



Q3 Academy

Examinations Policy 2018 - 19

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Ms K Featherstone (Head of Centre)	
Date of next review	Sept 2019

Key staff involved in the exams policy

Role	Name(s)
Head of Centre	Mrs K Featherstone
Exams Officer Line Manager (Senior Leader)	Mrs H Rhode
Exams Officer	Mrs S Clarke
SENCo	Mrs T Oakshott-Marston
SLT Member(s)	Dr C Badyal/Mrs E Blake/Mrs S Haugton/Mr N Hamilton
Attendance & Welfare	Mrs J Edwards/Mrs K Maynard/Ms L Turner
SLT Pastoral	Mr N Hamilton

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Purpose of the policy

Q3 Academy is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:

- ▶ All aspects of the centre's exam process are documented and other relevant exams-related policies, procedures and plans are signposted.
- ▶ The workforce is well informed and supported.
- ▶ All centre staff involved in the exams process clearly understand their roles and responsibilities.
- ▶ All exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, to ensure that the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute.
- ▶ Exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

This policy will be communicated to all relevant centre staff.

This policy is emailed to all staff during September and is available in the exams folder in the staff shared area.

Roles and responsibilities overview

*“The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times. **The head of centre may not appoint themselves as the examinations officer. A head of centre and an examinations officer are two distinct and separate roles.**”*

[GR 2.3]

Head of centre

- ▶ Understands the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments](#) (AA)
 - [Suspected Malpractice in Examinations and Assessments](#) (SMEA)
 - [Instructions for conducting non-examination assessments](#) (NEA) (and the instructions for conducting controlled assessment and coursework).
- ▶ Ensures the centre has appropriate accommodation to support the size of the cohorts being taught.
- ▶ Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration.
- ▶ Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered.
- ▶ The head of centre must appoint an examinations officer which cannot be their self.

- ▶ Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo).
- ▶ Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process.
- ▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO.
- ▶ Ensures that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test.
- ▶ Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including:
 - ▶ The location of the centre's secure storage unit is in an area solely assigned to examinations.
 - ▶ The relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk.
 - ▶ That arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff.
 - ▶ Ensures risks to the exam process are assessed and appropriate risk.
 - ▶ management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence).

Exam contingency plan

The exam contingency plan is located in the staff share area and a hard copy is located in the cupboard in the exams office

"It is the responsibility of the head of centre to ensure that his/her centre... has in place a written examination contingency plan which covers all aspects of examination administration. This will allow members of the senior leadership team to act immediately in the event of an emergency or staff absence. The examination contingency plan must be readily available for inspection purposes; (The examination contingency plan should also reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.)"

[GR 5]

Internal appeals procedures

The Internal Appeals Procedure is a written procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal. The internal appears procedures document is located in the staff share area and a hard copy is located in the cupboard in the exams office

"The centre agrees to... have in place and be readily available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates"

[GR 5.8]

"The centre agrees to... have readily available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

[GR 5.14]

Disability policy (exams)

The disability policy is located in the staff share area and a hard copy is located in the cupboard in the exams office

“The head of centre/senior leadership team agrees to... recognise its duties towards disabled candidates as defined under the terms of the Equality Act 2010†. This must include a duty to explore and provide access to suitable courses, submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates. A written disability policy setting out how the centre seeks to comply with the Equality Act 2010† and fully supporting disabled candidates must be available for inspection purposes. †or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect [GR 5.4]

Complaints and appeals procedure

The complaints and appeals procedure is located in the staff share area and a hard copy is located in the cupboard in the exams office

“The centre agrees to... draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre’s delivery or administration of a qualification.”

[GR 5.7]

Child Protection Policy

The academy’s child protection and safeguarding policy is located on the academy’s website, in the staff share area and a hard copy is located in the cupboard in the exams office. The academy does not use external invigilators. We appoint all of our invigilators who have to have a new DBS, references and annual safeguard training along with existing invigilators.

“It is the responsibility of the head of centre to ensure that his/her centre... has in place a written child protection/safeguarding policy, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements...” [GR 5.3]

Data protection policy

The academy’s data protection policy is located on the academy’s website, in the staff share area and a hard copy is located in the cupboard in the exams office

“Do you have a written data protection policy?”

