



Exams Policy

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Key staff involved in the exams policy

Role	Name(s)
Head of Centre	Paul Greenhalgh
Exams Officer Line Manager (Senior Leader)	Ruth Sheard Pearson
Exams Officer	Helen Hart
SEnCo	Lee Murphy
SLT member(s)	Ruth Sheard Pearson

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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's exam process is documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- ▶ 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 policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions and guidance.

This policy will be communicated to all relevant centre staff by email and/or hard copy.

The relevant information for candidates in this policy is communicated by letter, the school web-site and via school assemblies.

Roles and responsibilities overview

"The head of centre is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times.

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

The head of centre may not appoint themselves as the examinations officer. A head of centre and an exams officer are two distinct and separate roles."

[GR 2]

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 \(NEA\) \(and the instructions for conducting coursework\).](#)
- ▶ 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.
- ▶ **Head of Centre Declaration** – Takes responsibility for responding to the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR ocr.org.uk/administration/stage-1-preparation/ncn-annual-update/) by the end of October each year confirming they are both aware of and adhering to the latest version of the

JCQ regulations and signs and returns the Head of Centre's declaration which is then kept on file for inspection purposes.

The Head of Centre declaration is located at the front of the Exams Policy Folder in the Exams Managers office.

- ▶ Ensures the Exams Officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers.)
- ▶ Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo).
- ▶ Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process.
- ▶ Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EM.
- ▶ Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test...”* [ICE 12]
- ▶ Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
 - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
 - appropriate arrangements are in place to ensure that confidential materials are only delivered to authorised members of centre staff
 - access to the secure room and secure storage facility is restricted to the authorised 2-4 key holders
 - the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
 - that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- ▶ Takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations have taken place.
- ▶ Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately.
- ▶ **Exam Contingency Plan** – Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place that will allow the head of centre to act immediately in the event of an emergency or staff absence.

A copy of the Exam Contingency Plan is held by the Head of Centre, Deputy Head Teacher and the Exams Manager. The Exam Contingency Plan reinforces procedures in the event of the centre being unavailable for examinations or on results day owing to an unforeseen emergency. The plan is available for inspection purposes.

- ▶ **Internal Appeals Procedure** – Ensures the required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

Copies of the Internal Appeals Procedure are held by the Head of Centre, Deputy Head Teacher and the Examinations Officer. It is also displayed on the school web-site. All candidates are informed of their centre assessed marks allowing the appropriate length of time for an appeal. The Deputy Head Teacher and/or Head of Year will ensure all candidates and parents/carers are aware of the procedures and its contents.

The document is available for inspection purposes.

“The centre will... have in place and be readily available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details

of this procedure are communicated, made widely available and accessible to all candidates...The centre must inform candidates of their centre assessed marks. A candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

[GR 5.7]

"The centre will... 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 a clerical check, a review of marking, a review of moderation or an appeal..."

[GR 5.13]

- ▶ **Disability Policy** – Ensures the centre's disability policy demonstrating the centre's compliance with relevant legislation is in place. There is a separate Exams Disability Policy which details the processes followed in respect of identifying the need for, requesting and implementing access arrangements. A copy of the policy is held in the Exams Officers office for inspection purposes.

"The General Regulations cover...obligations arising from current data protection, equality and freedom of information legislation. However, the general regulations are not intended to be relied upon to ensure compliance with the legislation (Section 6).

A centre will have confirmed its readiness to adhere to these regulations when first approved as a centre (see Section 3, page 4)".

[GR 1.2]

"The head of centre/senior leadership team will...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; for any legislation in a relevant jurisdiction other than England and Wales which has an equivalent purpose and effect..."

The centre must comply with the obligation to identify the need for, request and implement access arrangements..."

[GR 5.4]

- ▶ **Complaints and Appeals Procedure** – Ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers. A copy of the school's Complaints and Appeals procedures are displayed on the school web-site. For inspection purposes a copy is also held in the Exams Managers policy folder.

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

[GR 5.8]

- ▶ **Child Protection/Safeguarding Policy** – Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

Child protection/safeguarding policy – a copy is available in the Exams Officers Policy folder for inspection purposes.

The centre's policy which satisfies current legislative requirements and includes information relating to Disclosure and Barring Service (DBS) clearance (this centre-wide policy should include information where this relates to the exam process for example external invigilators etc.)

