

# Exams Policy

## 2020-21



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## Key Staff Involved in the Exams Policy

Role	Name(s)
Head of Centre	Miss N Palmer (Head Teacher)
Exams Officer Line Manager (Senior Leader)	Miss J Merchant
Exams Officer	Mrs R Taylor
SEnCo	Mrs R Hindle
SLT Member(s)	Miss N Clark Mrs S Howell Mr J Delve Mrs L Braysford Mrs J Richardson Mr P Harter

## Purpose of the Policy

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently and in compliance with the published JCQ regulations and awarding body requirements.

This exam policy will ensure that:

- all aspects of the centre's exam process is documented and other relevant exams-related policies, procedures and plans are signposted
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted in accordance with JCQ and awarding body regulations, guidance and instructions, thus ensuring that
- exam candidates understand the exams process and what is expected of them.

*"... the integrity and security of the examination/assessment system is maintained at all times and is not brought into disrepute."* [JCQ General Regulations for Approved Centres [\(GR\) 1](#)]

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 via email and placed on the school website [www.thehyndburnacademy.org](http://www.thehyndburnacademy.org)

## Roles and Responsibilities Overview

### Head of Centre – Miss N Palmer

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

**The head of centre may not appoint themselves as the examinations officer.** A head of centre and an examinations officer are two distinct and separate roles." [\[GR 1\]](#)

- 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 – Policies and Procedures \(SM\)](#)

[Instructions for conducting non-examination assessments \(NEA\) \(and the instructions for conducting controlled assessment and coursework\)](#) (NEA) (and the instructions for conducting controlled assessment and coursework)

[A guide to the special consideration process](#) (SC)

- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught
- Ensures the National Centre Number Register Annual Update (administered on behalf of the JCQ member awarding bodies by OCR) is responded to by the end of October confirming they are both aware of and adhering to the latest version of the JCQ regulations and instructions for conducting examinations and approves the Head of Centre formal declaration
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
  - the centre status being suspended
  - the centre not being able to submit examination entries
  - the centre not receiving or being able to access question papers
- Enables the relevant senior leader(s), the examinations officer and the SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
- Appoints a SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Ensure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during the examination [[ICE pg22](#)]
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions including:
  - the location of the centre's secure storage unit is in an area solely assigned to examinations for the purpose of administering secure examination materials
  - appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of staff
  - access to the secure room and secure storage facility is restricted to the authorised 2-6 keyholders(ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six 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
- Makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication Instructions for conducting examinations
- Makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- Allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- Through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during 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
- Ensures staff are only entered for qualifications through the centre as a last resort where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of centre staff
- 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

*“The examinations officer is the person appointed by a head of centre to act on behalf of the centre in matters relating to the administration of awarding body examinations and assessments.” [GR pg3]*

- Understands the contents of annually updated JCQ publications including:
  - [General regulations for approved centres \[GR\]](#)
  - [Instructions for conducting examinations \[ICE\]](#)
  - [Suspected Malpractice in Examinations and Assessments \[SMEA\]](#)
  - [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; and keeps a record of the training provided to invigilators for the required period
- Works with the SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- Supports the head of centre in ensuring that awarding bodies are informed of any Conflict of Interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries
- 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 \[GR\]](#)
  - [Instructions for conducting examinations \[ICE\]](#)
  - [Access Arrangements and Reasonable Adjustments \[AA\]](#)
  - [Suspected Malpractice – Policies and Procedures \[SM\]](#)
  - [Instructions for conducting non-examination assessments \(and the instructions for conducting controlled assessment and coursework\)](#)
  - [A guide to the special consideration process](#)

### Special Educational Needs Co-ordinator (SENCo)

- Is familiar with the contents, refers to and directs relevant centre staff to annually updated JCQ publications including: [Access Arrangements and Reasonable Adjustments](#)
- Leads on the access arrangements and reasonable adjustments process (referred to in this policy as ‘access arrangements’)

- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and the administration of the assessment process
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