Appendix B]

[GR

Access arrangements policy

Overtyping here the location of the centre’s policy or alternatively include as an appendix at the end of this document. There is no current JCQ regulation for centres to specifically have an Access arrangements policy in place though it might be good practice to bring all aspects of the process together in one place thereby confirming the centre complies

“...with its obligations in respect of identifying the need for, requesting and implementing access arrangements.”

[GR

5.5]

“The head of centre/senior leadership team agree to... have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;”

[GR 5.4]

Staff and Relatives

Staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available. During the examination series the member of centre staff is treated as per any other candidate entered for that examination, and will not have access to examination materials and will not receive any preferential treatment.

Appropriate steps will be taken where a candidate being entered for exams is related to a member of centre staff. If a candidate is entered for an awarding body's examinations at a centre where a relative is employed, during the examination series the candidate's relative will not have unaccompanied access to examination materials. For example, question papers, pre-release materials and answer scripts.

Awarding bodies will be informed before the associated entries are submitted, of any members of centre staff who are either sitting examinations and assessments or teaching and preparing members of their family for examinations and assessments. Awarding bodies will also be informed where children of exams office staff are being entered for examinations and assessments.

If the relative in question is the centre's examinations officer, then appropriate arrangements will be made to ensure that another person is present for all of the administrative arrangements relating to the candidate's examinations. (For example, any application for special consideration must be authorised by a member of centre staff other than the candidate's relative.)

“The examinations officer is the person appointed by the head of centre to act on behalf of, and be the main point of contact for, the centre in matters relating to the general administration of awarding body examinations and assessments.” [GR 2.4]

Exams officer

- ▶ Understands the contents of annually updated JCQ publications including:
[General regulations for approved centres](#)
[Instructions for conducting examinations](#)
[Suspected Malpractice in Examinations and Assessments](#)
[Post-results services](#) (PRS).
- ▶ Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines.
- ▶ Ensures key tasks are undertaken and key dates and deadlines met.
- ▶ Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the training provided to invigilators for the required period.
- ▶ Ensures awarding bodies are notified before the associated entries are submitted, where a candidate is being taught and prepared for examinations and assessments by a relative or where a relative of exams office staff is being entered for examinations and assessments.

Senior leaders (SLT)

- ▶ Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Access Arrangements and Reasonable Adjustments](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Instructions for conducting non-examination assessments](#) (and the instructions for conducting controlled assessment and coursework).

Special educational needs co-ordinator (SENCo)

- ▶ Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - [Access Arrangements and Reasonable Adjustments](#)
- ▶ Leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements').
- ▶ If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process.
- ▶ Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification.

Curriculum Leader

- ▶ Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo.
- ▶ Ensures teaching staff keep themselves updated with awarding body teacher-specific information to confirm effective delivery of qualifications.
- ▶ Ensures teaching staff attend relevant awarding body training and update events.

Teaching staff

- ▶ Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENCo.
- ▶ Keep updated with awarding body teacher-specific information to confirm effective delivery of qualifications.
- ▶ Attend relevant awarding body training and update events.

Invigilators

- ▶ Attend training, update, briefing and review sessions as required.
- ▶ Provide information as requested on their availability to invigilate.
- ▶ Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them.

Reception staff

- ▶ Support the EO in dealing with exam-related deliveries and dispatches with due regard to the security of confidential materials.

Site staff

- ▶ Support the EO in relevant matters relating to exam rooms and resources.

Candidates

Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers.

The exam cycle

The exams management and administration process that needs to be undertaken for each **exam series** is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

- ▶ planning
- ▶ entries
- ▶ pre-exams
- ▶ exam time
- ▶ results and post-results

This policy identifies roles and responsibilities of centre staff within this cycle.

Planning: roles and responsibilities

Information sharing

Head of centre

- ▶ Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SMEA](#) and [NEA](#) (and the instructions for conducting controlled assessment and coursework).

Exams officer

- ▶ Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated.
- ▶ Signposts relevant centre staff to JCQ information that should be provided to candidates.
- ▶ As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites.