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

- ▶ **Data Protection Policy** – Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations. A copies of the school centre wide policy and the exams specific GDPR policy is available in the Exams Manager Policy folder for inspection purposes.

The policies include information where this relates to the exam process and GDPR) - for examples see information contained in [GR 6](#); consideration will also need to be given to the centre’s policy on sharing candidates results and other exams related information with third parties (including parents/carers)

“The General Regulations cover...obligations arising from current data protection, equality and freedom of information legislation. However, the general regulations are not intended to be relied upon to ensure compliance with the legislation (Section 6).

A centre will have confirmed its readiness to adhere to these regulations when first approved as a centre (see Section 3, page 4).”
[GR 1.2]

“The centre will...ensure that all candidate data where required by the awarding body has been supplied to the awarding bodies within the terms of the General Data Protection Regulation, the Data Protection Act 2018 and the Freedom of Information Act 2000, and that candidates have been properly informed that this data has been transferred to the awarding bodies (see section 6, page 23, for more information)...”
[GR 5.8]

Legislation on sharing information

Under the principles of the General Data Protection Regulations 2018 and the Data Protection Act 2018, children and young adults can assume control over their personal information and restrict access to it from the age of 13.

This suggests that candidate consent should be sought to share results or other exams-related information with a third party.

However other legislation and guidance may need to be taken into account regarding sharing information with parents, as example information from the DfE for schools regarding parental responsibility and school reports on pupil performance:

- ▶ Understanding and dealing with issues relating to parental responsibility www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility/understanding-and-dealing-with-issues-relating-to-parental-responsibility
- ▶ School reports on pupil performance www.gov.uk/guidance/school-reports-on-pupil-performance-guide-for-headteachers

Publication of exam results

Refer to ICO (Information Commissioner’s Office) [Education and Families](#) information and the document [Publishing exam results](#).

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

Exams Access arrangements policy – A copy of the policy is held by the Head of Centre, Deputy Head Teacher, SENCo and in the Exams Managers Policy folder.

Confirming the centre complies

“... with the obligation to identify the need for, request and implement access arrangements...”

[GR 5.4]

“The head of centre/senior leadership team will...have a written process in place to not only check the qualification(s) of their assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments...”

[GR 5.4]

- ▶ *Ensures staff are only entered for qualifications through the centre as a last resort where the member of centre staff is unable to find another centre and awarding body approval is obtained prior to entering.*
- ▶ The head of centre is responsible for ensuring the Exams Officer and all other relevant centre staff have proper protocols in place to prevent the member of centre staff having access to examination materials prior to the examination. Also other centre staff are briefed on maintaining the integrity and confidentiality of the examination materials. Ensures that during the examination series the member of centre staff is treated as per any other candidate entered for that examination, does not have access to examination materials and does not receive any preferential treatment.
- ▶ Ensures the relevant awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught, prepared, entered or sitting exams where a relevant member of centre staff has a personal connection to the candidate before the published deadline for entries. (See box below)
- ▶ Ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials.

“It is the responsibility of the head of centre to ensure that his/her centre...informs the awarding bodies, before the published deadline for entries, of any members of centre staff who are either sitting examinations and assessments, or teaching and preparing members of their family (which includes step-family, foster family and similar close relationships) or household for examinations and assessments, or where members of their family will be sitting examinations and assessments;

Awarding bodies must be informed where members of the family (which includes stepfamily, foster-family and similar close relationships) or household of exams office staff are being entered for examinations and assessments; whether by the centre itself or a different centre.

Note: If a candidate is entered for an awarding body’s examinations at a centre where a relative is employed, the head of centre must ensure that during the examination series the candidate’s relative does not have unaccompanied access to examination materials. For example, question papers, pre-release materials and answer scripts.

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

[GR 5.3]

- ▶ Ensures members of centre staff do **not** forward e-mails 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 or JCQ personnel.

Exams Officer

- ▶ Understands the contents of annually updated JCQ publications including:
 - [General regulations for approved centres](#)
 - [Instructions for conducting examinations](#)
 - [Suspected Malpractice in Examinations and Assessments](#)
 - [Post-results services \(PRS\)](#)
- ▶ Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines.
- ▶ Ensures key tasks are undertaken and key dates and deadlines met.
- ▶ Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period.
- ▶ Supports the head of centre in ensuring that awarding bodies are informed of any declaration/conflict of interest involving candidates and relevant members of centre staff before the published deadline for entries.
- ▶ 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.

