

# **Exams Procedure 2025/26**



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## Purpose of the Procedure

The purpose of this procedure is to ensure:

- all aspects of the examination process are documented and supports the examination contingency plan.
- the exams management and administration process is run effectively and in compliance with JCQ and awarding body regulations to maintain the integrity and security of the examination/assessment system at all times.
- the operation of an efficient examination system with clear guidelines.
- candidates understand the exams process and what is expected of them.

This procedure is reviewed annually to ensure that exams and assessments are conducted to current JCQ and awarding body regulations, instructions, and guidance.

## The Examination Cycle

The exams management and administration process required for each **examination series** is 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 procedure identifies roles and responsibilities of centre staff within this cycle. This is communicated to all relevant staff and is available on the school website.

### 1. Roles and Responsibilities

#### Head of Centre

- Is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements to always ensure the security and integrity of the exams/assessments.
- Understands the contents, refers to and directs 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 - Policies and Procedures
  - Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
  - A guide to the special consideration process
- Ensures the centre has appropriate accommodation to support the size of the cohorts taught, including appropriate accommodation for candidates requiring access arrangements.
- Ensures that relevant staff respond promptly to actions raised by the JCQ Centre Inspection Service, as well as requests for information from the awarding bodies.
- Ensures that the centre promptly reports any incidents to the relevant awarding bodies which might compromise any aspect of assessment delivery, e.g. a cyber-attack.
- 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.
- Ensures 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, nor 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.
- Provides fully qualified teachers to mark non-examination assessments, and fully qualified assessors for the verification of centre-assessed components.

- Enables senior leaders, the Exams Officer and the SENCO to receive appropriate training and support to facilitate the effective delivery of exams and assessments within the centre and ensure compliance with the published JCQ regulations.
- Appoints a SENCO who will determine appropriate arrangements for candidates with learning difficulties and disabilities and ensures they are given sufficient time to manage and comply with access, as well as be familiar with the JCQ publication Access Arrangements and Reasonable Adjustments
- Ensures the Exams Officer is line managed and actively supported by a member of the Senior Leadership Team who has a good knowledge of the examination system.

### **Exams Officer**

The Exams Officer is appointed by the Head of Centre to act on behalf of, and to be the main point of contact for the centre for the general administration of awarding body exams and assessments.

- Understands the contents of annually updated JCQ publications including:
  - General Regulations for Approved Centres
  - Instructions for Conducting Exams
  - Suspected Malpractice - Policies and Procedures
  - A guide to the special consideration process
  - Post-results Services
- 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.
- Ensures key tasks are undertaken and key dates and deadlines met.
- Ensures the National Centre Number Register annual update is returned by the end of October each year and updates any changes to those registered.
- Shares an annual exams plan to ensure external deadlines can be met.
- Advises the Senior Leadership Team, Subject Leaders and other relevant staff of JCQ publications and awarding body documentation relating to the exams process that has been updated.
- Provides and confirms detailed data on estimated entries.
- Produces a master centre examination timetable for each examination series.
- Identifies and resolves candidate examination timetable clashes according to the regulations.
- Maintains systems and processes to support the timely entry of candidates for their examinations.
- Confirms with Subject Leaders final entry information that has been submitted to awarding bodies and late or other penalty fees to be charged to departmental budgets.
- Supports the SENCO in applying for access arrangements and makes applications for special consideration using the JCQ Access arrangements and special considerations regulations and guidance.
- Has a process in place to deal with emergency access arrangements as they arise at the time of examinations.
- Provides written centre examination information to candidates in advance of each examination series and provides relevant JCQ Information formally to candidates on:
  - examination timetable clashes
  - arriving late for an examination
  - absence or illness during examinations
  - what equipment is/is not provided by the centre
  - food and drink in examination rooms
  - unauthorised items (e.g. mobile phones and wrist watches) in examination 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
  - calculator guidelines
  - Special consideration
- Provides candidates with statements of entry and examination timetables for checking.
- Informs candidates of the contingency days.
- Produces a Centre examination timetable, identifies examination rooms and allocates invigilators.
- Provides seating plans for examination rooms according to JCQ and awarding body regulations and ensures candidates with access arrangements are identified on the seating plan.
- Liaises with the SENCO and Exams Administrator regarding access rooms and invigilators.