Information gathering

Exams officer

- ▶ Undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct.
- ▶ Collates all information gathered into one central point of reference.
- ▶ Researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications.
- ▶ Produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines.
- ▶ Collects information to prepare for internal exams.

Curriculum Leader

- ▶ Responds (or ensures teaching staff respond) to requests from the EO on information gathering.
- ▶ Meets the internal deadline for the return of information.
- ▶ Informs the EO of any changes to information in a timely manner minimising the risk of late or other penalty fees being incurred by an awarding body.
- ▶ Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these.

Access arrangements

Head of centre

- ▶ Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre.
- ▶ Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the assessment process is administered correctly.
- ▶ Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

SENCo

- ▶ Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements.
- ▶ Gathers **evidence** to support the need for access arrangements for a candidate.
- ▶ Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate.
- ▶ Determines candidate eligibility for arrangements or adjustments that are centre-delegated.
- ▶ Gathers signed **data protection notices** from candidates where required.
- ▶ Applies for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO.
- ▶ Keeps relevant paperwork and evidence on file for JCQ inspection purposes.
- ▶ Employs good practice in relation to the Equality Act 2010.
- ▶ Liaises with the EO regarding exam time arrangements for access arrangement candidates.
- ▶ Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period.
- ▶ Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments.

Word processor policy (exams)

The school's word processor policy is located in the staff share area and a hard copy is located in the cupboard in the exams office

"It is strongly recommended that a centre has a policy on the use of word processors which it can articulate to parents/carers. Principally, that a word processor cannot simply be granted to a candidate because he/she now wants to type rather than write or can work faster on a keyboard, or because he/she uses a laptop at home.

The use of a word processor must reflect the candidate's normal way of working within the centre and be appropriate to the candidate's needs...

A member of the centre's senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations."

[AA 5.8]

Separate invigilation within the centre

The Separate Invigilation Criteria is the responsibility of the SENCo and is based on documented evidence to support the decision, to meet JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms.

The criteria is:

- Candidates difficulties are known to a Form Tutor, PLD, SENCo, SLG
- Candidates normal way of working in internal mock examinations as a consequence of long term social, mental or emotional needs

Candidates who panic on the day will not be provided with separate invigilation but will be seated appropriately in the examination hall

Senior Leaders, Curriculum Leader, Teaching staff

- ▶ Support the SENCo in identifying and implementing appropriate access arrangements.
- ▶ Senior leaders provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.

Internal assessment and endorsements

Head of centre

- ▶ Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required.
- ▶ Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview).
- ▶ Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications still being delivered which include elements of controlled assessment.

Controlled assessment policy

The Academy's controlled assessment policy is located in the staff share area and a hard copy is located in the cupboard in the exams office

Non-examination assessment policy

The academy's non-examination assessment policy is located in the staff share area and a hard copy is located in the cupboard in the exams office

"The centre agrees to... have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.)" [GR 5.8]

Senior leaders

- ▶ Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates).
- ▶ Ensure appropriate internal moderation, standardisation and verification processes are in place.

Curriculum Leader

- ▶ Ensures teaching staff delivering legacy GCSE qualifications (which contain elements of controlled assessment) follow JCQ [Instructions for conducting controlled assessments](#) and the specification provided by the awarding body.
- ▶ Ensures teaching staff delivering legacy GCE unitised AS and A-level qualifications and (which include elements of coursework) Entry Level or Project qualifications follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body.
- ▶ Ensures teaching staff delivering new GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body.
- ▶ For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body.
- ▶ Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body.

Teaching staff

- ▶ Ensure appropriate instructions for conducting internal assessment are followed.
- ▶ Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (controlled assessments, coursework, non-examination assessments, social media) prior to assessments taking place.

- ▶ Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body.

Exams officer

- ▶ Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment.
- ▶ Signposts teaching staff to relevant JCQ *information for candidates* documents that are annually updated.

Invigilation

Head of centre

- ▶ Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators.
- ▶ Ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible.
- ▶ Determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher.

Exams officer

- ▶ Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year.
- ▶ Collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them.
- ▶ Provides an annual training event for new invigilators and an update event for invigilators on the conduct of exams.
- ▶ Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s).
- ▶ Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues.
- ▶ Collects evaluation of training to inform future events.

