



St Anne's  
Church of England Academy

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## Examination Policy

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Review Date: Autumn 2023

Policy approved by the IEB on 17<sup>th</sup> May 2022

Signed

**Tim Mitchell**  
**Chair of Governors**

ST ANNE'S CHURCH OF ENGLAND ACADEMY  
HOLLIN LANE, MIDDLETON, M24 6XN

This policy is reviewed annually to ensure compliance with current regulations

## Key staff involved in the exams policy

| Role                                       | Name(s)                          |
|--------------------------------------------|----------------------------------|
| Head of centre                             | <b>Mr C Heyes</b>                |
| Exams officer line manager (Senior leader) | <b>Mr M Ward</b>                 |
| Exams officer                              | <b>Miss J Davies</b>             |
| ALS lead/SENCo                             | <b>Mrs E Tansley</b>             |
| Senior leader(s)                           | <b>Mrs R Summerscales, R Box</b> |
|                                            |                                  |

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## Purpose of the policy

The centre is committed to ensuring that the exams management and administration process is run effectively and efficiently 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 are documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
- the workforce is well informed and supported
- all centre staff involved in the exams process clearly understand their roles and responsibilities
- all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the exam/assessment system at all times
- exam candidates understand the exams process and what is expected of them

This policy is reviewed annually to ensure ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ (and awarding body) regulations, instructions, and guidance.

This policy will be communicated to all relevant centre staff.

## Roles and responsibilities overview

**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 to ensure the security and integrity of the examinations/assessments.

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

**The head of centre may not appoint themselves as the examinations officer.** A head of centre and an examinations officer are two distinct and separate roles. ([GR](#), section 2)

### Head of centre responsibilities

- 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 coursework)
  - [A guide to the special consideration process](#) (SC)
- Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments

### National Centre Number Register

- Takes responsibility for confirming, on an annual basis, that they are both aware of and adhering to the latest version of the JCQ's regulations. This confirmation is managed as part of the National Centre Number Register (NCNR) annual update
- Understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
  - the centre status being suspended
  - the centre not being able to submit examination entries
  - the centre not receiving or being able to access question papers
  - and ultimately, awarding bodies could withdraw their approval of the centre

## Recruitment, selection and training of staff

- Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Enables the relevant senior leader(s), the examinations officer (EO) and the ALS lead/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 an ALS lead/SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities

## Internal governance arrangements

- Has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent

### Escalation Process

In the event of the absence of the head of centre or the member of senior leadership with oversight of examination administration, responsibility for implementing JCQ regulations and requirements relating to activity prior to examinations will be escalated to a Deputy Head Teacher who shall work alongside the Exams Officer.

#### Before examinations (planning)

To support understanding of the regulations and requirements, the following JCQ publications will be referenced:

- General Regulations for Approved Centres
- Instructions for conducting examinations
- Access Arrangements and Reasonable Adjustments
- Instructions for conducting coursework
- Instructions for conducting non-examination assessments
- Suspected Malpractice – Policies and Procedures
- A guide to the special consideration process

#### During examinations

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (sections 3, 5)
- Instructions for conducting examinations (sections 16-30)
- Access Arrangements and Reasonable Adjustments (section 8)
- A guide to the special consideration process (sections 2-7)

Main duties and responsibilities relate to:

- Conducting examinations and assessments
- Additional JCQ publication for reference:
  - Guidance Notes – Very Late Arrival
- Malpractice
- Retention of candidates' work

## After examinations (results and post results)

To support understanding of the regulations and requirements, sections of relevant JCQ publications will be specifically referenced including:

- General Regulations for Approved Centres (section 5)

Main duties and responsibilities relate to:

- Results
- Certificates
- Appeals

Additional JCQ publications for reference:

- Post-Results Services
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)
- Release of Results notice

Refer to [GR](#) (section 5.3d)

- Has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
- Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
- Makes sure that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not the sole/lead invigilator during the examination

## Delivery of qualifications

- Delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates
- Enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned
- Where/if using a third party to deliver any part of a qualification at the centre:
  - maintains oversight of, and responsibility for, the delivery of the qualification in accordance with JCQ regulations and awarding body requirements
  - has in place a written agreement with the third party ensuring that a copy of the written agreement is available for inspection if requested by the awarding body

## Public liability

- Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims

## Security of assessment materials

- Takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:
  - the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
  - the secure room only contains exam-related material
  - there are between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
  - access to the secure room and secure storage facility is restricted to the authorised two to six keyholders and staff named and approved by the head of centre are accompanied by a keyholder at all times
  - appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff

- the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
- that when it is permitted to remove question papers from secure storage, and to avoid potential breaches of security, arrangements are in place to carefully check and record that the correct question paper packets are opened
- 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 any person involved in administering, teaching or completing examinations/assessments is advised that where malpractice is suspected, or alleged, personal data about them will be provided to the awarding body (or bodies) whose examinations/assessments are involved. Personal data about them may also be shared with other awarding bodies, the qualifications regulator or professional bodies in accordance with the JCQ publication *Suspected malpractice – Policies and procedures*
- Ensures irregularities are investigated and informs the awarding bodies 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 risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allow the senior leadership team to act immediately in the event of an emergency or staff absence)

## Exam Contingency Plan

### Contingency

#### 1. Purpose

1.1 To examine potential risks and issues that could cause disruption to the management and administration of the exam process at St Anne's CE Academy by outlining actions/procedures to be invoked in case of disruption. It is intended to mitigate the impact these disruptions have on our exam process.