- Provides training for new and existing invigilators on the instructions for conducting exams so that they are aware of any changes in a new academic year before they are allocated to invigilate an examination. Keeps a record of the training provided to invigilators.
- Deploys invigilators effectively to examination rooms throughout an examination series.
- Briefs invigilators on exams to be conducted on a session-by-session basis.
- Ensures invigilators and candidates are aware of the emergency evacuation procedures.
- Processes appropriate requests for special consideration to awarding bodies.
- Ensures examination rooms are set up and conducted as required in the regulations.
- Ensures a procedure is in place to verify candidate identity.
- Reports all suspicions or actual incidents of malpractice (as per JCQ document suspected malpractice in exams and assessments), liaising with the Senior Leader for Examinations.
- Receives, checks and stores securely all examination papers and completed scripts according to JCQ and awarding body requirements. Has in place a recording system to track confidential materials taken to, from or returned to secure storage throughout the time the material is confidential.
- Ensures the secure storage facility contains only current and live confidential material.
- Ensures prior to question paper packets being opened that another member of the exams team checks the day, date, time, subject, unit/component, and tier of entry if appropriate, immediately before a question paper packet is opened.
- Ensures appropriate arrangements are in place for handling secure electronic materials.
- (Where allowed by the awarding body) releases examination papers and materials to teaching departments for teaching and learning purposes only after the published finishing time of the examination, or until any timetable clash candidates have completed the examination.
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential examination materials on the requirements for maintaining the integrity and confidentiality of the examination materials.
- Identifies and confirms arrangements for the dispatch of candidate examination scripts as instructed by JCQ and Awarding Bodies with the DfE 'yellow label service' or the Awarding Body where qualifications sit outside the scope of the service and record is kept tracking what has been sent.
- Ensures timely submission of candidates' non-examination assessment (NEA) marks by Subject Leaders, tracks despatch of coursework and any other material required by the appropriate awarding bodies correctly and on schedule.
- Logs moderated samples returned to the centre and ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work.
- Arranges for dissemination of examination results and certificates to candidates and processes Enquiries about Results (EAR) and Access to Scripts (ATS).
- Keeps records as required by JCQ and awarding bodies for the required period.
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites.
- Supports the Head of Centre to ensure that awarding bodies are informed of any Conflict of Interest declared by centre staff and maintains records that confirm the measures taken to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries.
- Identifies the key procedures/statements to be updated in line with the JCQ requirements and liaises with the Senior Leader in Charge of Exams to ensure they are available at the start of the Examination Season.

### **Senior Leader in Charge of Exams**

- 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 - Policies and Procedures
  - Instructions for conducting non-examination assessments (and the instructions for conducting coursework)
  - A guide to the special consideration process.

- Ensure teaching staff undertake key tasks as detailed within this procedure and within the exam cycle and meet internal deadlines set by the Exams Officer and SENCo.
- Ensure teaching staff attend relevant awarding body training and update events.
- Respond (or ensure teaching staff respond) to requests from the Exams Officer on information gathering.
- Supports the Exams Officer to identify the key procedures/statements to be updated in line with the JCQ requirements to ensure they are available at the start of the Examination Season.
- Meet the internal deadline for the return of information.
- Inform the Exam Officer of any changes to information in a timely manner, minimising the risk of late or other penalty fees being incurred by an awarding body.
- Note the internal deadlines in the annual exams plan and direct teaching staff to meet these.
- Support the SENCo in determining and implementing appropriate access arrangements/reasonable adjustments.
- Provide a Word Processing Procedure for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations.
- Deal with any suspected malpractice issues, working with relevant staff and in line with JCQ regulations and

### SENCo

- Understands 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.
- Presents when requested by a JCQ Centre Inspector, evidence of their assessor's qualification.
- Assesses candidates to identify access arrangements/reasonable adjustments 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.
- 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 a file for each candidate for JCQ inspection purposes containing all the required documentation.
- Employs good practice in relation to the Equality Act 2010.
- Liaises with the Exams Officer and Exams Administrator regarding examination time arrangements for access arrangement candidates.
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the arrangements and keeps a record of the content of training provided to facilitators for the required period.
- Works with the Exams Officer and Exams Administrator to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the examination room.
- Provides and annually reviews a centre procedure on the **use of word processors** in exams and assessments in conjunction with the Senior Leader for Examinations.
- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms.

