

Exams Policy

Policy Control Page

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Approved By	Education Leadership Team (ELT)
Date of Last Approval	November 2024
Next Review Date	October 2025
Policy Applicable to	Education
Status	Approved

Date	Version	Person	Change / Action
March 2019	V1	Salena Hutton	Policy Created
October 2020	V2	Salena Hutton	Review and update policy to meet JCQ requirements
October 2021	V3	Salena Hutton	Review and update policy to meet JCQ requirements
October 2022	V4	Salena Hutton	Review and update policy to meet JCQ requirements
January 2024	V5	Salena Hutton	Review and update policy to meet JCQ requirements
October 2024	V6	Megan Pease	Review and update policy to meet JCQ requirements

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Purpose of the policy

Exeter Royal Academy for Deaf Education (The Academy) is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements. This exam policy will ensure that:

- 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 according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- exam candidates understand the exams process and what is expected of them.

This exam policy will be reviewed annually by the exams officer, 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.

Centre staff will be informed of this policy via email, with a copy available on the Academy intranet (Sharepoint)

Roles and responsibilities overview

Principal (Head of Centre)

The Principal (Head of Centre) is the individual who is accountable to the awarding bodies for ensuring that the centre is always 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. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements.

The Principal must ensure that senior leadership teams and exam office personnel familiarise themselves with the entire contents of JCQ General Regulations for Approved Centres booklet. In particular, the Principal must familiarise themselves with sections 5.1, 5.3 and 5.4.

The Principal must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments

It is the responsibility of the Principal to ensure that all staff comply with the instructions in this policy and failure to do so may constitute malpractice as defined in the JCQ publication “Suspected Malpractice: Policies and Procedures”

The Principal will:

- be familiar with the contents, refer to and direct 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 - Policies and Procedures](#) (SM)
 - [Instructions for conducting non-examination assessments \(NEA\) \(and the instructions for conducting coursework\)](#)
 - [A guide to the special consideration process](#) (SC)

The Principal:

- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments

- Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
- Takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update by completion of the Head of Centre Declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
 - the centre status being suspended
 - the centre not being able to submit examination entries
 - the centre not receiving or being able to access question papers

and ultimately, awarding bodies could withdraw their approval of the centre.

- Ensures members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel
- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Enables the relevant senior leader(s), the examinations officer and the Assistant Principal with SEN responsibilities to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent (see Appendix 1)
- Ensures that the exams officer is line managed and actively supported by a member of the senior leadership team who has a good working knowledge of the examination system and who can ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures that the exams officer has sufficient time to perform their role and familiarise him/herself with relevant awarding body and JCQ documentation.
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Can confirm to an awarding body the external governance arrangements so that the awarding body has confidence in the integrity of centre activities such as the delivery of qualifications and the conducting of examinations and assessments
- Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an examination
- Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates
- Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims

- Ensures that the centre promptly reports any incidents to the relevant awarding body/bodies which might compromise any aspect of assessment delivery such as a cyber-attack
- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
 - the location of the centre's secure storage facility in a secure room which must only be used for the purpose of administering secure examination materials
 - the secure room only contains exam-related material
 - there are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
 - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (the exams officer must be one of the keyholders) and staff named and approved by the head of centre are accompanied by a keyholder at all times
 - appropriate arrangements are in place to ensure that confidential examination materials are only handed over to authorised members of centre staff
 - appropriate arrangements are in place for handling secure electronic materials
 - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - that when it is permitted to remove question paper packets from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened. (If it is ever subsequently identified following this check that the wrong question paper packet has been opened, it will be resealed and the incident reported to the relevant awarding body's Malpractice Investigation Team immediately)
- Makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication Instructions for conducting examinations
- Makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff, takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during and after assessments have taken place
- Ensures any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication *Suspected malpractice – Policies and procedures*
- Ensures irregularities are investigated and informs the awarding bodies immediately of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation
- As required by an awarding body, ensures evidence of any instances of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication *Suspected Malpractice - Policies and Procedures* and provides such information and advice as the awarding body may reasonably require
- Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or where the head of centre, the examinations officer or Assistant Principal with delegated SEN responsibility is absent at a critical stage of the examination cycle)

The examination contingency plan should reinforce procedures in the event of the centre being unavailable for examinations owing to an unforeseen emergency.