1.2 At all times, the Examinations SLT lead, Exams Officer and other Senior Leadership Team members (SLT) will liaise with the relevant Awarding Organisations to ensure any contingency plan meets with its requirements and that JCQ regulations are adhered to.

1.3 Alongside internal processes, this plan is informed by scenarios contained in the Joint contingency plan in the event of widespread disruption to the examination system in England, Wales and Northern Ireland.

1.4 This plan complies with JCQ General Regulations for Approved Centres (section 5) in that:

#### 2. Causes of potential disruption to the exam process

##### 2.1 Exam officer extended absence at key points in the exam cycle

#### Planning

annual data collection exercise not undertaken to collate information on qualifications and awarding body specifications being delivered (SLT & Data Officer)

annual exams plan not produced identifying essential key tasks, key dates and deadlines (SLT & Data Officer)



sufficient invigilators not recruited and trained (HR plus SLT)

### **Entries**

awarding organisations not being informed of early/estimated entries which prompts release of early information required by teaching staff (SLT & Data Officer)

candidates not being entered with awarding organisations for external exams/assessment (SLT & Data Officer)

awarding body entry deadlines missed or late or other penalty fees being incurred (SLT & Data Officer)

### **Pre-exams**

exam timetabling, rooming allocation; and invigilation schedules not prepared (SLT & Data Officer)

candidates not briefed on exam timetables and awarding body information for candidates (SLT)

exam/assessment materials and candidates' work not stored under required secure conditions (SLT)

internal assessment marks and samples of candidates' work not submitted to awarding organisations/external moderators (SLT & Data Officer)

### **Exam time**

exams/assessments not taken under the conditions prescribed by awarding organisations (SLT)

required reports/requests not submitted to awarding organisations during exam/assessment periods e.g. very late arrival, suspected malpractice, special consideration (SLT)

candidates' scripts not dispatched as required to awarding organisations (SLT/Lead Invigilator)

### **Results and post-results**

access to examination results affecting the distribution of results to candidates and the facilitation of the post-results services (SLT & Data Officer)

## **2.2 SENDCo extended absence at key points in the exam cycle**

### **Planning**

candidates not tested/assessed to identify potential access arrangement requirements (SLT)

evidence of need and evidence to support normal way of working not collated (SLT)

### **Pre-exams**

approval for access arrangements not applied for to the awarding body (SLT)

modified paper requirements not identified in a timely manner to enable ordering to meet external deadline (SLT)

staff providing support to access arrangement candidates not allocated and trained (SLT)

### **Exam time**

access arrangement candidate support not arranged for exam rooms (SLT)

## **2.3 Teaching staff extended absence at key points in the exam cycle**

Early/estimated entry information not provided to the Exams Officer on time; resulting in pre-release information not being received (Head of Faculty/ SLT)

Final entry information not provided to the Exams Officer on time resulting in candidates not being entered for exams/assessments or being entered late (Head of Faculty/ SLT)

Final entry information not provided to the Exams Officer on time resulting in late or other penalty fees being charged by awarding organisations (Head of Faculty/ SLT)

Final entry information not provided to the Exams Officer on time resulting in Internal assessment marks and candidates' work not provided to meet submission deadlines (Head of Faculty/ SLT)

#### **2.4 Invigilators - lack of appropriately trained invigilators or invigilator absence**

Failure to recruit and train sufficient invigilators to conduct exams Invigilator shortage on peak exam days or Invigilator absence on the day of an exam (Agency Invigilators, use of Teachers, Teaching Assistants and Pastoral Staff)

#### **2.5 Exam rooms - lack of appropriate rooms or main venues unavailable at short notice**

Exams Officer unable to identify sufficient/appropriate rooms during exams timetable planning

Insufficient rooms available on peak exam days on main exam venues unavailable due to an unexpected incident at exam time (SLT/Exams Officer/Data Officer to arrange alternative rooms on site or off site)

#### **2.6 Failure of IT systems**

MIS system failure at final entry deadline (enter information onto exam board secure website)

MIS system failure during exams preparation (refer to printed check lists and seating plans / exam board attendance registers, class lists etc.)

MIS system failure at results release time (download information from exam board websites)

#### **2.7 Disruption of teaching time – centre closed for an extended period**

Centre closed or candidates are unable to attend for an extended period during normal teaching or study supported time, interrupting the provision of normal teaching and learning (implement the school's remote learning/teaching policy)

#### **2.8 Centre unable to open as normal during the exams period**

(Remotely access web site and MIS system to inform parents/students, students re-directed at the school gates upon arrival for their exam, contact exam board for permission to run exam off site and arrangements to print necessary paperwork and exam question paper, make supervision arrangements to delay start of exam if necessary, contact alternative provider for permission to host exams there)

#### **2.9 Disruption in the distribution of examination papers**

Disruption to the distribution of examination papers to the centre in advance of examinations (Contact examining body for further advice)

#### **2.10 Disruption to the transportation of completed examination scripts**

Delay in normal collection arrangements for completed examination scripts (Contact examining body/parcel force for further advice)

#### **2.11 Assessment evidence is not available to be marked**

Large scale damage to or destruction of completed examination scripts/assessment evidence before it can be marked (Contact examining body for further advice)

#### **2.12 Centre unable to distribute results or facilitate post results services as normal**

Centre is unable to access or manage the distribution of results to candidates, or to facilitate post-results services (Contact examining body for further advice, consider remote/alternative access to MIS system, use of exam board secure websites. If necessary, explain delay to parents/carers, students and exam boards)

### **2.13 Fire or other emergency during exam**

Ensure Emergency Evacuation Procedures are available in every exam room and posters are displayed outside the exam room.