Entries: roles and responsibilities

Estimated entries

Exams officer

Estimated entries collection and submission procedure

Requests for estimates or early entry information, where this may be required by awarding bodies, from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met. Information gathering forms (provided by Exam Office) are completed by Curriculum Leaders. These forms include board, estimated student numbers, QN code, specification code. This information is submitted to the exam boards via their secure site.

Curriculum Leader

- ▶ Provides information requested by the EO to the internal deadline.
- ▶ Informs the EO immediately of any subsequent changes to information.

Final entries

Exams officer

- ▶ Requests final entry information from Curriculum Leaders in a timely manner to ensure awarding body external deadlines for submission can be met.
- ▶ Informs Curriculum Leaders of subsequent deadlines for making changes to final entry information without charge.
- ▶ Confirms with Curriculum Leaders final entry information that has been submitted to awarding bodies.
- ▶ Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies.

Final entries collection and submission procedure

Exam Officer provides a list of students entered for each component and these are signed and returned by Curriculum Leaders.

Exam Officer cross checks entry numbers with current student predictions.

Skeleton timetable is shared with Curriculum Leaders identifying total number of students entered for each examination.

Examination entries are submitted to the examination boards via A2C, prior to the entry deadline date.

Curriculum Leaders are then provided with a final entry list to check.

Curriculum Leader

- ▶ Provides information requested by the EO to the internal deadline.
- ▶ Informs the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information, which includes:
 - ▶ Changes to candidate personal details.
 - ▶ Amendments to existing entries.
 - ▶ Withdrawals of existing entries.
- ▶ Checks final entry submission information provided by the EO and confirms information is correct.

Entry fees

- ▶ All entries made by the appropriate deadline date are funded centrally from an annual examination budget for all students timetabled for subjects in examination years.
- ▶ Re-sit fees are charged to parents of Post 16 students for GCSE Maths and English if a Pass has already been achieved.
- ▶ Late fees will be met by standard examination budget for Alternative Provision Students.
- ▶ Late fees will be taken from the Subject Department budget.
- ▶ Any fees for amendments will be taken from Subject Department budget.

Late entries

Exams officer

- ▶ Has a clear entry procedure in place to minimise the risk of late entries.
- ▶ Charges any late or other penalty fees to departmental budgets.

Curriculum Leader

- ▶ Minimises the risk of late entries by:
 - ▶ Following procedures identified by the EO in relation to making final entries on time.
 - ▶ Meeting internal deadlines identified by the EO for making final entries.

Re-sit entries

Post 16 re-sit entries in Maths and English GCSE where a student has not achieved a Pass are funded by the central Q3 examination budget.

Post 16 re-sit entries in Maths and English GCSE where a student has achieved a Pass are funded by the student/parent.

Post 16 re-sit entries in any other GCSE subjects are funded by the student/parent.

Re-sits are funded by the central Q3 examination budget for Year 11 students.

Re-sits are funded by the central Q3 examination budget for Year 13 students wishing to re-sit a Year 12 component/unit.

Private candidates

The Academy does not have provision for private candidates.

Transfer of credit

“Arrangements for GCE AS candidates transferring between specifications or awarding bodies midway through a unitised GCE A-level course (having completed and certificated a GCE AS award).”

A new GCE linear AS specification cannot be transferred to a legacy GCE unitised A-level specification.”
[JCQ [GCE AS Transfer of Credit arrangements page 1](#)]

Exams officer

- ▶ Provides information to relevant centre staff/candidates on transferring credit for GCE AS qualifications.
- ▶ Meets the awarding body deadline for requesting transfer of credit.

Teaching staff

- ▶ Identify affected candidates to the EO.

Candidate statements of entry

Exams officer

- ▶ Provides candidates with statements of entry for checking.

Teaching staff

- ▶ Ensure candidates check statements of entry and return any relevant confirmation required to the EO.

Candidates

- ▶ Confirm entry information is correct or notify the EO of any discrepancies.

Pre-exams: roles and responsibilities

Access arrangements

SENCo

- ▶ Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam).
- ▶ Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her.
- ▶ Ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it.

- ▶ Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement).
- ▶ Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor.