All relevant centre staff must be familiar with the examination contingency plan. Consideration should be given as to how these arrangements will be communicated to candidates, parents and staff should disruption to examinations occur.
- Ensures all policies required by JCQ regulations are in place

- Ensures the relevant awarding bodies are informed before the published deadline for entries of any potential **Conflict of Interest** where
 - a member of centre staff is taking a qualification at the centre which includes internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a close relationship to the candidate
- Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
 - a member of exams office staff have a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
 - a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
 - a member of centre staff is taking a qualification at another centre
- 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
- Ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties being applied
- Ensures that the EO attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam cycle to be effectively managed and administered

Exams officer (EO)

The EO is appointed by the Principal to act on behalf of the centre in matters relating to the management and administration of examinations and assessments.

The EO:

- Understands the contents of annually updated JCQ publications including:
 - [General Regulations for Approved Centres](#) (GR)
 - [Instructions for conducting examinations](#) (ICE)
 - [Access Arrangements and Reasonable Adjustments](#) (AA)
 - [Suspected Malpractice - Policies and Procedures](#) (SM)
 - [Instructions for conducting non-examination assessments](#) (NEA) [\(and the instructions for conducting coursework\)](#)
 - [A guide to the special consideration process](#) (SC)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
 - Confirms the details or informs the awarding bodies of any changes to the centre's contact details through the National Centre Number Register
 - Informs the National Centre Number Register Team **immediately** (e-mail address – ncn@ocr.org.uk) if any changes occur after the National Centre Number Register annual update has taken place
 - (Where it may be applicable) Informs the National Centre Number Register Team no later than 6 weeks prior to moving to a new address or a re-location of the secure storage facility
 - Informs the National Centre Number Register Team immediately of any other changes in circumstances that could affect the centre's status
- 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; appoint lead invigilators, as required, and keeps a record of the content of training provided to invigilators for the required period

- Works with the Assistant Principal with SEN responsibilities to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed where required of any Conflict of Interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series.
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials
- Will have delegated responsibility for the access arrangements and reasonable adjustments administration process (referred to in this policy as 'access arrangements')
- In case of cancellation of public exams, administrates the process of generating and moderating centre assessment grades in line with guidance from Ofqual and exam boards

Senior leadership team (SLT)

- Will be familiar with the contents, refer to and direct 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 - Policies and Procedures \(SM\)](#)
 - [Instructions for conducting non-examination assessments \(NEA\)](#)
 - [the instructions for conducting coursework \(ICC\)](#)
 - [A guide to the special consideration process \(SC\)](#)
- 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
- Ensures teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensures teaching staff attend relevant awarding body training and update events
- Ensures teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates work

Assistant Principal with SEN responsibilities

- Will be familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
- [Access Arrangements and Reasonable Adjustments \(AA\)](#)
- Will have overall responsibility for the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')

Teaching staff

- Undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO
- Keep themselves updated with awarding body teaching-specific information to confirm effective delivery of qualifications
- Attend relevant awarding body training and update events
- In case of cancellation of public exams, generates centre assessment grades in line with Ofqual and Exam Board guidance

Invigilators

- Attend/undertake training on the current regulations, update, briefing and review sessions as required
- Provide information as requested on their availability to invigilate
- If not current members of staff, will 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 the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

Site staff

- Estates & Facilities support the EO in relevant matters relating to exam rooms and resources
- IT to ensure there are procedures in place to maintain the security of user accounts by:
 - providing training for authorised staff on the importance of creating strong unique passwords and keeping all account details secret
 - providing training for staff on awareness of all types of social engineering/ phishing attempts enabling additional security settings wherever possible
 - updating any passwords that may have been exposed
 - setting up secure account recovery options
 - reviewing and managing connected applications
 - monitoring accounts and regularly reviewing account access, including removing access when no longer required
 - ensuring authorised members of staff securely access awarding bodies' online systems in line with awarding body regulations regarding cyber security and the JCQ document Guidance for centres on cyber security
 - authorised staff will have access, where necessary, to a device which complies with awarding bodies' multi-factor authentication (MFA) requirements.
 - reporting any actual or suspected compromise of an awarding body's online systems immediately to the relevant awarding body

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 throughout the year 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 exam policy identifies the roles and responsibilities of centre staff within this cycle.

Planning

Information sharing

Principal:

- Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SM](#), [NEA](#) (and the instructions for conducting coursework) and [SC](#)

The EO:

- Signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that have 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

The EO:

- 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

SL:

- 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

Access arrangements

Refer to the Equalities Policy (Exams) at Appendix 2

Internal assessment

The Principal:

- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. internally assessed marks
- Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Provides fully qualified teachers to mark non-examination assessments and/or fully qualified assessors for the verification of centre-assessed components Ensures an internal appeals procedure relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures a non-examination assessment policy is in place for GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)
- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

SLT:

- 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
- 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 (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

EO:

- 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

The Principal:

- Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators

EO:

- Recruits additional invigilators where required to effectively cover all exam periods/series' throughout the academic year
- Provides training for new invigilators on the current instructions for conducting exams and an annual update for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- Ensures invigilators supervising access arrangement candidates are thoroughly trained and 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 briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible

Entries

The term 'entries' is used to describe entry/registration information for internally and externally assessed components, and certification of qualifications against which a result will be reported.