### Subject Leaders (SLs)

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

### Teaching Staff

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

### Invigilators

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

### Reception Staff

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

### Site Staff

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

### Candidates

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

## Exam Contingency Plan (available on request)

The Head of Centre ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)

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

## Internal Appeals Procedures (Exams area of the School's website – Secondary Phase)

The Head of Centre ensures required internal appeals procedures are in place

*"The centre agrees to... have in place and be readily available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates"* ([GR 5.8](#))

*"The centre agrees to... have readily available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."* ([GR 5.14](#))

## Disability Policy (Exams) (Exams area of the School's website)

The Head of Centre ensures a disability policy for exams showing the centre's compliance with relevant legislation is in place

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

## Complaints and Appeals Procedure (Exams area of the School's website)

The Head of Centre ensures a *complaints and appeals procedure* covering general complaints regarding the centre's delivery or administration of a qualification is in place

*"The centre agrees to... draw to the attention of candidates and their parents/carers their written complaints and appeals procedure which will cover general complaints regarding the centre's delivery or administration of a qualification." [GR 5.8]*

## Child Protection/Safeguarding Policy

The Head of Centre ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements

*"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 (UL School Policy on HYA website)

The Head of Centre ensures the centre has a data protection policy in place

## Access Arrangements Policy (Available on request)

The Head of Centre ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

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

*"The head of centre/senior leadership team agree to... have a written process in place to not only check the qualification(s) of their specialist assessor(s) but that the assessment process is administered correctly;" [GR 5.4]*

## The Exam Cycle

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

- planning
- entries

- pre-exams
- exam time
- results and post-results

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

## Planning: Roles and Responsibilities

### Information Sharing

#### Head of Centre

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

#### Exams Officer

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

### Information Gathering

#### Exams Officer

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

#### Subject Leaders

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

### Access Arrangements

#### Head of Centre

- Ensures there is appropriate accommodation for candidates requiring access arrangements in the centre
- Ensures a written process is in place to not only check the qualification(s) of their assessor(s) but that the 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

#### Exams Officer

- Assists with applying for approval through *Access Arrangements online [AAO]*, where required or through the awarding body where qualifications sit outside the scope of AAO

#### SENCo

- Assesses candidates 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 Personal data consent, Privacy Notice (AAO) and Data Protection confirmation forms (candidate personal data and consent form) from candidates where required
- Applies for **approval** through *Access arrangements online* (AAO), where required or through the awarding body where qualifications sit outside the scope of AAO
- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if any documentation is kept electronically, in the event of an IT failure at the time of an inspection is able to access this documentation in an alternative format)
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keeps a record of the training provided to facilitators for the required period
- Works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- Provides and annually reviews a centre policy on Access Arrangements and the use of word processors in exams and assessments
- Ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

#### Senior Leaders, Teaching Staff

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

#### Word Processor Policy (Exams) (stored in Exams on the school's website)

*"A centre must have a policy on the use of word processors. 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 and be within the centre...***

*A member of the centre's senior leadership team must produce a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations." [AA 5.8]*

#### Separate Invigilation within the Centre

*Candidates can only be granted separate invigilation if this reflects their normal way of working within the centre. If they are in mainstream classes for most of their school day, they will sit their exams in the main hall. If they take most of their lessons in isolation as a consequence of a long term medical condition or long term social, mental or emotional need, they could qualify for separate invigilation. The candidate's difficulties must be established within the centre and known to a Form Tutor, Head of Year, SENCo.*

- *[See AA 5.16 plus centre-determined criteria]*

#### Internal Assessment and Endorsements

##### Head of Centre

- Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or

assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)

- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Provides fully qualified teachers to mark non-examination assessments
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required
- Ensures a **non-examination assessment policy** is in place for GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centre this would be a controlled assessment policy)

#### 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

#### Subject Leaders

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

#### Teaching Staff

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

#### Exams Officer

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

#### **Controlled Assessment Policy (stored in Exams on the school's website)**

The Head of Centre ensures a policy for the **management of controlled assessment** is in place for legacy GCSE qualifications still being delivered which include elements of controlled assessment