### Subject/Curriculum Leaders

- Keep teachers updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications.
- Liaise with the Exams Officer to inform them of any proposed award body changes to their subjects.
- Complete entry and mark sheets accurately and adhere to deadlines set by the Exams Officer. Check final entry submission information provided by the Exams Officer and confirm the information is correct.
- Ensure teaching staff deliver NEA components in line with JCQ Instructions, and the specification provided by the awarding body, with particular reference to AI, plagiarism and malpractice.
- Ensure that any issues of suspected malpractice in relations to NEAs or centre assessed components are reported to their line manager and the Senior Leader for Examinations.

- Ensure teaching staff follow appropriate instructions issued by the awarding body and complete any NEA assessments sheets accurately, including student declaration sheets.
- Ensure teaching staff keep candidates' work for NEAs securely and for the required period stated by JCQ and awarding bodies.
- Ensure teaching staff provide required samples of work for moderation and sample recordings for monitoring to the Exams Officer and meet the internal deadlines.
- Ensure work is returned to candidates or disposed of according to the requirements.
- Take part in post-results procedures where necessary, adhering to deadlines set.
- Ensure appropriate instructions for conducting internal assessment are followed.
- Raise any concerns regarding access arrangements with the SENCo as soon as possible after the start of the course.
- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements.

### **Teachers**

- Keep updated with awarding body subject and teacher-specific information to ensure effective delivery of qualifications.
- Attend relevant awarding body training and update events.
- Raise any concerns regarding access arrangements with the SENCo as soon as possible after the start of the course.
- Ensure appropriate instructions for conducting internal assessment are followed, with particular reference to AI, plagiarism and malpractice.
- Raise any concerns regarding malpractice to their Subject/Curriculum Leader.
- Support the SENCo in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements.
- Assess and authenticate candidates' work, ensuring relevant candidate declaration forms are signed.
- Take part in post-results procedures where necessary.

### **Invigilators**

- Assist the Exams Officer in the efficient running of the exams according to the JCQ regulations.
- Attend/undertake training, updates, briefing and review sessions as required.
- Provide information as requested on their availability to invigilate.
- Help to set up the examination rooms, as directed by the Exams Officer and Exams Administrator.
- Record any incidents or irregularities on the examination room incident log (for example, late/very late arrival, candidate, or centre staff suspected malpractice, candidate illness, disruption or disturbance in the examination room, emergency evacuation).
- Collect all examination papers in the correct order at the end of the examination and return to the Exams Officer.
- Are informed of the policy/process for dealing with absent candidates through training and ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan.
- Comply with any malpractice investigations.

### **Reception/office staff**

- Support the Exams Officer in the receipt and dispatch of confidential examination materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials.

### **Site staff**

- Support the Exams Officer in relevant matters relating to examination rooms and resources.
- Liaise with the Exams Officer to ensure examination rooms are set up according to JCQ and awarding body requirements.
- Ensure the grounds or centre maintenance work does not disturb examination candidates in examination rooms.

- Ensure fire alarm testing does not take place during examination sessions.
- 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.

## **Candidates**

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

- Confirm entry information is correct or notifies the Exams Officer of any discrepancies.
- Follow NEA regulations and sign a declaration that authenticates the coursework as their own.
- Authenticate their work as required by the awarding body.
- Comply with JCQ and awarding body requirements, ensuring they read the Exams Booklet and JCQ guidance given to them by the centre.
- Know when and where their exams take place, utilising the published timetable issued by the Exams Officer.
- Attend exams wearing their full school uniform.
- Follow the instructions given to them in examination rooms by authorised centre staff and invigilators.
- Do not take unauthorised items into the examination rooms.
- Remain in the examination room for the full duration of the examination.
- Only take water in a clear, colourless, plain, plastic bottle into the examination room.
- Provide appropriate evidence to support an application for Special Consideration, within 5 days and self-certificate for an illness as per the JCQ guidance.
- Meet internal deadlines to request Post Results Services.