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 \(and the instructions for conducting coursework\).](#)

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 ensures the correct procedures are followed.
- ▶ Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification.

Head of Faculty (HoF)/Head of Subject (HoS)

- ▶ Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EM and SENCo.
- ▶ 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.

Teaching staff

- ▶ Undertake key tasks, as detailed in this policy, within the exams process and meet internal deadlines set by the EM and SENCo.
- ▶ Keep updated with awarding body subject and 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 EM 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

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

Candidates

In this policy, where applicable, 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

1.1.1 [Information sharing](#)

Head of centre

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

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.

1.1.2 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 mock and internal exams in November/December, February/March and May/June of each academic year.

Head of Faculty/Head of Subject

- ▶ 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.

1.1.3 Access arrangements

Head of centre

- ▶ Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments.
- ▶ Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication Access Arrangements and Reasonable Adjustments.
- ▶ Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved.

SENCo

- ▶ Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements.
- ▶ Gathers **evidence** to support the need for access arrangements for a candidate.
- ▶ Liaises with teaching staff to gather evidence of **normal way of working** of an affected candidate.
- ▶ Determines candidate eligibility for arrangements or adjustments that are centre-delegated.
- ▶ Gathers signed **data protection notices** from candidates where required.
- ▶ Applies for **approval** through *Access arrangements online* (AAO) via the Centre Admin Portal (CAP), 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 who are appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the content of training provided to facilitators for the required period.
- ▶ Provides and annually reviews a centre policy on the **use of word processors** in exams and assessments.
- ▶ **Word processor policy (exams)** - Copies of the Word Processor policy (exams) and the statement which details the criteria Hazel Wooduses to award and allocate word processors for exams are held by the Head of Centre, Deputy Head Teacher, the Exams Officer and the

SENCo. A copy of the criteria Hazel Wood uses to award and allocate word processors can also be found on the school web-site.

“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 in examinations 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. For example, where the curriculum is delivered electronically and the centre provides word processors to all candidates...

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

[AA 5.8]

- ▶ Ensures the criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and the remaining candidates in main exam rooms. See *Access Arrangements Policy (exams)* for details a copy is located in the *Exams Managers Policy* folder for inspection purposes.

Senior Leaders, Heads of Faculty, Teaching staff

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

1.1.4 Internal assessment and endorsements

Head of centre

- ▶ Provides fully qualified teachers to mark non-examination assessments.
- ▶ 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 a **non-examination assessment policy** is in place for GCE and GCSE qualifications which include components of non-examination assessment. Copies of the Non-examination Assessment policy are held in hard copy by the Head of Centre, Deputy Head Teacher and the Exams Manager. Electronic copies are sent to all HoF’s and HoS who are required to confirm they have read both the policy and associated JCQ regulations via an electronic receipt. The policy is available for inspection in the Exams Officers Policy folder.
- ▶ 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.

Senior leaders

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

Head of Faculty

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

Teaching staff

- ▶ Ensure appropriate instructions for conducting internal assessment are followed.
- ▶ Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place.
- ▶ Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body.

Exams Manager

- ▶ 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.

1.1.5 [Invigilation](#)

Head of centre

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

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 a training event for new invigilators on the instructions for conducting exams and an annual update event for the existing invigilation team so that they are aware of any changes.
- ▶ 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 briefed on the access arrangement candidates in their exam room (and that these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible.

- ▶ Collects evaluation of training to inform future events.

Entries: roles and responsibilities

1.1.6 Estimated entries

Exams Officer

- ▶ Requests estimated or early entry information, where this may be required by awarding bodies, from HoFs in a timely manner to ensure awarding body external deadlines for submission can be met.
- ▶ **Estimated entries collection and submission procedure** – Estimated entries collection and submission procedure—Each September the EM distributes a Specification/Exam Entry document to all HoF's/HoS requesting details of their specifications and proposed entries for the next 3 academic years. The EM uses this information to submit estimated entries for the forthcoming year.
- ▶ Makes candidates aware of the JCQ Information for candidates – Privacy Notice at the start of a vocational qualification or when entries are being processed for a general qualification

Head of Faculty/Head of Subject

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

1.1.7 Final entries

Exams Officer

- ▶ Requests final entry information from HoFs in a timely manner to ensure awarding body external deadlines for submission can be met.
- ▶ Informs HoF's/HoS of subsequent deadlines for making changes to final entry information without charge.
- ▶ Confirms with HoF's/HoS 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 –The Exams Manager generates the mark sheets via SIMS and distributes them to HoFs/HoS to be returned by the agreed deadline date. The entries are entered into SIMS and are checked, signed and dated by the HoF/HoS prior to the electronic submission to the awarding bodies.

