Examination Policy

Approved by:	Mohammed Ummar Azam -Chair of Governors Samia Haroon - Head of Centre Saima Shehzad - Exams Officer
Reviewed by:	Laura Webb - Governor
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Purpose of the policy

The centre 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 exam process is 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, thus ensuring that

[JCQ General regulations for approved centres1]

"… the integrity and security of the examination/assessment system is

maintained at all times and is not brought into disrepute"

- all exam candidates understand the exams process and what is expected of them.

This policy is reviewed annually in September by the Head of Centre, Exam Officer, and the Chair of Governors, 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 via the School's Policies Folder and via email.

Roles and responsibilities overview

"The head of centre is responsible to the awarding bodies for making sure all examinations/assessments are conducted according to the instructions, and the qualification specifications issued by the awarding bodies.

The head of centre may not appoint themselves as the examinations officer." [GR1]

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 National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to 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
- 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 examination or on-screen test**;"* [ICE 6]
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place

Exam contingency plan

Please refer to the centre's separate contingency plan situated within the Examinations Folder, or with the Examinations Officer

*"**It is the responsibility of the head of centre to ensure that his/her centre:** ...has in place a written examination contingency plan/examinations policy which covers all aspects of examination administration. This will allow members of the senior leadership team to have a robust contingency plan in place, minimising risk to examination administration, should the examinations officer be absent at a crucial stage of the examination cycle. (The examination contingency plan/examinations policy should also reinforce procedures* [GR5]

in the event of the centre being unavailable for examinations owing to an unforeseen emergency.)"

- Ensures required internal appeals procedures are in place

Internal appeals procedures

Please refer to the centre's separate internal appeals procedure plan situated within the Examinations Folder, or with the Examinations Officer

*"The centre agrees to...have in place, and be available for inspection purposes, a **written** internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are made widely available and accessible to all candidates; (A centre may place its internal appeals procedure on the school/college website or alternatively, the document may be made available to candidates upon request.)"*

[GR5]

"The centre agrees to...have 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 an enquiry about results or an appeal;"

[JCQ Post-results services 5.14]

- Ensures a disability policy for exams showing the centre's compliance with relevant legislation is in place

Disability policy (exams)

Please refer to the centre's separate exams Disability policy situated within the Examinations Folder, or with the Examinations Officer

"The centre 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. [GR5]

†or any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect "

- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

Access arrangements policy

Please refer to the centre's separate Access Arrangements and Special Arrangements Policy situated within the Examinations Folder, or with the Examinations Officer

"...with its obligations in respect of identifying the need for, requesting and implementing access arrangements."   [GR 5.5]

"The centre agrees 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]

- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff

*"The **examinations officer or quality assurance co-ordinator** is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments."*

[GR 1]

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

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

Head of department (HoD)

- 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 on internal exams to enable preparation for and conduct of said exams

Head of department

- 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

SENCo

- Assesses candidates (or works with the appointed access arrangements assessor) to identify access arrangements requirements thereby ensuring that appropriate and timely arrangements can be made
- 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)
- Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments

Word processor policy (exams)

Please refer to the centre's separate Word Processor policy situated within the Examinations Folder, or with the Examinations Officer

"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…

- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Senior Leaders, Head of department, Teaching staff

- Support the SENCo in identifying and implementing appropriate access arrangements

Internal assessment

Head of centre

- Ensures an **internal appeals procedure** is in place for a candidate (or parent/carer) to appeal against an internally assessed marks (see Roles and responsibilities overview)
- Ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications, identifying staff responsibilities and examining potential risks

Controlled assessment policy

Please refer to the centre's separate Controlled Assessment policy situated within the Examinations Folder, or with the Examinations Officer

*"The centre agrees to…have in place, and be available for inspection purposes, a **written** policy with regard to the management of GCSE controlled assessments"*
[GR5]

- Ensures a **non-examination assessment policy** is in place for new GCE and GCSE qualifications

Non-examination assessment policy

Please refer to the centre's separate Non-examination assessment policy situated within the Examinations Folder, or with the Examinations Officer

The purpose of this policy, as defined by JCQ, is to

- 🎬 *cover procedures for planning and managing non-examination assessments*
- 🎬 *define staff roles and responsibilities with respect to non-examination assessments*
- 🎬 *manage risks associated with non-examination assessments*

[NEA – *The basic principles*, page 4]

- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

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
- Ensure appropriate internal moderation, standardisation and verification processes are in place

Head of department

- Ensures teaching staff delivering legacy GCSE qualifications 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 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 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

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

Exams officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

Invigilation

Head of centre

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- Determines if additional invigilators will be deployed in practical 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

- Requests estimated or early entry information, where this may be required by awarding bodies, from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

Estimated entries collection and submission procedure

- Estimated entry requests including applicable centre data collection form sent to all HOD's with a deadline at least 3 weeks before awarding body deadline. Includes asking for – course codes, specification codes, entry numbers, specification title etc.