## **2. Statutory Tests and Qualifications Offered**

- The statutory tests and qualifications offered at this centre are decided by the Head of Centre.
- The qualifications offered are GCSEs, OCR Cambridge Nationals, OCR FSMQ and Asdan Award.
- The subjects offered for these qualifications in any academic year may be found in the centre’s published curriculum for that year. If there has been a change of specification from the previous year, the exams office must be informed by the start of the Autumn Term.
- In the upper school candidates will be entitled, and enabled, to achieve an entry for qualifications from an external awarding body.
- Decisions on whether a candidate should not take an individual subject will be taken in consultation with the relevant teacher, Subject Leader, SENCo, Head of Year and Senior Leaders.

## **3. Examination Seasons and Timetables**

### **3.1 Examination Series**

Internal exams are scheduled in the Autumn Term and Spring Term for Year 11. Year 10 sit internal exams in the Summer Term. Short Course RE is sat in Year 10; a mock is taken in the summer of Year 9 and autumn of Year 10.

### **The Exams Officer**

- Collects information from Subject/Curriculum on internal exams to enable preparation for and conduct of Years 10 and 11 exams under external conditions.
- Organises rooming and invigilators are per external examinations.
- Liaises with SENCo and Exams Admin Assistant with oversight of access arrangements.
- Provides seating plans and arranges invigilation for examination rooms for Years 10-11.
- Requests Years 10 and 11 internal examination papers from each Subject Leader.
- Helps to deliver an assembly to students with the Exams Line Manager, outlining exam requirements, as per JCQ guidelines.
- Provides an internal examination timetable of subjects and rooms.

### **SENCo**

Liaises with teachers to make appropriate arrangements for access arrangement candidates.

## **Subject Leaders**

- Provide examination papers and materials.
- Updates SENCo with any concerns regarding students requiring access arrangements to allow for timely consideration before Year 11 commences.

## **Teachers**

- Support the SENCo in making appropriate arrangements for access arrangement candidates.
- Supports the LSA in charge of exams access arrangements to provide relevant access arrangements.

## **3.2 Timetables**

The Exams Officer will circulate timetables for both external and internal exams once these are confirmed at KS4.

## **4. Entries, Entry Details, Late Entries and Resits**

### **4.1 Entries**

The Exams Officer oversees the entry process in a timely manner to ensure Award Body entries are met. Internal deadlines must be met by Subject Leaders/Curriculum Leaders.

Candidates are selected for their examination entries by their teacher and the Subject Leader. In exceptional circumstances the parent/carer of the candidate may request a subject entry, change of level or withdrawal but the final decision will be made by the Subject Leader, in conjunction with the Head of Year and Senior Leaders.

The centre does very occasionally accept private accept entries from external candidates and the fee for these entries will be determined by the cost of entry and include an administration fee to cover the cost of invigilation. The fee for these entries will not be refunded if the candidate withdraws from or does not attend an examination.

### **4.2 Late Entries Entry**

Entry deadlines are circulated to Subject/ Curriculum Leaders via email. Late entries are authorised by the Subject/Curriculum Leader and/or Senior Line Manager of Exams Officer.

### **4.3 Candidate checking of entries**

Candidates are issued with their statement of entries for checking.

### **4.4 Re-sits**

Re-sit decisions and resubmission of NEAs (if appropriate) will be made in consultation with the candidates, subject teacher, and the Subject Leader.

## **5. Examination Fees**

The initial registration and first-time entry examination fees are paid by the Centre for all exams for subjects on a student's curriculum.

Late entry or amendment fees are paid by the Subject/Curriculum Leader from their departmental budget. Subject Areas will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.

Candidates pay the fee for an enquiry about a result, unless authorised by the Head of Centre. The school usually pays for a review of results where a student is one mark away from a grade 4 in English Language and Mathematics See also section: Enquiries about results (EARs).