Head of Faculty

- ▶ 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 EM and confirms information is correct

1.1.8 Entry fees

Internal candidates

The external entry fees are managed by the EM who ensures HoF's/HoS are aware in term of entry dates of the key financial deadlines to avoid both late and very late entry fees. Also to ensure that, where possible, fees relating to candidates who are withdrawn are refunded.

External and re-sit candidates

External candidates and re-sit candidates are provided with fee related information by the EM and entries and amendments are not processed until payment is received by the centre.

1.1.9

1.1.10 Late entries

Exams Officer

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

Head of Faculty

- ▶ 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

1.1.11 Re-sit entries

Internal Candidates

The EO writes to re-sit candidates (internal) and includes an entry request form in the pack of information. The candidate is asked to provide details of the awarding body, specification, entry codes and tiers (where relevant).

1.1.12 External candidates

As a centre we normally only accept private candidates who have been previously known to the centre. E.g. ex-pupils. Also with the exception of GCSE English Language re-sit, where the spoken language (endorsement) can be carried forward, we do not accept entries which involve any form of non-examination assessment or controlled assessment. If the private candidate requires access arrangements the SENCo confirms whether the original access arrangements are still valid as a condition of their entry with us as we do not have the capacity to re-test.

1.1.13 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 EM.

Candidates

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

Pre-exams: roles and responsibilities

1.1.14 Access arrangements

SENC_o

- ▶ Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam).
- ▶ Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her.
- ▶ Ensures exam information (JCQ information for candidates' information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it.
- ▶ Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement).
- ▶ Where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a candidate (including distance learners and home educated candidates who are on roll at Woodhey) and that the candidate is assessed by the centre's appointed assessor.

1.1.15 Briefing candidates

Exams Officer

- ▶ Issues individual exam timetable information to candidates and informs candidates of any contingency day 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
 - wrist watches in exam rooms
 - when and how results will be issued and the staff that will be available
 - the post-results services and how the centre deals with requests from candidates
 - when and how certificates will be issued

Access to scripts, reviews of results and appeals procedures

The internal appeals procedures are communicated to candidates via the school web-site. Prior to sitting their exams candidates/parents/carers are informed as part of the entry information of the following:

- when, where and with whom they will have the opportunity to discuss their results
- the post-results services that will be made available to them by awarding bodies
- how they request a service
- the deadlines that have to be met
- the fees that will be charged
- how they are informed of the outcome of their request
- the internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a review of results or an appeal

Also current information relating to applying for post results services is included in the internal and external candidates results pack.

“The centre will...have in place written procedures for how it will deal with a candidate’s request for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results...”
[GR 5.13]

“The centre will...treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals.”
[GR 5.6]

“Senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly.”
[PRS 4.1]

1.1.16 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.

1.1.17 Internal assessment and endorsements

Head of centre

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

SENCo

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

Teaching staff

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

Head of Faculty/Head of Subject

- ▶ 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 EM to the internal deadline.

- ▶ Ensures teaching staff provide required samples of work for moderation and sample recordings for monitoring to the EM to the internal deadline.

Exams Officer

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

Candidates

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

1.1.18 Invigilation

Exams Officer

- ▶ Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators annually.
- ▶ Deploys invigilators effectively to exam rooms throughout an exam series (including the provision of a roving invigilator where a candidate and invigilator [acting as a practical assistant, reader or scribe] are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam).
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) 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.

1.1.19 JCQ inspection visit

Exams Officer or Senior leader

- ▶ Will accompany the Inspector throughout the visit

"It is the responsibility of the head of centre to ensure that his/her centre....allows all venues used for examinations and assessments, paperwork and secure storage facilities to be open to inspection. (JCQ Centre Inspectors will identify themselves with a photo ID card.) The Inspector must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility"
[\[ICE 5\]](#)

SEnCo or relevant Senior Leader (in the absence of the SEnCo)

- ▶ Will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions, the inspector may raise.