Refer to [GR](#) (section 5.3x)

## **Internal Appeals Procedures**

Certain components of GCSE (GCSE controlled assessments, GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

St Anne's Church of England Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

St Anne's Church of England Academy ensures that all centre staff follow a robust Non-Examination assessment policy (for the management of GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments for GCSE, Project qualifications (include any other qualifications delivered in your centre to which these procedures apply), including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. St Anne's Church of England Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

- St Anne's Church of England Academy will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
- St Anne's Church of England Academy will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
- St Anne's Church of England Academy, will, having received a request for copies of materials, promptly make them available to the candidate.
- St Anne's Church of England Academy will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
- St Anne's Church of England Academy will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests **MUST** be made in writing.
- St Anne's Church of England Academy will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline.
- St Anne's Church of England Academy will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

- St Anne's Church of England Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- St Anne's Church of England Academy will inform the candidate in writing of the outcome of the review of the centre's marking.
- The outcome of the review of the centre's marking will be made known to the Head of Centre. A written record of the review will be kept and made available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking in the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Refer to [GR](#) (section 5.7f)

Refer to [GR](#) (section 5.13h)

- Ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements
- Ensures a complaints and appeals procedure covering general complaints regarding the centre's delivery or administration of a qualification is in place and drawn to the attention of candidates and their parents/carers

### **Complaints and Appeals Procedure**

The Complaints and Appeals Procedure can be found at:

[Complaints-Policy-2022-1.pdf \(cranmereducationtrust.com\)](#)

Refer to [GR](#) (section 5.8e)

- Ensures the centre has a child protection/safeguarding policy in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements
- Ensures the centre has a data protection policy in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments

### **Conflicts of interest**

- Ensures 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 (taking at the centre as a last resort where unable to find an alternative centre)
  - a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with close relationship to the candidate
- Maintains clear records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
  - a member of exams office staff 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 (taking at the centre as a last resort where unable to find an alternative centre)
  - a member of centre staff is taking a qualification at another centre

- 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 members of centre staff do not forward emails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
- Ensures members of centre staff do **not** advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment personnel or JCQ personnel

### Centre inspections

- Co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
- Allows all venues used for examinations 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

### Exams officer responsibilities

- Understands the contents of annually updated JCQ publications including:
  - [General Regulations for Approved Centres](#)
  - [Instructions for Conducting Examinations](#)
  - [Suspected Malpractice - Policies and Procedures](#)
  - [Post-results services](#) (PRS)
  - [A guide to the special consideration process](#)
- Completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
- Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- Ensures key tasks are undertaken and key dates and deadlines met
- Recruits, trains and deploys a team of internal/external invigilators; appoints lead invigilators, as required and keeps a record of the content of training provided to invigilators for the required period
- Works with the ALS lead/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 (where required) of any conflict of interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries for each examination series
- Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

### Senior leaders responsibilities

- 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 in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and ALS lead/SENCo
- Ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
- Ensure teaching staff attend relevant awarding body training and update events

### **Special educational needs co-ordinator (SENCo) responsibilities**

- 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 (referred to in this policy as 'access arrangements')
- If not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
- Presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification

### **Teaching staff responsibilities**

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

### **Invigilators responsibilities**

- Attend/undertake training, update, briefing and review sessions as required
- Uphold exam completion standards
- 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 responsibilities**

- Support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials

### **Site staff responsibilities**

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

### **Candidates responsibilities**

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

## **The exam cycle**

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

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

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

## Planning: roles and responsibilities

### Information sharing

#### Head of centre

- Directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [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 have been updated
- Signposts relevant centre staff to JCQ information that should be provided to candidates
- As the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

### Information gathering

#### Exams officer

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

#### Senior leaders

- Respond (or ensure teaching staff respond) to requests from the EO on information gathering
- Meet the internal deadline for the return of information
- Inform 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
- Note 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 for all examinations and assessments
- Ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication [Access Arrangements and Reasonable Adjustments](#)
- Ensures the ALS lead/SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

#### ALS lead/SENCo

- Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) 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
- Gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation** forms from candidates where required
- Applies for **approval** through **Access arrangements online (AAO)** via the **Centre Admin Portal (CAP)**, where required or through the awarding body where qualifications sit outside the scope of AAO



- Keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- 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 content of 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 the **use of word processors** in exams and assessments

### **Word Processor Policy (Exams)**

The ALS lead/SENCo has responsibility for assessing the need for access arrangements of a candidate, including the use of a word processor (see access arrangements).

A word processor cannot simply be granted to a candidate because he/she now wants to type rather than write in examinations or can work faster on a keyboard, or because he/she uses a laptop at home.

The use of a word processor must reflect the candidate's normal way of working within the centre. For example, where the curriculum is delivered electronically and the centre provides word processors to all candidates.