## **6. The Equality Act 2010, Additional Needs and Access Arrangements**

### **6.1 Equality Act 2010**

- All examination centre staff must ensure that the access arrangements and special consideration regulations and guidance are consistent with the law.
- All rooms used for exams are accessible for students and adjustments are made to meet the needs of those with mobility problems.
- Toilets are accessible from exam rooms.
- Invigilators are made aware of students' medical needs via students' medical cards.
- Invigilators are trained on emergency evacuation procedures.
- The Exams Officer and Exams Administrator are aware of those students who are disabled and require reasonable adjustments and alert invigilators and readers/scribes accordingly.
- Adjustments are made for all candidates that have access arrangements designed to reduce/remove unfair disadvantage.

See [School's Equality Policy](#)

### **6.2 Additional Needs**

A candidate's special needs requirements are determined by the SENCo. The SENCo will inform subject teachers of candidates with special educational needs who are embarking on a course leading to an examination. The SENCo can then inform individual staff of any special arrangements that individual candidates may be granted during the course and in the examination.

### **6.3 Access Arrangements**

Submitting completed access arrangement applications to the awarding bodies is the responsibility of the SENCo after consultation with the Exams Officer, along with the Exams Admin Assistant. Rooming for access arrangement candidates will be arranged by the Exams Admin Assistant/Exams Officer. Invigilation and support for access arrangement candidates will be organised by the Exams Admin Assistant/Exams Officer

The SENCO and Assistant SENCO are both qualified assessors for Access Arrangements, and their qualifications are available to the Inspector to check.

### **6.4 Separate Invigilation/Rooming**

A decision where an examination candidate may be approved for separate invigilation/ rooming within the centre will be made by the SENCo and Senior Leaders.

The decision will be based on:

- Whether the candidate has a substantial and long-term medical condition or long term social, mental, or emotional needs which has an adverse effect; and the candidate's normal way of working within the centre.
- Being nervous or anxious does not warrant a separate alternative room.

### **6.5 Transferred Candidate Arrangements**

Exams Officer will:

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

## **7. Managing Invigilators and Examination Days**

### **7.1 Managing Invigilators**

- External Invigilators will be used for examination supervision during all public exams and Year 10 and 11 mock examinations. The recruitment of invigilators is the responsibility of the Exams Officer with support from the Senior Leadership team and HR.
- Securing the necessary Disclosure and Barring Service (DBS) clearance and safeguarding training for new invigilators is the responsibility of the HR Manager and the Designated Safeguarding Lead.

- Invigilators are recruited, trained, timetabled and briefed by the Exams Officer. Yearly training updates take place for all invigilators in the current instructions for conducting examinations.
- The Exams Officer ensures that lone invigilators have an appropriate means of summoning assistance (if this is a mobile phone, they instruct 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) and ensures invigilators are briefed on those students with access arrangements.
- Invigilators' rates of pay are set by the Head of Centre with approval from the Governing Body. Invigilators must submit their hours worked to the HR manager via Edupay which are then signed off by the Exams Officer.

## 7.2 Examination Days

- The Exams Officer books all examination rooms after liaison with other users and make the question papers, other examination stationery and materials available for the invigilators.
- The site management team is responsible for setting up the allocated rooms.
- The senior invigilator will start all exams in the exam rooms in accordance with JCQ guidelines.
- In practical exams subject teachers or technicians may form part of the invigilation team.
- Examination papers must not be read by teachers or removed from the examination room before the end of a session. Papers will be distributed to Subject Leaders at the end of the examination session.
- The Deputy Headteacher with oversight of exams may be present at the start of an examination and is known to invigilators.

## 7.3 Identification of Students

- Relevant senior, pastoral and subject staff will be present at the start of the morning and afternoon sessions to assist with the identification of candidates and the lining up of students in candidate order.
- Students walk to the exam hall in their candidate order/seating plan order. This is supervised by relevant senior, pastoral and subject staff.
- Student photographs from SIMS are printed on the desk sheet for every written examination to aid the identification of students.
- Invigilators are provided with a book of coloured photographs of the students to further aid identification.

## 8. Malpractice and Whistleblowing

The Head of Centre and Senior Team are responsible for investigating suspected malpractice, assisted by the Exams Officer. The consequences of malpractice or maladministration as published in the JCQ guidance: JCQ Suspected Malpractice: Policies and Procedures and including the risk of a delay to students receiving their grades, up to, and including, removal of centre status has been outlined to all relevant staff and candidates. There school has a Malpractice Procedure and a Whistleblowing Policy in place.