## Non-Examination Assessment Policy

The Head of Centre a **non-examination assessment policy** is in place for the GCSE qualifications which include components of non-examination assessment (For GCSE centres this would be a controlled assessment policy)

*"The centre agrees to... have in place and be available for inspection purposes, a written policy with regard to the management of GCE and GCSE non-examination assessments; (For CCEA GCSE centres this would be a written controlled assessments policy.)" [GR 5.7]*

### 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, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- 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 training 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 in a new academic year before they are allocated to invigilate an exam
- 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 and the aware of the access arrangement 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

#### Estimated Entries

##### Exams Officer

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

##### Subject Leaders

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

### Estimated Entries Collection and Submission Procedure

#### Exams Officer

- Email SLs at the start of the academic year to ensure the correct information is recorded on a central file (what qualifications Y10, Y11 will be taking and to confirm the specification/QN code)
- Meet with Director of Curriculum to confirm
- Enter students through Arbor and A2C systems
- 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

#### Final Entries

### **Exams Officer**

- Requests final entry information from SLs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs SLs of subsequent deadlines for making changes to final entry information without charge
- Confirms with SLs 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
- Observe each awarding bodies terms and conditions regarding entries and withdrawal deadlines

### **Subject Leaders**

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

## **Final Entries Collection and Submission Procedure**

*. The EO enters candidates through Arbor and submits via A2C. A copy of the entries is printed and given to Subject Leaders with a reminder of the withdrawal/amendment deadlines. When the deadlines are approaching, reminders are sent to Subject Leaders/Teaching staff via email.*

### **Entry Fees**

- Collate the fees information from the awarding bodies (September)
- Submit a budget cost plan to the Business Manager for approval
- First attempt exam entries are paid by HYA
- Resit fees are paid by the student/candidate

### **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

#### **Subject Leaders**

- Minimises the risk of late entries by
  - following procedures identified by the EO in relation to making final entries on time
  - meeting internal deadlines identified by the EO for making final entries

## **Candidate Statements of Entry**

#### **Exams Officer**

- Provides candidates with statements of entry for checking

#### **Teaching Staff**

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

#### **Candidates**

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

## e-Exams: Roles and Responsibilities

### Access Arrangements

#### SENCo

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

### Briefing Candidates

#### Exams Officer

- Issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- Produces a Guidance for Students, Parents and Carers\* (a printed copy to students and placed on the Exams area of the school's website)
- Prior to exams issues relevant JCQ information for candidate's documents; both hard copy and on the school's website
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on\*:
  - exam clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - wrist watches in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued

### Access to Scripts, Enquiries about Results and Appeals Procedures

*The Internal Appeals Policy can be found on the school's website – under 'EXAMS'*

*"The centre will... have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-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 agrees to... treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals." [GR 5.6]*

## Dispatch of Exam Scripts

### Exams Officer

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

## Estimated Grades

### Subject Leaders

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

### Exams Officer

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

## Internal Assessment and Endorsements

### Head of Centre

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

### SENCo

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

### Teaching Staff

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

### Subject Leaders

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

### Exams Officer

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

### Candidates

- Authenticate their work as required by the awarding body

## Invigilation

### Exams Officer

- Provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on

appointment and updates experienced invigilators annually including regulation changes

- 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 variation) according to the required ratios
- Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

#### **SEnCo**

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

#### **Invigilators**

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

### **JCQ Inspection Visit**

The Exams Officer will accompany the Inspector throughout the visit.

*“A senior member of staff, or a member of the exams office, must be available until such time that all afternoon examinations have been completed and examination scripts have been despatched or placed in the centre’s secure storage facility for despatch the next working day.” [ICE Introduction]*

**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
- Ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

### **Seating and Identifying Candidates in Exam Rooms**

#### **Exams Officer**

- Ensures a procedure is in place **to verify candidate identity**
- 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

### **Verifying Candidate Identity Procedure**

- Students on role; photo-image file available on Arbor site
- Senior Leaders are present to help students into the exam hall
- Students who wear religious clothing, such as a veil, will be advised they will be taken to a private room with a member of the same gender; to show their face before the exam starts