The use of a word processor could be granted if the candidate has one or more of the following:

- a learning difficulty which has a substantial and long-term adverse effect on their ability to write legibly;
- a medical condition;
- a physical disability;
- a sensory impairment;
- planning and organisational problems when writing by hand;
- poor handwriting;
- a physical injury which leaves them incapable of writing

This list is not exhaustive.

Refer to [GR](#) (section 5.3x) and [AA](#) (section 5.8.4)

- 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 ALS lead/SENCo in determining and implementing appropriate access arrangements/reasonable adjustments
- Provide a statement for inspection purposes which details the criteria the centre uses to award and allocate word processors for examinations

### **Internal assessment and endorsements**

#### **Head of centre**

#### **Controlled assessments, coursework and non-examination assessments**



- Ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)
- Ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date
- Provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
- Ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)
- Ensures a **non-examination assessment policy** is in place for GCE and GCSE qualifications which include components of non-examination assessment (For CCEA GCSE centres this would be a controlled assessment policy)

## Non-examination Assessment Policy

NEA is defined as work assigned to and completed by a student during a course of study; it is evaluated as part of the student's final grade in the course.

NEA will form an element of the assessment procedures in both the internal and the external assessment (through the public examination system) of students.

Ensuring the validity of the marks produced from NEA is vital in maintaining the integrity and reputation of this school in the assessment of its students;

Each subject department is responsible for:

- a. developing, maintaining and implementing its own internal assessment procedures within the parameters of the whole school policy for Assessment, Recording & Reporting and these will be evidenced in ongoing departmental practice.
- b. implementing the procedures for setting, scheduling, marking, standardising, moderating and administering external NEA as regulated by the examination board and agreed by the school

### NEA Procedure

**The Head of Department** is responsible for ensuring that:

- the current JCQ document 'Instructions for conducting non-examination assessments' and awarding body subject specific regulations are complied with;
- the Exams Office is made aware of all relevant entry information;
- the workload of staff and students is a primary consideration and catered for in the planning, scheduling and assessment of NEA;
- assessment deadlines are clear, realistic, agreed with all teachers in the department, published in advance to students and their parent/guardian and shared with all relevant parties, (Senior Leadership Team, Heads of Year, Form Tutors).;
- the procedures for both internal and external NEA are published and understood by all staff and students;
- all teacher feedback, throughout preparation, will refer to mark schemes and criteria;
- all staff in the department follow the procedures for subject teachers as outlined in the JCQ regulations 'Instructions for conducting controlled assessments';
- alternative arrangements are made for students absent from a NEA, so that they are given sufficient opportunity to complete the assessment within the guidelines of the examining body;
- any I.T. requirements are requested well in advance from the I.T. Systems Manager;
- adequate security procedures are in place for storing NEA materials in the department.

- Each subject teacher is responsible for implementing the departmental procedures for setting and managing NEA and will:
- ensure students are fully aware of the NEA task requirements by giving them the course specification and marking criteria;
- ensure that students are fully aware of the NEA task deadlines and the procedures for marking, standardisation and moderation which will be carried out in school;
- make students aware of the Internal Appeals Procedure and the regulations concerning misconduct and malpractice;
- provide and retain written feedback on progress and standard to date. This may be evidenced electronically if submitted/maintained in this manner. Such feedback will be used as part of the appeals procedure where it is invoked by the student, parent or guardian;
- attend standardisation and moderation meetings as required by the Head of Department and carry out all agreed adjustments to NEA marks;
- annotate final NEA according to examination board guidelines to highlight how marks have been achieved. This will be important if the work is examined within either the Internal Appeals Procedure or any subsequent procedure carried out by the examination board;
- Marks must be disclosed to students in time for the student to request an appeal in accordance with the Examinations Appeals Policy. Students must be informed at the same time as marks are disclosed that the moderation process may lead to mark changes by the examining body.
- Ownership of NEA

The ownership and copyright of NEA assignments is retained by the teacher and the school

On completion, the NEA submitted by students becomes examination material and the school holds it securely until it has no further value as examination material. Ownership of this original NEA is passed to the school on submission by the student

Any sample of NEA sent to an examination board becomes the property of the board and they may decide to use the material for training purposes

Students should carefully retain copies of all their work, as the original work will not be returned

- Use of electronic material for NEA

All users within St Anne's CE Academy have a computer account that has access to a number of various network drives depending on the level of security their account has. Every user has a unique home drive (M:); only the named user and IT Administrators have access to files and folders stored there

Their M: drive is named to match their computer username. i.e. a prefix of the year they start 14 and then the first 3 of their surname and first 3 of their first name like below. e.g. Sameer AHMED - 14AHMSAM

- The NEAs are created in the following way:

The teacher wanting to run an electronic Controlled Assessment using computers within the school sends an email to IT with the following information

- First Name
- Surname
- Student Username
- Subject
- Teaching Group

The new accounts are created by the IT team. The accounts are again unique to the student and the particular subject, for example Sameer AHMED doing a Health & Social Care controlled assessment would have a user account of 14AHMSAM-HSC

The only network drive the user would receive using this account is the newly created home drive, again mapped as M. Teachers may also request that students can only access certain applications during their NEA, e.g. users can only access Microsoft Word - all other applications and the internet would be blocked