Estimated entries

EO:

- Requests estimated or early entry information, required by awarding bodies, from subject teachers in a timely manner to ensure awarding body external deadlines for submission can be met
- Makes candidates aware of the JCQ **Information for candidates – Privacy Notice** at the start of a course leading to a vocational qualification or when entries are submitted to awarding bodies for processing for general qualifications

Subject teachers:

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

Final entries

The Principal:

- Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. entries

EO:

- Requests final entry information from subject teachers in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs subject teachers of subsequent deadlines for making changes to final entry information without charge
- Confirms with subject teachers 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
- Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments and observes any regulatory requirements for the qualification.

Subject teachers:

- 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

Entry fees are raised by purchase order by the exams officer and paid by finance, no fees are met by students/parents/carers

Late entries

EO:

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

Subject teachers:

- Minimise 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

Re-sits are accepted and the cost is met by the academy.

Private candidates

The Academy does not accept private students.

Candidate statements of entry

EO

- 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

Access arrangements and Reasonable Adjustments

Refer to the Equalities Policy (Exams) at Appendix 2

Briefing candidates

EO:

- Issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identify in the event of national or local disruption to exams
- 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 timetable 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
 - unauthorised items in the exam room 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

Dispatch of exam scripts

EO:

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

Estimated grades

SLs:

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

EO:

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

Internal assessment

The Principal:

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

SLT:

- 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

Teaching Staff

- Support the EO and Assistant Principal with SEN responsibility 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

EO:

- 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
- Liaises with teaching staff to identify and record appropriate access arrangements for candidates undertaking internal assessments and practical endorsements
- Ensures the requirements in terms of retention and subsequent disposal of candidates' work are met

Candidates:

- Authenticate their work as required by the awarding body

Invigilation

EO:

- Trains new invigilators on appointment and updates experienced invigilators on any regulation changes and/or changes to centre-specific processes annually
- Deploys invigilators effectively to exam rooms throughout an exam series
- Allocates invigilators to exam rooms as per the required ratios
- Liaises with the Assistant Principal with SEN responsibility regarding the facilitation and invigilation of access arrangement candidates

Assistant Principal with SEN responsibility:

- Liaises with the EO regarding invigilation of access arrangement candidates

Invigilators:

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

JCQ Centre Inspections

Exams officer or Senior leader:

- Will accompany the Inspector throughout a visit

Assistant Principal with SEN responsibilities:

- Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

Seating and identifying candidates in exam rooms

EO:

- Ensures a system is in place for identifying candidates in exam rooms
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms as per JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

Invigilators:

- Follow the system for identifying candidates provided by the EO
- Seat candidates in exam rooms as instructed by the EO

Security of exam materials

EO:

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre.
- Ensures access to the secure room is restricted and staff approved by the head of centre are accompanied by a keyholder at all times. There must be between two and six keyholders only (the

exams officer must be one of the keyholders),, each of whom must fully understand their responsibilities as a key holder to the secure storage facility

- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- Carefully checks question paper packets when they are removed from the dispatch packing and keeps a log of the check
- Ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)
- Ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)
- Ensures the integrity and security of any electronic question paper is maintained during the downloading, printing and collating process (ensuring printing is carried out in ~~an area that can be controlled~~ a secure environment to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

At least two and no more than six members of centre staff should be authorised to handle secure electronic materials, one of whom must be the exams officer*. Other members of centre staff may assist with printing and collation provided they are under supervision.

*For AQA examinations, one member of centre staff can be authorised to handle secure electronic material.