Briefing candidates

Exams officer

- ▶ Issues individual exam timetable information to candidates.
- ▶ Prior to exams issues relevant JCQ information for candidates documents.
- ▶ Where relevant, issues relevant awarding body information to candidates.
- ▶ Issues centre exam information to candidates including information on:
 - ▶ Exam clashes.
 - ▶ Arriving late for an exam.
 - ▶ Absence or illness during exams.
 - ▶ What equipment is/is not provided by the centre.
 - ▶ Food and drink in exam rooms.
 - ▶ Wrist watches in exam rooms.
 - ▶ When and how results will be issued and the staff that will be available.
 - ▶ The post-results services and how the centre deals with requests from candidates.
 - ▶ When and how certificates will be issued.

Access to scripts, enquiries about results and appeals procedures

The Academy's access to scripts, enquiries about results and appeals policy is located in the staff share area and a hard copy is located in the cupboard in the exams office.

"The centre agrees to... have in place written procedures for how it will deal with candidates' access to scripts, enquiries about results and appeals to the awarding bodies and to ensure that details of these procedures are made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results..."

[GR 5.14]

"The centre agrees to... treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals."

5.6]

[GR

Dispatch of exam scripts

Exams officer

- Identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service.

Estimated grades

Curriculum Leader

- ▶ Ensures teaching staff provide estimated grade information to the EO by the internal deadline (where this still may be required by the awarding body).

Exams officer

- ▶ Submits estimated grade information to awarding bodies to meet the external deadline (where this may still be required by the awarding body).
- ▶ Keeps a record to track what has been sent.

Internal assessment and endorsements

Head of centre

- ▶ Ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking.

SENCo

- ▶ Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements.

Teaching staff

- ▶ Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements.
- ▶ Assess and authenticate candidates' work.
- ▶ Assess endorsed components.
- ▶ Ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies.

Curriculum Leader

- ▶ Ensures teaching staff assess and authenticate candidates' work to the awarding body requirements.
- ▶ Ensures teaching staff assess endorsed components according to awarding body requirements.
- ▶ Ensures teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline.
- ▶ Ensures teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EO to the internal deadline.

Exams officer

- ▶ Submits marks, endorsement grades and samples to awarding bodies/moderators/monitors to meet the external deadline.
- ▶ Keeps a record to track what has been sent.
- ▶ Logs moderated samples returned to the centre.
- ▶ Ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work.

Candidates

- ▶ Authenticate their work as required by the awarding body.

Invigilation

Exams officer

- ▶ Provides invigilation training annually.
- ▶ Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to regularly enter and observe the rooms where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis).
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to the required ratios.
- ▶ Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates.

SENCo

- ▶ Liaises with the EO regarding facilitation and invigilation of access arrangement candidates.

Invigilators

- ▶ Provide information as requested on their availability to invigilate throughout an exam series.

JCQ inspection visit

Exams officer or Senior leader

- ▶ The Academy will ensure that it co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical.
- ▶ A senior member of staff or a member of the exams office will be available to accompany the Inspector throughout the course of his or her centre visit, including inspection of the centre's secure storage facility. Seating and identifying candidates in exam rooms

Exams officer

Verifying candidate identity procedure

All Q3 students have a photographic ID which is placed on the examination desk. All ID badges show clearly the names of the students and their photograph.

Regular checks are made to ensure ID badges are not defaced.

Seating plans provided according to JCQ and awarding body requirements.

The Exam Officer and head of year are present at the start and finish of all examinations.

Students are lined up (as per seating plan rows) prior to entering the examination room by staff who know the students. The students transfer to the examination hall in row order. The registers are checked again in the examination hall.

In cases where it is impossible to identify a candidate due to the wearing of religious clothing, such as a veil, the candidate should be approached by a member of staff of the same gender and taken to a private room where they should be politely asked to remove the religious clothing for identification purposes. Centres must inform candidates in advance of this procedure and well before their first examination. Once identification has been established, the candidate should replace, for example, their veil and proceed as normal to sit the examination.

Invigilators

- ▶ Follow the procedure for verifying candidate identity provided by the EO.
- ▶ Seat candidates in exam rooms as instructed by the EO/on the seating plan.