*“The centre agrees to... have in place written procedures to verify the identity of all candidates at the time of the examination or assessment...” [GR 5.9]*

*Invigilators must establish the identity of all candidates sitting examinations.*

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

*Invigilators must be informed of those candidates with access arrangements and must be made aware of the access arrangement(s) awarded. (ICE 16)*

## Security of Exam Materials

### Exams Officer

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

### Reception Staff

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

### Teaching Staff

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

## Timetabling and Rooming

### 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, once all other options have been exhausted and according to the centre’s policy)
- Identifies exam rooms and specialist equipment requirements

- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable variation) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the SENCo regarding rooming of access arrangement candidates

#### **SEnCo**

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

#### **Site Staff**

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

### **Alternative Site Arrangements**

#### **Exams Officer**

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

#### **Subject Leader**

- Informs the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

### **Overnight Supervision Arrangements Policy**

*Overnight supervision arrangements should only be applied as a last resort and once all other options have been exhausted...*

*...candidates may, at the centre's discretion, be allowed to take an examination the following morning, including Saturdays (see paragraph 8.5). Candidates are not allowed to take examinations on an earlier day than that scheduled on the timetable...*

*The overnight supervision arrangements must ensure that the candidate does not have advance warning of the content of the examination deferred until the following morning. This means the candidate must not meet or communicate with anyone who may have knowledge of the content. This includes any form of electronic communication/storage device, e.g. telephone (both landline and mobile), e-mail, Internet and social media. It also extends to television and radio, which could report key details of the day's examinations.*

*The JCQ Overnight Supervision and Overnight Supervision Declaration forms must be completed before the overnight supervision is to commence. The JCQ Overnight Supervision form is completed online using the Centre Admin Portal (CAP). The JCQ Overnight Supervision Declaration form is downloaded from the Centre Admin Portal (CAP) for signing by the candidate, the supervisor and the head of centre. (ICE 8)*

#### **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

### **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
- Liaises with SENCo regarding students on the LSA register (eg reader, scribe, separate invigilation)
- Requests internal exam papers from teaching staff
- Arranges invigilation

#### SEnCo

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

#### Teaching Staff

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

### Exam Time: Roles and Responsibilities

#### Access Arrangements

##### Exams Officer

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

#### Candidate Absence

##### Invigilators

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

##### Candidates

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

### Candidate Absence Policy

Before the exam starts (usually when the instructions are being read to the candidates), the invigilators/SLT checks to see which students are missing from the exam hall. The EO **or an appointed person**, will immediately report absences to the Attendance Officer. The EO /SLT mutually agree who will ring home advising the candidate the time that they must arrive into school in order to still participate in the exam. The candidate is informed that special consideration cannot be applied for unless it is an acceptable circumstance and can be confirmed with evidence (ie in the case of illness, the candidate can submit a medical note). In the case of unexplained/deliberate absence – the candidate may be invoiced for the missed exam. All absences must be reported asap to EO/ SLT/HoY/HoC

*“Once candidates are seated and have started the examination, complete the attendance register. This will allow for the identification of absent candidates who can be contacted as to their whereabouts. (ICE 22)*

#### Candidate Behaviour

See *Irregularities* below.

#### Candidate Belongings

See *Unauthorised materials* below.

## Candidate Late Arrival

### Exams Officer

- Ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room through CAP to timescale
- Warns candidates that their work may not be accepted by the awarding body

### Invigilators

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

## Candidate Late Arrival Policy

Before the exam starts (usually when the instructions are being read to the candidates), the invigilators/SLT checks to see which students are missing from the exam hall. The EO **or an appointed person**, will immediately report absences to the Attendance Officer/ The EO or SLT, mutually agree who will ring home advising the candidate the time that they must arrive into school in order to still participate in the exam.

If a candidate arrives within the allocated time as per the JCQ regulations, they will be given the full time allowance. If they arrived after the allocated time, details will be taken as to why they are late and who they have spoken to / had contact with. They will still be allowed to sit the exam but will be warned that it may not be accepted by the exam board. Form JCQ/VLA will be completed and submitted to the exam board via the EO.