Reception staff:

- Follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferal to the secure storage facility

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

EO:

- Produces a master centre exam timetable for each exam series
- Identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements as a last resort)
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) 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 Assistant Principal with SEN responsibility regarding rooming of access arrangement candidates

Assistant Principal with SEN responsibility:

- Liaises with the EO regarding rooming of access arrangement candidates

Site staff:

- Liaise with the EO to ensure exam rooms are set up as per JCQ and awarding body requirements

Alternative Site arrangements

EO:

- 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 to timescale by submitting a JCQ Alternative Site arrangement notification through CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

Transferred candidate arrangements

EO:

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

Internal exams

EO:

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

Teaching staff:

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

Exam time

Access arrangements

EO:

- 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

The process for dealing with candidate absence from exams is as follows:

- students who are absent must contact school (reception), who will inform the EO, who in turn will let the invigilator know
- if there is no contact from the student, a member of the Safeguarding Team or SLT will attempt to get in touch, following the Safeguarding Policy if contact cannot be established

Invigilators:

- Ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

Candidates:

- Will be re-charged relevant entry fees for unauthorised absence from exams

Candidate behaviour

The process for managing candidate behaviour in exam rooms is as follows:

- Where a candidate is being disruptive, the invigilator must warn the candidate that he/she may be removed from the examination room
- The candidate must also be warned that the awarding body will be informed and may decide to penalise them, which could include disqualification

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 details of what has happened on the exam room incident log

Candidate late arrival

A candidate who arrives after the start of the examination will usually be allowed to enter the examination room and sit the examination.

Principal

- Discusses the possible outcomes/consequences for persistent late arrival with the students/parents/carers, when necessary
- Advises the EO, student and parents/carers beforehand of any candidate(s) who would not be permitted to sit the examination.

EO

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a *report on candidate admitted very late to examination room* through CAP to timescale
- Warns candidates that their script 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

Principal:

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

EO:

- Ensures exams are conducted as per JCQ and awarding body instructions

Dispatch of exam scripts

EO:

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

Exam papers and materials

EO:

- Organises exam question papers and associated confidential resources in date order in the secure storage facility
- Attaches erratum notices received to relevant sealed exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this second pair of eyes check is recorded
- 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 timetable clash candidates have completed the exam

Exam rooms

Principal:

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks

SLT:

- Ensure a documented emergency evacuation procedure is in place

EO:

- Ensures exam rooms are set up and conducted as instructed by JCQ and awarding bodies
- Provides authorised exam materials which candidates are not expected to provide themselves
- Briefs invigilators on exams to be conducted on a session by session basis
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators and candidates are aware that no food is allowed in the exam room but drinks free from packaging and with all labels removed are permitted
- Ensures invigilators and candidates are aware that candidates who need to leave the exam room temporarily must be accompanied by a member of centre staff. This must not be the candidate's subject teacher or a subject expert for the examination in question. Time will be compensated for the temporary absence
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that the mobile phone is only allowed to be used for this specific purpose and that it must be kept on silent mode)

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 according to JCQ *Instructions for conducting examinations* and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions

Candidates

- Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- Are required to remain in the exam room for the full duration of the exam

Irregularities

Principal:

- Ensures (as required by an awarding body) 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

EO:

- Supports the Principal with any administrative requirements
- Actions any required follow-up and reports to awarding bodies

Invigilators:

- Record any incidents of suspected malpractice during examination on the incident log and bring them to the attention of the EO

Special consideration

SLT:

- Provide signed evidence to support eligible applications for special consideration

EO:

- Processes eligible applications 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

Candidates:

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

Internal exams

EO:

- 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

Internal assessment

SLT

- 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 after the retention period or disposed of according to the requirements

Managing results day(s)

SLT:

- Identifies centre staff who will be involved in results day(s) and their role
- Ensures senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

EO:

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

Site staff:

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

Accessing results

Principal:

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

EO:

- Informs candidates in advance of when and how results will be released to them for each exam series
- 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

Principal:

- Ensures an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

EO:

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged
- 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 to collect candidate informed consent (after the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- 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

Candidates

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

Analysis of results

EO:

- 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. The process for issuing certificates to candidates is:

- EO scans certificate to be stored in an electronic folder in accordance with the exams documents retention policy.
- Copy certificates are given to the Assistant Principal Student Experience to be distributed to students.
- EO adds original certificates to the students' Record of Achievement (RoA).
- Students are presented their RoA when they leave the academy at a leavers' assembly or RoA's are sent out by recorded delivery to their home address.
- Students can ask for a photocopy of certificates while they are still in education at the academy.
- Unclaimed or uncollected certificates are retained for one year

Candidates:

- May arrange for certificates to be collected on their behalf by providing the EO with written or email authorisation; authorised persons must provide ID evidence on collection of certificates

Exams Review

EO:

- 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

SLT:

- Will work with the EO to produce a plan to action any required improvements identified in the review

Retention of records

EO:

- 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

APPENDIX 1 – ESCALATION PROCESS

Should the Head of Centre be absent, the acting Assistant Principal for College, Mr Ireland, would take responsibility and be available for any decisions and/or actions as necessary. Should Mr Ireland also be absent, the Assistant Principal for School, Ms Stevens, would assume that role.