1.1.20 Seating and identifying candidates in exam rooms

Exams Officer

- ▶ Ensures a procedure is in place to verify candidate identity including private candidates
- ▶ Verifying candidate identity procedure - Members of the SLT, Head of Year, Exams Manager and Lead Invigilator are present to verify internal candidates. A candidate card which displays the candidates photograph is displayed on their desk as an aid to invigilators.

The Exams Officer uses the identity check photograph made at registration to identify an external candidate who is not known to the school. A copy of their passport, driving licence (with photograph) or other agreed photo ID is displayed on their exam desk for the duration of the examination.

If a candidate's appearance is obscured due to the wearing of religious clothing, such as a veil, the following procedure will be followed. The candidate will be asked to remove their item of religious clothing in a private room in the presence of a member of school staff of the same gender, normally a member of the SLT, the Exams Manager, Head of Year or the Lead Invigilator for identification purposes. This procedure will be applied to internal, private external and transferred candidates. Once identification has been completed, the candidate should replace, for example, their veil and proceed as normal to sit their examination. Candidates will be informed well in advance of their first examination that this is the procedure.

Ensures invigilators are aware of the procedure.

- ▶ Provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan).

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.

1.1.21 Security of exam materials

Exams Officer

- ▶ 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 placed in the secure storage facility.
- ▶ Ensures the secure storage facility contains only current and live confidential material (including live confidential exam stationery provided by the awarding body for the use of candidates in their assessment).

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 placing in the secure storage facility.

Teaching staff

- ▶ Adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential.

1.1.22 Timetabling and rooming

Exams Officer

- ▶ 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 in rare and exceptional circumstances and as a last resort).
- ▶ Identifies exam rooms and specialist equipment requirements.
- ▶ Allocates invigilators to exam rooms (or where supervising candidates due to 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 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.

1.1.23 Alternative site arrangements

Exams Officer

- ▶ Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement have been met.
- ▶ Will inform the JCQ Centre Inspection Service 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.

1.1.24 Transferred candidate arrangements

Exams Officer

- ▶ Liaises with the host or entering centre, as required.
- ▶ Processes requests for *Transferred Candidate arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP).
- ▶ Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements.

1.1.25 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

1.1.26 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.

1.1.27 Candidate absence

Invigilators

- ▶ Are informed of the policy/process for dealing with absent candidates through training.
- ▶ Ensure that confirmed late candidates are clearly marked as such on the attendance register along with the time they started the exam.

Progress Manager

- ▶ Completes the attendance check and ensures that confirmed absent candidates are clearly marked as such on the attendance register.
- ▶ Following the attendance check candidates' absences are to be recorded on the Absentees Sheet
- ▶ Will endeavour to make contact with the candidate's parent/carer and works with them to ensure the missing candidate(s) arrive before the end of the 'protected hour'.
- ▶ Will keep the Exams Manager up to date with progress.
- ▶ The School Receptionist / Admin Team contacts the Exams Manager/Progress Manager immediately the candidate arrives so they can be escorted to the Exam Hall.

Head of Year/Assistant Head Teacher Pastoral/Deputy Head Teacher

- ▶ Are kept informed by the Exams Officer about candidates who are persistently absent from both internal and external examinations.

Candidates

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

1.1.28 Candidate behaviour

See *Irregularities* below.

1.1.29 Candidate belongings

See *unauthorised materials* below.

1.1.30 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.
- ▶ Ensures that candidates who arrive very late for an exam are reported to the awarding body through CAP to timescale.
- ▶ Ensure that relevant information is recorded on the exam room incident log.
- ▶ Warns candidates that their work may not be accepted by the awarding body.
- ▶ The Exams Manager informs the pastoral attendance team and the Head of Year about candidates who are persistently late.

Invigilators

- ▶ Are informed of the policy/process for dealing with late/very late arrival candidates through training.
- ▶ Warns candidates that their work may not be accepted by the awarding body.
- ▶ Ensure that relevant information is recorded on the exam room incident log.
- ▶ Ensure that late arriving candidates hand in all non-allowed/approved items prior to entering the examination room.
- ▶ Very late candidates – At the end of the examination the invigilators ensure the candidate is brought to the Exams Officer to complete a statement explaining the reasons for their very late arrival, in-line with the instructions in the 'Hazel Wood Invigilator Handbook.