These user accounts are always disabled until the teacher running the NEA asks for them to be enabled. When the teacher has finished the lesson they ring the IT team and request that the accounts are again disabled

When the accounts are in a disabled state no user, apart from IT Administrators, has access to the information located on those NEA home drives

**The Exams Officer will:**

Process entries in accordance with JCQ and examination board guidelines, based on information provided by Heads of Department;

Where confidential materials are directly received by the Exams Officer, to be responsible for receipt, safe storage and safe transmission, whether in electronic or hard copy format

Distribute any marksheets for teaching staff to use, and collect and send marksheets to awarding bodies before deadlines

Apply for access arrangements as advised by the Special Educational Needs Co-ordinator (SENDCo)

**The SENDCo will:**

Identify students and applicable access arrangements, notifying the Exams Officer at the start of each academic year;

Ensure pupils are aware of their entitlement;

Work with teaching staff to ensure requirements for support staff are met in good time

NEA deadlines for students:

The deadline for students is in two parts:

The submission date - when all NEA should be handed in by students;

The final acceptance date – for those students who failed to meet the submission date and after which no NEA will be accepted. The student is given either a mark for any incomplete work submitted or a zero mark if no work is submitted

Refer to [GR](#) (sections 5.3x, 5.7) and [NEA](#) (section 1)

- Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

## Senior leaders

- Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates)
- Ensure appropriate internal moderation, standardisation and verification processes are in place
- Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications and WJEC GCE legacy AS and A-level Health & Social Care) follow JCQ [Instructions for conducting coursework](#) and the specification provided by the awarding body
- Ensure teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- For other qualifications, ensure teaching staff follow appropriate instructions issued by the awarding body

- Ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

### **Teaching staff**

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

### **Exams 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 candidates documents](#) that are annually updated

## **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 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 in their exam room and made aware of the access arrangement(s) awarded (ensuring 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 HoDs in a timely manner to ensure awarding body external deadlines for submission can be met

### **Estimated entries collection and submission procedure**

Teaching staff/middle leaders with responsibility for delivering the course will provide the exams officer with the relevant qualification details (QAN, Unit Codes etc) and student details

to allow the exams officer to submit the entries via A2C. The entries will be made in SIMS Examination module and the Teacher responsible will be required to sign to confirm that the entry list and details are correct before submission to the exam boards is made.

- Makes candidates aware of the JCQ **Information for candidates – Privacy Notice** at the start of a course leading to a vocational qualification or when entries are submitted to awarding bodies for processing for general qualifications

### **Senior leaders**

- Provide entry information requested by the EO to the internal deadline
- Inform the EO immediately of any subsequent changes to entry information

### **Final entries**

#### **Exams officer**

- Requests final entry information from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs HoDs of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoDs final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies
- Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments, and observes any regulatory requirements for the qualification

#### **Final entries collection and submission procedure**

### **Senior leaders**

- Provide information requested by the EO to the internal deadline
- Inform 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
- Check final entry submission information provided by the EO and confirms information is correct

### **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

### **Senior leaders**

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

### **Candidate statements of entry**

#### **Exams officer**

- Provides candidates with statements of entry for checking

### **Teaching staff**

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

### **Candidates**

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

## **Pre-exams: roles and responsibilities**

### **Access arrangements and reasonable adjustments**

#### **ALS lead/SENCo**

- Ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- Ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- Ensures exam information (JCQ information for candidates documents, 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 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 designated contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- Prior to exams issues relevant JCQ information for candidates documents
- Where relevant, issues relevant awarding body information to candidates
- Issues centre exam information to candidates including information on:
  - exam timetable clashes
  - arriving late for an exam
  - absence or illness during exams
  - what equipment is/is not provided by the centre
  - food and drink in exam rooms
  - unauthorised items in exam rooms
  - when and how results will be issued and the staff that will be available
  - the post-results services and how the centre deals with requests from candidates
  - when and how certificates will be issued

### **Access to Scripts, Reviews of Results and Appeals Procedures**

Submissions of requests for appeals will be made in accordance with the JCQ A guide to the awarding bodies' appeals processes.

#### **Results, Enquiries About Results (EARs) and Access To Scripts (ATS)**

Candidates will receive individual result slips on results days, either in person at the centre or by post to their home addresses (candidates to provide self-addressed envelope). Arrangements for the centre to be open on results days are made by the Head of Centre. The provision of staff on results days is the responsibility of the Headteacher.

#### **External Appeals Procedure**

1. Contact the HOD as soon as possible (at least 10 working days before the published deadline for enquiry about results) to discuss the mark/grade.

2. Candidates can request access to scripts, clerical re-checks, reviews of marking and reviews of moderation after the publication of examination results. Written consent from the candidate must be provided for any post-result services. Forms will be available from the Exams Officer.

3. If the candidate requests an enquiry about results but the HOD does not agree to support this, then students may appeal against the decision. Appeals should be submitted in writing at least 5 working days before the published deadline for enquiries about results and detailing the reason for the appeal. The appeal will be reviewed by the Examinations Officer and the relevant HOD. The outcome of the appeal will be communicated to the student within 24 hours of receipt. The decision is final.

4. If the centre does not support the enquiry about results the student may still proceed but all fees involved will be paid by the candidate before the enquiry about results is submitted to the awarding body. Requests should be made to the Examinations Officer before the published deadline for enquiries about results. If the enquiry about results is successful, the fee will be refunded to the candidate.