Security of exam materials

Exams officer

- ▶ Has a process in place to record confidential materials delivered to the centre and issued to authorised staff.
- ▶ Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential.
- ▶ Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements.

Reception staff

- ▶ Follow the process to record confidential materials delivered to the centre and issued to authorised staff.

Teaching staff

- ▶ Adhere to the recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential.

Timetabling and rooming

Exams officer

- ▶ Produces a master centre exam timetable for each exam series.
- ▶ Identifies and resolves candidate exam clashes (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort).
- ▶ Identifies exam rooms and specialist equipment requirements.
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to required ratios.
- ▶ Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements.
- ▶ Liaises with the SENCo regarding rooming of access arrangement candidates.

SEnCo

- ▶ Liaises with the EO regarding rooming of access arrangement candidates.
- ▶ Liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams.

Site staff

- ▶ Liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body requirements.

Alternative site arrangements

Exams officer

- ▶ Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met.
- ▶ Will inform the JCQ Centre Inspection Service using the JCQ *Alternative Site* form of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations.

Transferred candidate arrangements

Exams officer

- ▶ Liaises with the host or entering centre, as required.
- ▶ Processes requests to the awarding body deadline.
- ▶ Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements.

Internal exams

Exams officer

- ▶ Prepares for the conduct of internal exams under external conditions.
- ▶ Provides a centre exam timetable of subjects and rooms.
- ▶ Provides seating plans for exam rooms.
- ▶ Requests internal exam papers from teaching staff.
- ▶ Arranges invigilation.

SEnCo

- ▶ Liaises with teaching staff to make appropriate arrangements for access arrangement candidates.

Teaching staff

- ▶ Provide exam papers and materials to the EO.
- ▶ Support the SENCo in making appropriate arrangements for access arrangement candidates.

Exam time: roles and responsibilities

Access arrangements

Exams officer

- ▶ Provides cover sheets for access arrangement candidates' scripts where required for particular arrangements.
- ▶ Has a process in place to deal with emergency access arrangements as they arise at the time of exams.
 - ▶ Applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO.

Candidate absence

Candidate absence policy

Registers are taken prior to exam start on line up area outside.
A member of the Pastoral Team and Attendance team are present and absent students are referred immediately to Pastoral Team via EO or head of year.
Phone calls to the home address will be made and a visit to collect if necessary.

Invigilators

- ▶ Are informed of the policy/process for dealing with absent candidates through training.
- ▶ Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan.

Candidates

- ▶ Are re-charged relevant entry fees for unauthorised absence from exams.

Candidate behaviour

See *Irregularities* below.

Candidate belongings

See *Unauthorised materials* below.

Candidate late arrival

Exams officer

- ▶ Ensures that candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place.
- ▶ Warns candidates that their work may not be accepted by the awarding body.

Invigilators

- ▶ Are informed of the policy/process for dealing with late/very late arrival candidates through training.
- ▶ Ensure that relevant information is recorded on the exam room incident log.

Candidate late arrival policy

Registers are taken prior to exam start.
A member of the Pastoral Team and Attendance team are present and missing students are referred immediately to Pastoral Team via EO or head of year.
Phone calls to the home address will be made and a visit to collect if necessary.
A list of persistent known late arrivers are identified prior to examinations and a collection rota is set up.
This list will be collated prior the start of exams and a copy will be with the EO, Reception Team and Pastoral Senior Leader.
Collected students are supervised by two members of staff and mobile phones or any other materials that might advantage them are removed.

Conducting exams

Head of centre

- ▶ Ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies.

Exams officer

- ▶ Ensures exams are conducted according to JCQ and awarding body instructions.
- ▶ Uses an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed.

Dispatch of exam scripts

Exams officer

- ▶ Dispatches scripts as instructed by JCQ and awarding bodies.
- ▶ Keeps appropriate records to track dispatch.

Exam papers and materials

Exams officer

- ▶ Organises exam question papers and associated confidential resources in date order in secure storage.
- ▶ Attaches erratum notices received to relevant exam question paper packets.
- ▶ Collates attendance registers and examiner details in date order.
- ▶ Regularly checks mail or inbox for updates from awarding bodies.
- ▶ In order to avoid potential breaches of security, ensures prior to question paper packets being opened, that another member of staff or an invigilator checks the time, date and paper details.
- ▶ Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam.