“A candidate who arrives after the start of the examination may be allowed to enter the examination room and sit the examination. This is entirely at the discretion of the centre...”

A candidate who arrives after the start of the examination should be allowed the full time for the examination, depending on the centre’s organisational arrangements and provided that adequate supervision arrangements are in place...”

[ICE 21]

1.1.31 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.

1.1.32 Dispatch of exam scripts

Exams Officer

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

1.1.33 Exam papers and materials

Exams Officer

- ▶ Organises exam question papers and associated confidential resources in date order in the secure storage facility.
- ▶ Attaches erratum notices received to relevant 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 prior to question paper packets being opened that another member of staff or an invigilator checks day, date, time, subject, unit/component and tier of entry if appropriate, immediately before a question paper packet is opened.
- ▶ 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.

1.1.34 Exam rooms

Head of centre

- ▶ Ensures that on the day of the exam, relevant internal tests, and mock exams must not be held in the same subject as the external exam in the designated exam rooms. Also that revision or coaching sessions for the exam candidates will not be held in the designated exam room(s). Ensures only authorised centre staff are present in exam rooms.
- ▶ Ensures the centre's policy relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates. At Hazel Wood only water in bottles is free from packaging and all labels are allowed. Where food is allowed, by prior permission, due a medical issue it must be placed in a clear container and all packaging and labelling must be removed. This policy is clearly communicated to all candidates and is the same practise for internal/mock exams.

Exams Officer

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

Senior leaders

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

Emergency evacuation policy

- ▶ Copies of the Examination Evacuation policy/procedure are held by the Head of Centre, the Deputy Head Teacher, the Exams Officer, during the examination period in the 'Emergency

Evacuation Folder' in the admin office, in each main examination room and in each invigilator handbook.

"...Reference should also be made to the following document - <https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats> ...You must have a written centre policy for dealing with an emergency evacuation of the examination room, which will be subject to inspection by the JCQ Centre Inspection Service." [ICE 25]

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.

1.1.35 Irregularities

Head of centre

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

Managing behaviour

Head of Centre

- ▶ The head of centre has the authority to remove a candidate from the examination room, but would only do so if the candidate would disrupt others by remaining in the room. (Pupils have been given copies of the exam regulations so are aware of what is expected of them).

Senior leaders

- ▶ Ensure support is provided for the EM 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).

1.1.36 Malpractice

See *Irregularities* above.

1.1.37 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

- ▶ A copy of the Special Consideration policy is held by the Head of Centre, Deputy Head Teacher and the Exams Officer.

Candidates

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

1.1.38 Unauthorised materials

Arrangements for unauthorised materials taken into the exam room

- ▶ In the examination room candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject.
- ▶ Candidates must leave all unauthorised materials in their bags.

Candidates coats and bags must be left in the entrance foyer. Mobile phones should be turned off and either left in bags or put in the mobile phone box on entry to the Sports Hall.

In the smaller exam rooms such as Meeting Room 1, coats and bags must be left at the front of the room, phones should be turned off and either left in bags or handed in to the invigilator.

In all rooms candidates must remove their wrist watches placing them on the exam desk in sight of the invigilator.

If a pupil is late to an exam they may leave their coats, bags and mobile phones in the school office.

Invigilators

- ▶ Are informed of the arrangements through training.
- ▶ As part of this training they must ensure that prior to the examination starting that candidates have removed their wrist watches, placing them on their desks.

1.1.39 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

1.1.40 [Internal assessment](#)

Head of Faculty/Head of Subject

- ▶ 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

1.1.41 [Managing results day\(s\)](#)

Senior leaders

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

Head of Centre/Deputy Head Teacher/Exams Officer

- ▶ Ensures there are procedures for managing the main summer results day(s) (a results day programme) are in place and that candidates are made aware of the arrangements for Enquiries about Results before they sit any examination(s). These arrangements also extend to private candidates.
- ▶ Ensures as part of these procedures candidates are aware of the procedures to follow if they are unable to collect their results in person on results day.
- ▶ Ensures candidates are made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results.
- ▶ Ensures that all candidates, including private candidates, are made aware that all post-results service requests must be made through the centre.

Site staff

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

1.1.42 [Accessing results](#)

Head of centre

- ▶ 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.