The Examinations Officer will forward the outcome of the enquiry about results to the student as soon as possible.

#### Access to Scripts

After the release of results, candidates may ask for the return of papers for which the appropriate charge will be made. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, St Anne's CE Academy encourages an informal resolution in the first instance. This can be undertaken by communicating the concern or complaint in writing to The Exams Officer, indicating the details of the concern or complaint.

The Exams Officer will investigate accordingly and findings will be communicated back to the candidate/parent within an agreed timeframe, and a resolution proposed.

St Anne's Academy will ensure that:

- a) Candidates will be made aware of the arrangements for post-results services before they sit any examinations;
- b) ensure that senior members of centre staff are available immediately after the publication of results;
- c) ensure that all internal candidates are made aware that all post-results service requests must be made through the centre;
- d) ensure that candidates have provided their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results;
- e) submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication Post-results services and JCQ Appeals Booklet;
- f) submit requests for appeals in accordance with the JCQ publication Post-Results Services and JCQ Appeals Booklet (a guide to the awarding bodies' appeals processes);
- g) ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible;



h) have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical recheck, a review of marking, a review of moderation or an appeal; (A centre may place its internal appeals procedure on the school/college website or alternatively the document may be made available to candidates upon request.)

Refer to [GR](#) (sections 5.13, 5.6j)

## **Dispatch of exam scripts**

### **Exams officer**

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

## **Estimated grades**

### **Senior leaders**

- Ensure 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

### **ALS lead/SENCo**

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

### **Teaching staff**

- Support the ALS lead/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

### **Senior leaders**

- Ensure teaching staff assess and authenticate candidates' work to the awarding body requirements
- Ensure teaching staff assess endorsed components according to awarding body requirements
- Ensure teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline
- Ensure 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 on any regulation changes and any changes to centre-specific processes
- 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, ensure all relevant rules are being adhered to and to support the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- Liaises with the ALS lead/SENCo regarding the facilitation and invigilation of access arrangement candidates

### **ALS lead/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 Centre Inspections**

### **Exams officer or Senior leader**

- Will accompany the Inspector throughout a visit

### **ALS lead/SENCo or relevant Senior leader** (in the absence of the ALS lead/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 the identity of all candidates

#### **Candidate Identification Procedure**

Senior members of centre staff who have been authorised by the Head of Centre will be present at the start of the examination to assist with the identification of candidates.

The Exams Officer will produce a seating plan for each exam room and an attendance register for each exam as per JCQ and awarding body requirements.

A register of all candidates present in the exam room will be taken at the start of the exam.

Candidates must attend exams in full school uniform.

The Exams Officer will ensure that all invigilators are aware of the procedures above.

A private/external or a transferred candidate who is not known to the school or college must show photographic documentary evidence to prove that they are the same person who is entered/registered for the examination e.g. passport or photographic driving licence.

Arrangements should be made for when it may be difficult to identify a candidate e.g. due to the wearing of religious clothing. The centre will inform the candidate of this in advance.

Refer to [GR](#) (sections 5.6i, 5.9d) and [ICE](#) (section 16)

- 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 and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

### **Invigilators**

- Follow the procedure for verifying candidate identity provided by the EO
- Seat candidates in exam rooms as instructed by the EO/on the seating plan

### **Security of exam materials**

#### **Exams officer**

- Confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre
- Ensures access to the secure room is restricted and staff named and approved by the head of centre are accompanied by a keyholder at all times. There must be between two and six keyholders only, each of whom must fully understand their responsibilities as a key holder to the secure storage facility
- Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre
- Ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order
- 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 process to record the secure movement of 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 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 an exam timetable clash) according to required ratios
- Liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- Liaises with the ALS lead/SENCo regarding rooming of access arrangement candidates

### **ALS lead/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**

- (Where/if applicable to the centre) Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Site arrangement notification using CAP (or through the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

### **Centre consortium arrangements**

#### **Exams officer**

- (Where/if applicable to the centre) Processes applications for Centre Consortium arrangements using CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

### **Senior leaders**

- (Where/if applicable to the centre) Inform the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

### **Transferred candidate arrangements**

#### **Exams officer**

- (Where/if applicable to the centre) Liaises with the host or entering centre, as required
- Processes requests for Transferred Candidate arrangements using 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 arrangement

### **Internal exams**

#### **Exams officer**

- Prepares for the conduct of internal exams under external conditions (where applicable to the centre)
- Provides a centre exam timetable of subjects and rooms
- Provides seating plans for exam rooms
- Requests internal exam papers from teaching staff
- Arranges invigilation (where applicable to the centre)

### **ALS lead/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 ALS lead/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/temporary access arrangements as they arise at the time of exams
- applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

### **Candidate absence**

#### **Candidate Absence Policy**

Where a Candidate misses is absent through a known illness/injury or is sent home ill, the centre will submit an application for special consideration either online or by using JCQ/SC Form 10.

Where a Candidate is absent through illness/injury, but the Centre was previously unaware of the circumstances surrounding the illness/injury the Candidate will be required to complete JCQ/ME form 14 and return to the Centre whereupon the Centre will submit an application for special consideration on their behalf.

Where a candidate is absent and no reason is provided the Centre may require the candidate to pay the fee for the missed unit(s).