Exam rooms

Head of centre

- ▶ Ensures that prior to exams commencing, revision or coaching sessions for candidates will not be held in the designated exam room(s).
- ▶ Ensures only authorised centre staff are present in exam rooms.
- ▶ Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates.

Food and drink in exam rooms

Water in a clear bottle with any labels removed is permitted.

Students who may require specific food or drink due to a medical condition will only be allowed to take this into the exam room with prior permission from the EO. Any packaging or labels will need to be removed before they enter the exam room.

Exams officer

- ▶ Ensures exam rooms are set up and conducted as required in the regulations.
- ▶ Provides invigilators with appropriate resources to effectively conduct exams.
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates).
- ▶ Ensures sole invigilators have an appropriate means of summoning assistance.
- ▶ Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily.
- ▶ Provides authorised exam materials which candidates are not expected to provide themselves.
- ▶ Ensures invigilators and candidates are aware of the emergency evacuation procedure.

- ▶ Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated.

Senior leaders

- ▶ Ensure a documented emergency evacuation procedure for exam rooms is in place.
- ▶ Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated.

Emergency evacuation policy

The school's emergency evacuation policy is located in the staff share area and a hard copy is located in the cupboard in the exams office.

"...You must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service." [\[ICE 18\]](#)

Site staff

- ▶ Ensure exam rooms are available and set up as requested by the EO.
- ▶ Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms.
- ▶ Ensure fire alarm testing does not take place during exam sessions.

Invigilators

- ▶ Conduct exams in every exam room as instructed in training/update events and briefing sessions.

Candidates

- ▶ Are required to remain in the exam room for the full duration of the exam.

Irregularities

Head of centre

- ▶ Ensures any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation.

Managing behaviour

Students must familiarise themselves with the seating plan and start time for each examination prior to the exam.

Any bad behaviour prior to the examination starting will be dealt with by the exams officer, head of year, behaviour manager or SLT. If bad behaviour/disruption occurs during the examination the invigilator would deal with it initially and then if the behaviour continued it would be escalated to the senior invigilator then the exams officer. After that it would be escalated to the head of year or behaviour manager and in the last instance the head of centre. And malpractice will be reported to the relevant awarding body following their procedures.

"The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room." [\[ICE 17\]](#)

Senior leaders

- ▶ Ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms.
- ▶ Ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate.

Exams officer

- ▶ Provides an exam room incident log in all exam rooms for recording any incidents or irregularities.
- ▶ Actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place.

Invigilators

- ▶ Record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness, disruption or disturbance in the exam room, emergency evacuation).

Malpractice

See *Irregularities* above.

Special consideration

Exams officer

- ▶ Processes appropriate requests for special consideration to awarding bodies.
- ▶ Gathers evidence which may need to be provided by other staff in centre or candidates.
- ▶ Submits requests to awarding bodies to the external deadline.

Special consideration policy

The school's special consideration policy is located in the staff share area and a hard copy is located in the cupboard in the exams office.

Candidates

- ▶ Provide appropriate evidence to support special consideration requests, where required.

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

Students in both of our main exam venues upon entering the exam room are reminded of the rules regarding unauthorised materials and are asked to place any unauthorised materials in the bags or coats that are left down the side of the exam venue or they can hand any devices/materials to the invigilator at the front of the room who will place it in a numbered case and a numbered card is given to the candidate.

Candidates are asked to place wrist watches on their desk and wrists are checked prior to the examination commencing. Students are advised however to refrain from bring wrist watches into the exam room at all.

“...any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.

...The invigilator, prior to the examination starting, must ensure that candidates have removed their wrist watches, placing them on their desks.

...A head of centre may, if he/she so wishes, prohibit candidates bringing a wrist watch into the examination room. Candidates would be required to leave their watches outside of the examination room.”

[ICE

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Invigilators

- ▶ Are informed of the arrangements through training.

Internal exams

Exams officer

- ▶ Briefs invigilators on conducting internal exams.
- ▶ Returns candidate scripts to teaching staff for marking.