- EO to check all data/courses/entries that come in and submit all required information to awarding body secure websites before issued deadline

Head of department

- 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 HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoDs 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

- EO to import awarding body Basedata and create SIMS EDI marksheets based on subjects estimated entries information and hand to HOD's at least 3 to 4 weeks before external deadline

- HOD's liaise with teachers to denote final entries on applicable marksheets by internal deadline – checking candidate name, tier, specification title/code, certification codes, coursework/examination units etc.
- EO to check all marksheets against specifications/awarding body criteria to make sure all applicable certification, examination and coursework codes have been supplied in order to certificate a full award. EO then to manually input entry information given onto created SIMS EDI marksheets.
- EO to print off completed marksheets before submission and send them out of HOD's to check and sign off if correct
- On receipt of signature/confirmation from HOD's – EO will make any applicable changes and then EO will submit all entries to the applicable warding bodies before the external deadline via the A2C provider.

Head of department

- 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

- GCSE / ITQ initial registration and entry exam fees are paid by the candidates.
- Late entry or amendment fees are paid by the candidates. Reimbursement will not be sought for candidates who fail to sit an exam or meet the necessary coursework requirements.
- Retake fees for first and any subsequent retakes are paid by the candidates.
- Candidates must pay the fee for an enquiry about a results. [EARs])
- Reimbursement will not be sought if a student misses an examination with no reason or fails to complete the required coursework rendering the examination void after the entry has been made. If a candidate is missing at the start of an examination Park Avenue School will make every attempt to contact the candidate by telephone.
- The EO will manage/oversee the examination budget and check how entry fees are collected/recharged including late, amendment or re-sit fees where this may be applicable in the centre.
- EO to sign off all invoices and correct fees charged against awarding body documentation and the SIMS examination module that calculates the exact examination cost based on entry submission

Late entries

Exams officer

- Has clear entry procedures in place to minimise the risk of late entries

Head of department

- 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

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

Briefing candidates

Exams officer

- Issues individual exam timetable information to candidates
- 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
    - 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

- Enquires about results [EARs] may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking.
- If a result is queried, the Examinations Administrator, teaching staff and head of centre will investigate the feasibility of asking for a re-mark at the candidate's expense.
- When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out.
- JCQ consent form for EAR is to be read and signed by candidate.
- After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results.
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- GCSE re-marks cannot be applied for once a script has been returned.
- Contact should be made to the EO if a candidate or indeed centre staff disagree with an outcome of an enquiry about a result. Further details will be obtained from the awarding body including the applicable fees. Please refer to the separate internal appeals policy available in the Examinations Folder or the Exams Officer

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

Head of department

- 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

Head of centre

- Ensures procedures are in place for candidates to appeal internally assessed marks or request a review of the centre's marking of an assessment (when a centre is required to make reviews available)

SENCo

- Liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments

Teaching staff

- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments
- Ensure candidates are informed of internal assessment decisions prior to marks being submitted to awarding bodies

Head of department

- Ensures teaching staff provide marks for internally assessed components of qualifications to the EO to the internal deadline
- Ensures teaching staff authenticate candidates' work to the awarding body requirements
- Ensures teaching staff provide required samples of work for moderation to the EO to the internal deadline

Exams officer

- Submits marks and samples to awarding bodies/moderators to meet the external deadline
- Keeps a record to track what has been sent
- Logs moderated work 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 an invigilation handbook or briefs invigilators accordingly

Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator to check the rooms where a candidate and invigilator are accommodated on a 1:1 basis)
- Allocates invigilators to exam rooms 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**

- Accompanies *"the Inspector **throughout** the course of his or her centre visit, including inspection of the centre's secure storage facility."* [ICE Introduction]

Seating and identifying candidates in exam rooms

Exams officer

- Ensures a procedure is in place to verify candidate identity

Verifying candidate identity procedure

To verify a candidate's identity – personalised ID cards will be present on each exam desk for each exam as per the examination seating plan. These are individually created for each student. These will be checked against Individual student Statements of Entry to ensure that each student is sitting the correct examination / tier. Invigilators plus all Senior leaders will have access to this information electronically. However this documentation including. Is to be provided at the front of each exam room too as a duplicate of the candidate ID cards. This allows the invigilators to correlate who is who on each day

*"The centre agrees to… have in place **written** procedures to verify the identity of **all** candidates at the time of the examination or assessment;"* [GR 5]

- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

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
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms 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

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

- The Examinations Officer, alongside the attendance officer will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.