Exams Officer

- ▶ 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.

1.1.43 Post-results services

Head of centre

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

Exams Officer

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

Teaching staff

- ▶ Meet internal deadlines to allow for the EO to gain relevant candidate informed consent and to request the services.
- ▶ Where applicable identify the budget to which fees should be charged.

Candidates

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

1.1.44 Analysis of results

Exams Officer/SIMS Manager/Deputy Head Teacher

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

1.1.45 Certificates

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

Issue of certificates procedure

- ▶ Certificates are issued to internal candidates at the annual Year 11 Certificate Afternoon in November of the relevant year. **The distribution of the certificates during the event is managed by the Assistant Head Teacher (Pastoral).**
- ▶ Candidates may also collect their certificates in person from the school admin office. Parents/carers or other persons authorised by the candidate to do so; may collect their certificates on their behalf by producing a letter of authorisation and photographic I.D. All certificates must be signed for.
- ▶ Records are kept of the certificates that have been issued to candidates by the administration team.

Exams Officer

- ▶ Checks the certificates, prior to them being issued to candidates to ensure all details are correct, including any grade amendments following a 'review of marking'.

Assistant Head Teacher (Pastoral)

- ▶ **Responsible for recording which candidates receive their certificates at the annual 'Year 11 Celebration Evening'.**
- ▶ Ensures certificates which are not collected are returned to secure storage.

Candidates

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

Retention of certificates policy

- ▶ In the Autumn Term following the issue of the certificates and uncollected certificates are sent to the candidate via recorded delivery and a record is kept.
- ▶ Undelivered certificates are returned to the school's secure certificate storage facility.
- ▶ If certificates are destroyed records are kept.

Exams Review: roles and responsibilities

Exams Officer

Provides the 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 exam cycle.

- ▶ Collects and evaluates feedback from staff, candidates and invigilators to inform review

Senior leaders

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

Retention of records: roles and responsibilities

Exams Officer

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

Exams archiving policy

See Exams Archiving Policy for further details. A copy of the policy is held by the Exams Officer, Head of Centre, Deputy Head Teacher, SENCo and Admin Department.

Appendix 1

EXAMS CALENDAR 2018/19						
<u>Key Deadlines</u>	<u>AQA</u>	<u>AQA – Art</u>	<u>Edexcel/ Pearson</u>	<u>OCR</u>	<u>OCR Cambridge Nationals</u>	<u>WJEC</u>
Annual data collection – quals & specs	Internal deadline mid-September					
Post Results Review of Marking/Access to Scripts Pupils (Summer Exams)	20/09/18					
Summer Estimated entries	10/10/18					
Nov GCSE Entry (re-sit)	04/10/18					
Nov GCSE tier change/ withdrawal/ very high fees	25/10/18					
November GCSE Results	17/01/18					
January Cam. Nat. Entry Deadline					21/10/18	
January Cam. Nat. Deadline withdrawal/ very high fees					21/11/18	
January Cam. Nat. Deadline submission of NEA (Internal)					08/01/19	
January Cam. Nat. Deadline submission of NEA (Awarding Body)					09/01/19 (Postal & Repository)	
Summer order modified papers	31/01/19					
Summer Exam entry deadline	Internal Deadline – 08/02/19 to allow for entry + checking (Half-term 15/02-25/02) Awarding Body - 21/02/19					
Summer Exams to process access arrangements for approval	21/02/19					
January Cam. Nat.					07/03/19	

Results						
January Cam. Nat. Re-sits Summer series					21/03/19	
Summer for tier change/ withdrawal/very high fees	17/04/19	17/04/19	17/04/19	19/03/19	19/03/19	14/03/19
Summer for tier change/ withdrawal/very high fees (Awarding Body)	21/04/19	21/04/19	21/04/19	21/03/19	21/03/19	18/03/19
Submission of NEA/ELC marks (Awarding Body)	01/05/19	23/05/19	13/05/19	13/05/19	13/05/19	01/05/19
Submission of NEA/ELC marks (Awarding Body)	07/05/19	31/05/19	15/05/19	15/05/19	15/05/19 (Postal & Repository)	05/05/19 (upload files from 01/04/19)
Deadline for submission of May/June 2019 NEA and fieldwork centre declaration form	15/05/19					
Summer Special Considerations	03/07/19					