Invigilators

- ▶ Conduct internal exams as briefed by the EO.

Results and post-results: roles and responsibilities

Internal assessment

Curriculum Leader

- ▶ Ensures teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies.
- ▶ Ensures work is returned to candidates or disposed of according to the requirements.

Managing results day(s)

Senior leaders

- ▶ Identify centre staff who will be involved in the main summer results day(s) and their role.
- ▶ Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly.

Exams officer

- ▶ Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place.

Results day programme

Students are notified on the date, time and venue for them to collect their results via a letter. Statements of results via the SIMS Exams Organiser module are printed and placed in individual sealed envelopes by the exams department and on results issue day are placed in alphabetical order on tables at the front of the main hall. Each student is assigned a member of staff to speak to before they leave depending on their results and choices.

If pupils wish for another person to collect their results for them, they must send a signed letter of authorisation with the collector

If a student wishes for the results to be posted home they must request this from the exams officer prior to the summer holiday

No results will be given out by telephone or email under any circumstances.

Results that are not collected are placed in the exams office and are available for collection up until certificates are issued. After this, all uncollected results enveloped are shredded.

Consideration should also be given to

“Centres must make candidates aware of the arrangements for Enquiries about Results before they sit any examination(s). These arrangements also extend to private candidates.” [\[PRS](#)

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“...Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results...ensure that all candidates, including private candidates, are made aware that all post-results service requests must be made through the centre...”

[\[CR 5.14\]](#)

Site staff

- ▶ Ensure the centre is open and accessible to centre staff and candidates, as required.

Accessing results

Exams officer

- ▶ Informs candidates in advance of when and how results will be released to them.
- ▶ Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body.
- ▶ Resolves any missing or incomplete results with awarding bodies.
- ▶ Issues statements of results to candidates on issue of results date.
- ▶ Provides summaries of results for relevant centre staff on issue of results date.

Post-results services

Head of centre

- ▶ Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal.
- ▶ Understands that in the event of an awarding body initiating an *extended review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised.

Exams officer

- ▶ Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*).
- ▶ Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met.
- ▶ Provides a process to record requests for services and collect candidate informed consent (after the publication of results) and fees where relevant.
- ▶ Submits requests to awarding bodies to meet the external deadline.
- ▶ Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes.
- ▶ Updates centre results information, where applicable.

Teaching staff

- ▶ Meet internal deadlines to request the services and gain relevant candidate informed consent.
- ▶ Identify the budget to which fees should be charged.

Candidates

- ▶ Meet internal deadlines to request the services.
- ▶ Provide informed consent and fees, where relevant.

Analysis of results

Data and Assessment Team

- ▶ Provides analysis of results to appropriate centre staff
- ▶ Provides results information to external organisations where required
- ▶ Undertakes the secondary school and college (key stage 4/16-18) performance tables September checking exercise.

Certificates

Certificates are provided to centres by awarding bodies after results have been confirmed.

Issue of certificates procedure

Candidates are notified before they go on study leave the date that they can collect their certificate. They are given a date towards the end of November to give enough time for all certificates to arrive in the centre. Students collect certificates from the main reception and are asked to check all certificates and then sign for them. If they are unable to collect their own certificates they must send the collector with signed authentication.

Retention of certificates policy

The school retains all unclaimed/uncollected certificates. These are kept in the exams office cupboard.

A record will be kept of any certificates that are destroyed and this will remain in the exams office.

Review: roles and responsibilities

Exams officer

- ▶ Provides SLT with an overview of the exam year, highlighting what went well and what could be developed/improved in terms of exams management and administrative processes within the stages of the exam cycle.
- ▶ Collects and evaluates feedback from staff, candidates and invigilators to inform review.

Senior leaders

- ▶ Work with the EO to produce a plan to action any required improvements identified in the review.

Retention of records: roles and responsibilities

Exams officer

- ▶ Keeps records as required by JCQ and awarding bodies for the required period
- ▶ Keeps records as required by the centre's records management policy.
- ▶ Provides an exams archiving policy that identifies information held, retention period and method of disposal.

Exams archiving policy

The School's exams archiving policy is located in the staff share area and a hard copy is located in the cupboard in the exams office.