[See Malpractice Procedure](#)

## 9. Conflicts of interest

The relevant awarding bodies are informed before the published deadline for entries for each examination series 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.
- 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.

Clear records are kept 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 has a close relationship 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.
- a member of centre staff is taking a qualification at another centre.

Where there is a conflict-of-interest staff, are asked to sign the measures taken to mitigate the risks.

Records are retained until the reviews of marking or until any appeals or malpractice enquiries are completed.

## **10. Centre inspections**

- The Centre will cooperate 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.
- Allows all venues used for exams and assessments, paperwork, and secure storage facilities to be open to inspection.
- Understands the JCQ Centre Inspector will identify him/herself with a photo ID card and **must** be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility.

## **11. Candidates, Clash Candidates and Special Consideration**

### **11.1 Candidates**

- Candidates are informed of the rules, expectations, and organisation of the exams via assemblies and a student exams handbook. Information is also on the school website.
- The centre's published rules on acceptable dress, behaviour and candidates' use of mobile phones and all electronic devices always apply.
- Candidates' personal belongings are left in students' lockers or outside the Sports Hall changing rooms. Students are warned not to bring in valuables.
- JCQ procedures will be followed for disruptive candidates. The senior leadership team will assist with any issues.
- Candidates may leave the examination room for a genuine purpose requiring an immediate return to the examination room, in which case an invigilator must accompany them.
- Candidates are not allowed to leave the exam hall early.
- The only food permitted in the exam hall are unwrapped cough sweets in a clear bag; still water in a clear, unlabelled bottle is permitted.

The Exams Officer and pastoral staff will attempt to contact any candidate who is not present at the start of an examination and follow the procedure in accordance with JCQ guidelines.

### **11.2 Clash Candidates**

The Exams Officer will be responsible for identifying exam clashes and devising a clash plan. They will identify invigilators who will supervise students, identify a secure venue and arrange overnight supervision if necessary. This is supported by senior staff and the Year 11 team.

### **11.3 Private Candidates**

It is a parental and student decision to request entry for an examination as a Private Candidate, but it is the centre's decision as to whether the entry is accepted. The school only very rarely accepts private candidates.

### **11.4 Candidates arriving late for an examination.**

Students are advised that they should be in school at least 20 minutes before the start of their examination. If they are held up in traffic or the bus does not arrive, they are asked to telephone the school and advise us of the time they expect to arrive. On arrival, students should report to reception, and they will be escorted to the examination room, ensuring that they do not have prohibited items in their possession.

Candidates are informed that if they are more than one hour late, they may be allowed to sit the examination, however, the awarding body may not accept their script.

### **11.5 Special Consideration**

Should a candidate be too ill to sit an examination, suffer bereavement or other trauma or be taken ill during the examination itself, it is the candidate's responsibility to alert the Exams Officer, or the Examination Invigilator.

Any Special Consideration claim must be supported by appropriate evidence within five days of the examination, for example a letter from the candidate's doctor. The Exams Officer will then complete a special consideration

online with the relevant awarding body within seven days of the examination. Candidates can complete a self-declaration form should they be ill within 7 days of the exam.

## **12. Contingency Planning**

Contingency planning for examination administration is the responsibility of the Senior Leader in Charge of Exams with the assistance of the Exams Officer and other senior staff.

See [Exams Contingency Plan](#), in line with the guidance provided by JCQ, Department for Education and the awarding bodies.

See [Emergency Evacuation and Lockdown Procedure](#).

## **13. Escalation Process**

Should the Head of Centre, or the member of the senior leadership team with oversight of examinations, be absent then the Curriculum Deputy with oversight of Data, or any other member of the Senior Leadership Team, would take over the relevant examination responsibilities. See contingency plan for further details.

## **14. Non-examination assessments and Appeals against Internal Assessments**

### **14.1 Non-examination assessments**

- Subject Leaders will ensure all coursework is ready for despatch at the correct time and the Exams Officer will keep a record of what has been sent when and to whom.
- Marks for all internally assessed work are inputted by the Subject Leader in liaison with the Exams Officer.