Refer to [ICE](#) (section 22)

## **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 behaviour**

See *Irregularities* below.

### **Candidate belongings**

See *Unauthorised items* 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 using CAP to timescale
- Warns candidates that their script may not be accepted by the awarding body

## **Invigilators**

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

### **Candidate Late Arrival Policy**

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.

A candidate will be considered very late if he/she arrives:

- a) more than one hour after the awarding body's published starting time for an examination which lasts one hour or more, i.e. after 10.00am for a morning examination or after 2.30pm for an afternoon examination;
- b) after the awarding body's published finishing time for an examination that lasts less than one hour.

Where a candidate arrives very late for an examination the centre must:

- a) send the script to the awarding body/examiner in the normal way;
- b) submit Form JCQ/VLA-Report on candidate admitted very late to examination room online, using the Centre Admin Portal (CAP), within seven days of the examination having taken place. The Centre Admin Portal can be accessed via any of the awarding bodies' secure extranet sites. The accompanying guidance notes must be read before completing the online form: <https://www.jcq.org.uk/exams-office/online-forms/>

Centres must provide the following information:

- the reason the candidate arrived late, including any details of special arrangements made for the candidate to reach the centre;
- the actual starting and finishing times of the examination;
- the time the candidate started the examination;
- the time the candidate finished the examination.

- c) warn the candidate that the awarding body may not accept their script.

If a candidate arrives in the afternoon for a paper that had been re-arranged for a morning session, the candidate may be allowed to take the paper at the published time as long as he or she has not had any contact with candidates who sat the paper earlier. The awarding body must be informed of the situation and will decide whether to accept the script.

Refer to [ICE](#) (section 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 the secure storage facility
- Attaches erratum notices received to relevant sealed question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or email inbox for updates from awarding bodies
- In order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- Ensures this additional/second check is recorded
- Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

## **Exam rooms**

### **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 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 the centre's policy 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

### **Food and Drink Policy (Exams)**

Food and drink may be allowed in the examination room as long as this does not cause any disruption to the smooth running of the examination. This is at the discretion of the head of centre. However, any food or drink brought into the examination room by the candidate or the centre must be free from packaging and all labels removed from drink containers.

Refer to [ICE](#) (section 18)

### **Leaving the Examination Room Policy**

For examinations that last one hour or more, candidates must stay under centre supervision until 10.00am for a morning examination or 2.30pm for an afternoon examination, i.e. one hour after the awarding body's published starting time for that examination.

For examinations that last less than one hour, candidates must be supervised, and question papers must be kept in secure storage until the published finishing time of the examination.

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.

Refer to [ICE](#) (section 23)

### **Exams officer**

- Ensures exam rooms are set up and conducted as required in the regulations
- Provides invigilators with appropriate resources to effectively conduct exams
- Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
- Ensures sole invigilators have an appropriate means of summoning assistance (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

### Emergency Evacuation Policy (Exams)

This section details how St Anne's CE Academy deals with an emergency evacuation of the exam room(s) by defining staff roles and responsibilities and confirming the emergency evacuation procedure.

When is an emergency evacuation required?

An emergency evacuation is required where it is unsafe for candidates to remain in the exam room. This might include a fire in the exam room, the fire alarm sounding to warn of fire, bomb alert or other serious threat.

In exceptional situations, where candidates might be severely disadvantaged or distressed by remaining in the exam room, the emergency evacuation procedure may also need to be followed. This might include situations where there is severe disruption in the exam room, serious illness of a candidate or invigilator or similarly serious incidents.

As each incident may be different, advice will be sought from the relevant awarding body as soon as it is safe to do so, particularly where the centre is concerned about the security of the examination(s).

Where candidates are unable to return to the building to complete the examination, the relevant awarding body will be contacted immediately for advice. The awarding bodies have procedures in place to ensure that candidates are not disadvantaged where they are unable to complete the examination due to circumstances beyond their control.

#### Emergency Evacuation Procedure

When dealing with emergencies you must be aware of 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>.

In an emergency such as a fire alarm or a bomb alert, the invigilator must take the following action:

- Stop the candidates from writing;
- Collect the attendance register (in order to ensure all candidates are present) and evacuate the examination room in line with the instructions given by the appropriate authority;



- Advise candidates to leave all question papers and scripts in the examination room. Candidates must be advised to close their answer booklet;
- Ensure the candidates leave the room in silence;
- Ensure candidates are supervised as closely as possible while they are out of the examination room so that there is no discussion about the examination;
- Make a note of the time of the interruption and how long it lasted;
- Allow the candidates the remainder of the working time set for the examination once it resumes;
- If there are only a few candidates, consider the possibility of taking the candidates (with question papers and scripts) to another place to finish the examination;
- Make a full report of the incident and of the action taken and send to the relevant awarding body.