On arrival at school, the EO/will be notified that the late candidate has arrived and will escort them to the exam hall. The EO will check to ensure the candidate doesn't not have any unauthorised material or items on them (such as mobile phone/smartwatch etc), remind them of the regulations and then show them to their seat. The invigilators will then make a note of their start and finish time and communicate this to the candidate.

Should the EO be unavailable when the candidate arrives, an invigilator will meet the candidate at the door to check for unauthorised material and remind them of the exam regulations.

Late arrival MUST be reported on the Exam Incident Form and handed to the EO at the end of the exam.

*"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 late, and is permitted by the centre to sit the examination, must be allowed the full time for the examination. ([ICE 21](#))"*

## Conducting Exams

### Head of Centre

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

### Exams Officer

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

## Dispatch of Exam Scripts

### Exams Officer

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

## Exam Papers and Materials

### Exams Officer

- Organises exam question papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks the day, date, time, subject, unit/component and tier of entry if appropriate, immediately before a question paper packet is opened
- Ensures this additional/second check (which takes place in the secure room if a question paper packet has to be split or in the designated exam room if not) is recorded
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any clash candidates have completed the exam

## Exam Rooms

### Head of Centre

- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that internal tests, mock exams, revision or coaching sessions are not conducted in a room 'designated' as an exam room
- Ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- Ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- Ensures information relating **to food and drink that may be allowed in exam rooms** is clearly communicated to candidates
- Ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

### Exams Officer

- Ensures exam rooms are set up and conducted as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that this must be on silent mode)
- Ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- 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**

### Site Staff

- Ensure exam rooms are available and set up as requested by the EO

- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

### Invigilators

- Conduct exams in every exam room according to JCQ Instructions for conducting examinations and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions

### Candidates

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

## Food and Drink in Exam Rooms

*Only water in clear bottles (sports top to avoid accidental spillage) is allowed in the exam room. The only exception would be if a candidate has a medical condition and needed juice or certain food. In this case; it would need to be agreed in advance by the EO so that the invigilators can be briefed and the items checked before the examination starts.*

*“Food and drink may be allowed in the examination room at the discretion of the head of centre. However, this is on the condition that any food or drink brought into the examination room whether by the candidate or the centre is free from packaging and all labels are removed from drink containers (ICE 18)*

## Leaving the Examination Room Policy

*Candidates who are allowed to leave the examination room temporarily must be accompanied by a member of centre staff. This must not be the candidate’s subject teacher or a subject expert for the examination in question. Those candidates may be allowed extra time at the discretion of the centre to compensate for their temporary absence. (ICE 23)*

## Emergency Evacuation Policy (stored in Exams on the school’s website)

*When dealing with emergencies, staff must be aware of the centre’s policy and, where appropriate, any instructions from relevant local or national agencies. Reference should also be made to the following document: <https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>*

*Centres 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)*

## Irregularities

### Head of Centre

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

### Senior Leaders

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

### **Exams Officer**

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

### **Invigilators**

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

## **Managing Behaviour**

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

*The invigilator must record what has happened...*

*The head of centre has the authority to remove a candidate from the examination room, but should only do so if the candidate would disrupt others by remaining in the room. ([ICE 24](#))*

## **Malpractice**

See *Irregularities* above.

## **Special Consideration**

### **Senior leaders**

- Provide signed evidence to support eligible applications for special consideration

### **Exams Officer**

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

### **Candidates**

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

## **Special Consideration Policy**

The Exams Officer will apply for special consideration where the candidate(s) have been clearly disadvantaged as per the guidelines in the JCQ Special Consideration process booklet.