See [Non-Examination Assessment Procedure](#).

### **14.2 Appeals against Internal Assessments**

- Candidates may appeal if they feel their internal assessment has been assessed unfairly, inconsistently, or not in accordance with the specification for the qualification.
- Appeals should be made in writing by candidates. A designated senior member of staff will then decide whether the process used conforms to the necessary requirements.
- The Centre's findings will be notified in writing, copied to the Exams Officer and recorded for awarding body inspection.

See [Internal Appeals Procedure](#)

## **15. Results, Post Results Services, Enquiries about Results (EARs) and Access to Scripts (ATS)**

### **15.1 Results**

- Candidates will receive individual results slips on results days in person at the centre or by post to their home addresses if a stamped addressed envelope is supplied.
- The centre does not email results, nor give them over the phone to candidates.
- Collection by persons other than the candidate can only take place with the candidate's written permission. ID must be presented when collecting the results.
- Arrangements for the school to be open on results days are made by the Head of Centre.
- The Exams Officer and Senior Line Manager ensure a team of invigilators are in place to issue results to staff on results days

### **15.2 Managing Results Days**

#### **Senior Leader in Charge of Exams**

- Identifies centre staff who will be involved in the summer results day and their role.
- Provides a mobile contact number for two members of the senior team to the awarding bodies should issues arise in the run up to results day.

- Ensures senior members of staff are accessible to candidates so that results may be discussed, and decisions made on the submission of any requests for post-results services and ensure candidates are informed of when centre staff will be available.

#### **Exams Officer**

Works with senior leaders to ensure procedures for managing the main summer results day are in place.

#### **Site Staff**

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

#### **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 examination 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.

#### **15.3 Enquiries about Results / Post Results Procedure**

- EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking.
- Service 3 requests for re-moderation of coursework/controlled assessment will be submitted the request of a Subject/Curriculum Leader with the support of their Line Manager.
- All fees from candidate requests must be paid up front. Should the request result in an overall grade increase, the candidate will be reimbursed. This is organised by the Exams Officer who liaises with Finance within the school and trust.
- If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by following the EAR / Post Results Procedure.

[See EAR Procedure / Post Results Procedure](#)

#### **15.4 Access to Scripts**

- After the release of results, candidates may ask the Exams Officer to request the return of papers.
- If a result is queried, the Exams Officer, Teacher and Head of Centre will investigate the feasibility of asking for a review of marking.
- Centre staff may also request scripts for investigation, teaching or for CPD purposes as long as written consent of the candidate has been obtained.
- Students are asked to sign an access to scripts form on results day once they have received their results.
- Access to scripts can only take place with the written consent of the candidate.

#### **16. Complaints Procedure**

The Alpha Trust Concerns and Complaints Policy & Procedures should be followed if candidates and/or their parents/carers wish to raise a general complaint regarding the centre's delivery or administration of a qualification.

## **17. Certificates**

- Certificates are presented at the November awards' evening in person to students who attend. Students sign in at this event and are identified at the ceremony by their Head of Year.
- A candidate who is unable to attend the awards' evening will be able to collect their certificate from the school reception after this event and must sign for their certificate.
- Certificates may be collected on behalf of a candidate by a third party, provided they have signed written consent from the candidate and photo ID.
- The centre retains certificates for three years, after which they are destroyed.
- A list of certificates destroyed is kept.
- A transcript of results may be issued to candidates upon application to the Exams Officer.

## **18. Exams Review**

### **Exams Officer**

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

### **Line Manager for Examinations**

Works with the Exams Officer to produce a plan to action any required improvements identified and feeds this back to the leadership team and Curriculum and Subject Leaders and other relevant staff.

### **Analysis of Results**

- Deputy Headteacher (data) provides analysis of results to appropriate centre staff and provides results information to external organisations where required.
- Undertakes the DfE School and College Checking Exercises (where applicable to the centre) <https://tableschecking.education.gov.uk>

## **19. Retention of records**

### **Exams Officer**

Keeps records as required by JCQ and awarding bodies for the required period.