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 charged relevant entry fees for any absence from exams

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

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 only approved 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

- A bottle of water may be allowed in the examination room at the discretion of the EO. However, this is on the condition that any water brought into the examination room by the candidate is free from packaging and all labels are removed from drink containers. The centre stipulates that the drink must be water only.

Exams officer

- Ensures exam rooms are set up 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
- 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

> Please refer to the centre's separate Emergency Evacuation policy situated in the Examinations Folder or with the Examinations Officer
>
> *"...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."*   [ICE18]

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/Malpractice

Head of centre

- 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.

- Ensures any cases of suspected malpractice (by centre staff, candidates, and invigilators) are investigated and reported to the awarding body as required.

- Candidates will also be sanctioned according to the centre's internal Behaviour Policy (Policy available on the schools website and Policies Folder)

- The head of centre will notify the appropriate awarding body at the earliest opportunity of all suspicions or actual incidents of malpractice. They will either complete Form JCQ/M1 (suspected candidate malpractice) or Form JCQ/M2a (suspected malpractice/maladministration involving centre staff).

- The head of centre will supervise personally, and as directed by the awarding body, all investigations resulting from an allegation of malpractice; and ensure that if it is necessary to delegate an investigation to a senior member of centre staff, the senior member of centre staff that is chosen is independent, and not connected to the department or candidate involved in the suspected malpractice.

- The head of centre will pass on to the individuals concerned, any warnings or notifications of penalties, and ensure their compliance with any requests made by the awarding body as a result of a malpractice case.

- Communications relating to the decisions taken by the awarding body in cases of malpractice will always be addressed to the head of centre, except when the head of centre or management is under investigation. When the head of centre or management is under investigation, communication will be with the Chair of Governors, Local Authority officials or other appropriate governance authorities, as deemed appropriate.

- Awarding bodies may communicate directly with members of centre staff who have been accused of malpractice if the circumstances warrant this, e.g. the staff member is no longer employed or engaged by the centre.

- Awarding bodies will only communicate directly with a candidate or the candidate's representative when either the candidate is a private candidate or the awarding body has chosen to communicate directly with the candidate due to the circumstances of the case. (For example, there is a contradiction in the evidence provided by the candidate and the centre, or the centre is suspected of non-compliance with the regulations.)
- In such cases the awarding body will advise the head of centre in writing that it proposes to deal directly with the candidate. A head of centre once advised by the awarding body should not ordinarily communicate further with the candidate.

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)

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

Please refer to the centre's separate Special consideration policy situated in the Examinations Folder or with the Examinations Officer

Candidates

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

Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

- The centre's published rules on acceptable dress and behaviour apply at all times.
- Candidates' personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage.
- All candidate belongings are to be left in a designated secure place at all times during the exanimation.
- All Phones, Smart watches, Ipods, MP3 players, headphones or any electronic devices are to be handed in to any invigilator SWITCHED OFF. These will be logged and stored safely until the exam has finished and students have been dismissed.

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

Head of department

- 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

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

- A results day programme will always be issued in candidate's examination booklets that are sent home with their final summer examination timetable, as well as situated on the examination noticeboard and via letters sent out to all parents after the examinations have finished.

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 **internal appeals procedures** are available where candidates disagree with a centre decision
  - not to support an enquiry about results
  - not to appeal against the outcome of an enquiry about results

Exams officer

- Provides information to 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 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

Head of Centre/Data Manager

- Provides analysis of results to appropriate centre staff
- Provides results information to external organisations where required

Certificates

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

Issue of certificates procedure

- Certificates are presented in person to the candidate at an Awards Presentation Evening held at the centre approx. November time. Save the date reminders will be issued with results and official invites will be sent September time
- Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so and bring in letter of consent from the candidate as well as a form of ID.
- Replacement certificates are only issued if a candidate agrees to pay the costs incurred.
- **The centre is only legally required to retain certificates for three years.**

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 exam archiving policy that identifies information held, retention period and method of disposal

Beyond the scope of this policy

The following required policies are considered beyond the scope of the exams policy.

Child protection policy

The centre's Child Protection policy is available in the Policies Folder and on the school's website.

Data protection policy

The centre's Data Protection policy is available in the school Policies Folder.