, teaching, assessing and revision, see our guide *Cambridge teacher support*, which can be downloaded from the Teacher Support homepage.

You can also visit our **Discussion Forums***, where teachers discuss resources and teaching methods, and you can ask questions and receive a response from our subject expert moderator or from other Cambridge teachers in our Community.

*where available

Reference: [Teacher Support Resources](#)

Location: [Teacher Support](#)

[Back](#)

What textbooks are available for my subject?

From the *Resource List* tab on the Teacher Support page for your syllabus you can search for textbooks for your subject. No particular book is necessary for a course and teachers are advised to choose the textbook that best suits their needs. Many of our syllabuses are supported by a range of different endorsed textbooks to ensure that schools have choice. There is information on the back of endorsed textbooks about which examination series it was first produced for.

Endorsed resources go through a rigorous quality-assurance process to make sure they closely reflect the syllabus and are appropriate for Cambridge schools worldwide. Resources may be 'endorsed for full syllabus coverage' or endorsed to cover specific sections, topics or approaches. Look for the specific 'endorsed for...' logo on the resource.

Reference: [Teacher Support Resources](#)

Location: [Teacher Support](#)

[Back](#)

What training and professional development is available for my subject?

Cambridge online and face-to-face training courses are designed to support you by providing you with the knowledge and skills required to deliver our syllabuses. These can be booked through the Events and training calendar on our public website.

Reference: [Events and training calendar](#)

Location: [Public Website](#)

[Back](#)

FAQs – Support and resources

How can I find out about any changes to the syllabus?

This information can be found on the inside cover of the syllabus, which can be downloaded from Teacher Support. Changes are described in detail within this section. Throughout the syllabus, any significant changes are indicated by black vertical lines either side of the text.

If a syllabus update document is listed next to a syllabus this is notification that the syllabus has been updated to reflect a change. The changes that have been made will be clearly indicated in the syllabus update.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

What can students take into their exams?

Guidance for use of equipment in examinations, including use of dictionaries and calculators, is provided in the Cambridge Handbook from our public website. A list of unauthorised materials is also included.

For help or information about administering qualifications it is often useful to speak to the Examinations Officer at your centre.

Reference: [Cambridge Handbook](#)

Location: [Public Website](#)

[Back](#)

FAQs – Subject Content and Assessment

Do candidates take all three papers on a computer?

No, only Papers 2 and 3 are taken on a computer as these are practical tests.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

When can we take the practical tests?

You have a one-day window to conduct practical tests. The dates that these examinations must be taken are given in the *Key dates and activities monthly calendar*, available to download from the Cambridge Exams Officers' Guide area of the public website.

The data files for each practical test will be available to download three days before the test, from the digital file despatch area of our website. Further information is available in the Cambridge Handbook, also in the Cambridge Exams Officers' Guide area of the public website.

Reference: [Exams Officers' Guide](#)

Location: [Public Website](#)

[Back](#)

What are the hardware and software requirements for the practical tests?

The Cambridge Handbook has full details on the requirements of the practical tests, including the hardware, software, network, security and invigilation requirements.

Administrative instructions for the practical tests are sent to centres in the Cambridge Exams Officer eNewsletter. They detail the administrative tasks you *must* carry out before, during and after the tests. It is essential that you read, understand and follow these instructions. If you do not have a copy of the instructions please email info@cambridgeinternational.org.

Reference: [Cambridge Handbook](#)

Location: [Public Website](#)

[Back](#)

FAQs – Subject Content and Assessment

Can brand names be given in answers about types of software?

No. Where a question requires a type of software to be named candidates must use the generic term such as word processing, spreadsheet, database management systems, etc. They must not use terms such as Microsoft Word, Excel, etc.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

Where the question asks to circle two or three answers will candidates be penalised for circling more than the number asked for?

Yes, for every 'extra' answer given they candidate will lose a mark but they will never be awarded a negative mark for a question. The same applies for questions where candidates have to tick a number of boxes.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

Do candidates need to know HTML?

Yes, a working knowledge of HTML is important. In the practical tests, candidates are able to use a WYSIWYG editor but they must be able to edit HTML manually and have a limited understanding of HTML.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

Is it useful to study RGB colours for the website authoring?

RGB colour codes may appear in either of the practical papers so candidates need to have an understanding of common component colours and their hexadecimal format.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

In my country, decimal point settings are commas and thousand separators are full stops. Can I amend the CSV source files to give semicolon separators?

Yes, you can convert the csv file to your regional settings environment.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

When I open the csv file in Excel all the data appears in one column. Why is this?

This is to do with regional settings. If all data opens in column A, highlight the column and on the Tools menu select 'convert text to columns' and then save the spreadsheet. Ensure that the candidates are not faced with the problem during the practical tests.

Reference: [Syllabus](#)

Location: [Teacher Support](#)

[Back](#)

What preparation or testing of hardware and software should we do before the practical tests?

We recommend that a tutor or supervisor works through a past paper before the examination day, and in plenty of time to make changes should they be necessary. They should use the hardware and software that will be available to the candidates to check the local facilities. The outcome of this exercise does not need to be sent to Cambridge.

Reference: [Cambridge Handbook](#)

Location: [Public Website](#)

[Back](#)

If you have a syllabus or teaching related question which has not been answered here, and you've read the syllabus and supporting resources on **Teacher Support**, have a look at the information on our **Help** pages.

For individual assessment queries or centre-specific enquiries, contact our Customer Services team either by email at info@cambridgeinternational.org, by **web form** or by calling us on +44 1223 553554.