## Unauthorised Materials

*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.*

*Potential technological/web enabled sources of information such as... are not permitted... ideally, all unauthorised items are left outside of the examination room... any pencil cases taken into the examination room must be see-through... any unauthorised items that have been taken into the examination room must be placed out of reach of the candidates (and not under their desks) before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items... If candidates have access to unauthorised items in the examination room this may be considered as malpractice. They could be subject to penalties in accordance with the JCQ publication Suspected Malpractice in Examinations and Assessments: Policies and Procedures...*

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

*A head of centre may, if he/she so wishes, prohibit candidates bringing a wrist watch into the examination room. In this case candidates would be required to leave their watches outside of the examination room. ([ICE 18](#))*

### Arrangements for Unauthorised items taken into the Exam Room

- Year assemblies on exam protocols (presentation)
- Printed copy 'Guidance for students/parents/carers'
- JCQ posters clearly displayed outside each exam room
- Mobile phone room access before/after each exam; manned by the invigilators.
- Wrist watches on the desk in full view of the invigilator

#### Invigilators

- Are informed of the arrangements through training

### Internal Exams

#### Exams Officer

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

#### Invigilators

- Conduct internal exams as briefed by the EO

### Results and Post-Results: Roles and Responsibilities

#### Internal Assessment

##### Subject Leaders

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

#### Managing Results Day(s)

##### Senior Leaders

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

##### Exams Officer

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

- Ensure all A2C is connected ready for download from exam boards

#### Site Staff

- Ensure the centre is open and accessible to centre staff and candidates, as required
- Ensure the room is set up as per instructions from EO/SLT

### Results Day Programme

Consideration should also be given to

*"...Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results...ensure that all internal candidates, are made aware that all post-results service requests must be made through the centre..."* [GR5.13]

### 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
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

#### Exams Officer

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

### Post-Results Services

#### Head of Centre

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- 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, Reviews of Results and Appeals Procedures**)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and collect candidate informed consent (**after** the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

#### Teaching Staff

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

## Candidates

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

## Analysis of Results

### Data Manager

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

## Certificates

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

### 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 ID evidence on collection of certificates (Appendix 1 below)

## Issue of Certificates Procedure

- The Exams Officer will check and collate the certificates as they arrive into school and notify the exam boards of any errors.
- Candidates are notified via letter that certificates are ready for collection from the school Reception (Mon - Fri 9.30am-2.30pm). If you are unable to come personally and would like someone else to collect your certificates, please ensure that the person nominated brings the form below (Appendix 1) duly completed. Alternatively, your certificate can be posted to you via recorded delivery mail. **The cost of this service will have to be covered by the receiver**
- It is important that you take great care to keep your certificates safe as the Examining Bodies will no longer replace them if you lose them.
- A Statement of Results can be obtained but this will incur a charge payable to the Examining Body.

## Retention of Certificates Policy

HYA currently retains all certificates and does not dispose of any that are unclaimed.

## Review: Roles and Responsibilities

### Exams Officer

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

### Senior Leaders

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

## Retention of Records: Roles and Responsibilities

### Exams Officer

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

## Exams Archiving Policy

Centres are only required to retain certificates for a minimum of 12 months from the date of issue, after which they can be destroyed in a confidential manner.

HYA currently does not dispose of unclaimed certificates.

## Policy Information and Review

<b>Designated Lead Person/s</b>	Miss N Palmer (Headteacher) Mr J Delve (Assistant Head)
<b>Reviewed</b>	Annually
<b>Date of last review and by whom</b>	September 2020, Mrs R Taylor (Exams Officer)
<b>Nominated Governor</b>	
<b>Ratification by Local Governing Body</b>	
<b>Next Review Date</b>	September 2021

**Permission to Collect a Candidate's Certificate(s)**

**To Student: Please print and complete this form**

Students full address including postcode:

.....  
.....  
.....

Date of request: (dd/mm/yyyy)

.....

**TO: Examinations Office**

I am unable to collect my certificates in person from school, and therefore, give permission for:

(Full Name)

.....

to collect them on my behalf.

He/she will bring proof of identity and a copy of this notification to enable you to release my certificates.

Yours faithfully

(Exam candidate signature)

.....

(Exam candidate full name: Print Name)

.....

(Exam/Candidate Number)

.....

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**This form must be handed in when collecting certificates by the nominated person named above for the collection of student certificates (as signed above).**

Office Use Only: I.D Checked – please initial

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