## **Emergency Evacuation of an Exam Room**

### **Roles and responsibilities**

#### **Head of centre**

- Ensures the emergency evacuation policy for exams is fit for purpose and complies with relevant health and safety regulation
- Ensures any instructions from relevant local or national agencies are referenced and followed where applicable, including information from the National Counter Terrorism Security Office on the Procedures for handling bomb threats  
<https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>
- Where safe to do so, ensures candidates are given the opportunity to sit exams for their published duration Where responsible for the centre-wide emergency evacuation procedure, ensures all staff and appointed fire marshals are aware of the policy and procedures to be followed when an emergency evacuation of an exam room is required

#### **ALS lead/SENCO**

- Ensures appropriate arrangements are in place for the emergency evacuation of a disabled candidate from an exam room where different procedures or assistance may need to be provided for the candidate
- Ensures the candidate is informed prior to taking their exams of what will happen in the event of an emergency evacuation
- Ensures the Exams Officer is informed of any such arrangements prior to the candidate's exams.

#### **Exams Officer**

- Ensures invigilators are trained in emergency evacuation procedures and how an incident and actions taken must be recorded
- Ensures candidates are briefed via the examination information leaflet, prior to exams taking place, on what will happen in the event of an emergency in the exam room
- Provides invigilators with a copy of the emergency evacuation procedure for every exam room
- Provides a standard invigilator announcement for each exam room which includes appropriate instructions for candidates about emergency procedures and what will happen if the fire alarm sounds
- Provides an exam room incident log in each exam room
- Briefs invigilators prior to each exam where different procedures or assistance may need to be provided for a disabled candidate
- Ensures appropriate follow-up is undertaken after an emergency evacuation reporting the incident to the awarding body and the actions taken through the special consideration process where applicable.

#### **Invigilators**



- By attending training and/or update sessions, ensure they understand what to do in the event of an emergency in the exam room
- Follow the actions required in the emergency evacuation procedure issued to them for every exam room
- Confirm with the Exams Officer, where different procedures or assistance may need to be provided for a disabled candidate they are invigilating
- Record details on the exam room incident log to support follow-up reporting to the awarding body by the Exams Officer (see below)

#### **Other relevant centre staff**

- Support the senior leader, Achievement for All Lead /SENDCo, Exams Officer and invigilators in ensuring the safe emergency evacuation of exam rooms

#### **Recording details**

As soon as practically possible and safe to do so, details should be recorded. Details must include:

- the actual time of the start of the interruption
- the actions taken
- the actual time the exam(s) resumed
- the actual finishing time(s) of the resumed exam(s)
- Further details could include:
  - report on candidate behaviour throughout the interruption/evacuation
  - a judgement on the impact on candidates after the interruption/evacuation

Refer to [ICE](#) (section 25)

#### **Site staff**

- Ensure exam rooms are available and set up as requested by the EO
- Ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- Ensure fire alarm testing does not take place during exam sessions

#### **Invigilators**

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

#### **Candidates**

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

#### **Irregularities**

##### **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

#### **Managing Behaviour Policy (Exams)**

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. Wherever possible, the

invigilator should remove and keep any unauthorised material that a candidate may have in the examination. If necessary, the invigilator should summon assistance.

Refer for prompt to [ICE](#) (section 24)

## Malpractice Policy (Exams)

We take all reasonable steps to prevent the occurrence of any malpractice (including maladministration) before, during and after examinations and report and investigate in accordance with JCQ General Regulations for Approved Centres and JCQ Suspected Malpractice Policies and Procedures. In accordance with the regulations St Anne's CE Academy will:

- Take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration).
- Inform the awarding body immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, by completing the appropriate documentation, including:
  - the JCQ M1 form in a case of suspected candidate malpractice
  - the JCQ M2 form in a case of suspected malpractice/maladministration involving a member of centre staff
- As required by an awarding body, investigate any instances of alleged or suspected malpractice (which includes maladministration) in accordance with the JCQ publication Suspected Malpractice: Policies and Procedures and provide such information and advice as the awarding body may reasonably require
- The form must be completed and submitted to the appropriate awarding body immediately a suspicion is raised or an allegation received

Suspected malpractice involving non-examination assessment prior to a candidate signing the declaration of authentication

The Assistant Head (Data and Exams) will:

- Investigate the claim by speaking to the member of staff and the student involved.
- Brief the student on the likely outcomes, explain the seriousness of the allegation and set out the school's expectations for future behaviour.
- Complete JCQ form M1.
- Ask the student to sign the M1 form as a record of the meeting.
- Hold the M1 form on file in the examinations office.
- Inform parents of the investigation.
- The only exception to this is where the awarding body's confidential assessment material has potentially been breached. Any such breach will be reported to the awarding body immediately.

### 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 or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

### **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

#### **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**

##### **Senior 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 any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

##### **Exams officer**

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

##### **Site staff**

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

#### **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 for each exam series
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolves any missing or incomplete results with awarding bodies
- Issues statements of results to candidates on issue of results date
- Provides summaries of results for relevant centre staff on issue of results date

### **Post-results services**

#### **Head of centre**

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

#### **Exams officer**

- Provides information to **all** 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 to collect candidate informed consent (**after** the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

#### **Teaching staff**

- Meet internal deadlines to request the services and gain relevant candidate informed consent
- 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**

#### **(Assistant Headteacher Responsible for Data)**

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

### **Certificates**

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

## **Certificate Issue Procedure and Retention Policy**

All Certificates received by the school are recorded and stored.

Certificates can be collected by those students wishing to do so on or after Awards Evening. Those not collected are held in school for one year after which time they may be destroyed.

At Rewards Evening a record will be made of those students collecting certificates.

### **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

### **Exams 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 an exams 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
- Dispose of records that are no longer required securely, in line with the trust Data protection Policy