

Exams policy

2024/25

This policy is reviewed annually to ensure compliance with current regulations

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| --- | --- |
| **Approved/reviewed by** | |
|  | |
| **Date of next review** |  |

Key staff involved in the policy

|  |  |
| --- | --- |
| **Role** | **Name(s)** |
| Head of centre | **V Whitcombe** |
| Exams officer line manager (Senior Leader) | **L Cassels** |
| Exams officer | **P Cleary** |
| SENCo | **P Gardiner** |
| Senior leaders | **T Hughes/S Reilly/J Watkinson/L Cassels** |

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Purpose of the policy

The centre is committed to ensuring that the examinations/assessments 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 process is documented, supporting the centre’s contingency plan and other relevant exams-related policies and procedures are signposted to
* the workforce is well informed and supported
* all centre staff involved in the 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 examination/assessment system at all times
* exam candidates understand the process and what is expected of them.

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| --- |
| This policy will be 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. The Head of Centre is responsible for the annual review and any required update of this policy. The Chair of Governors is responsible for the approval and sign-off of this policy. The policy is available on the Z:drive/Policies. |

Roles and responsibilities overview

**The head of centre** is the individual who is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements to ensure the security and integrity of the examinations/assessments at all times. This individual must have the authority to deploy the necessary resources to ensure that the centre is always compliant in meeting those published JCQ regulations and awarding body requirements.

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

HoC must ensure that relevant members of staff respond promptly to requests for information from awarding bodies relating to the administration and conducting of examinations/assessments. (GR, section 1)

**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 must not appoint themselves as the examinations officer**. A head of centre and an examinations officer are two distinct and separate roles.

The head of centre must ensure:

* compliance with the published JCQ regulations and awarding body requirements to deliver the qualifications
* appropriate controls are in place which ensure accurate data is submitted to the awarding bodies by the required deadlines, e.g. entries, internally assessed marks
* all reasonable steps are taken to respond promptly to requests for information or documentation made by an awarding body or regulatory authority

**Head of centre responsibilities**

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. It is the responsibility of the head of centre to ensure that all staff comply with the instructions in the (Instructions for conducting examinations) booklet. Failure to do so may constitute malpractice as defined in the JCQ publication Suspected Malpractice: Policies and Procedures, 1 September 2024 to 31 August 2025:

<https://www.jcq.org.uk/exams-office/malpractive> (ICE Introduction)

**Head of centre**

* Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:

[General regulations for approved centres](http://www.jcq.org.uk/exams-office/general-regulations) (GR)

[Instructions for conducting examinations](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations) (ICE)

[Access Arrangements and Reasonable Adjustments](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance) (AARA)

[Suspected Malpractice – Policies and Procedures (SMPP)](http://www.jcq.org.uk/exams-office/malpractice)

Instructions for conducting coursework (ICC)

[Instructions for conducting non-examination assessments](http://www.jcq.org.uk/exams-office/non-examination-assessments) (NEA)

[A guide to the special consideration process (SC)](http://www.jcq.org.uk/exams-office/malpractice)

* Ensures the centre has appropriate accommodation to support the size of the cohorts being taught including appropriate accommodation for candidates requiring access arrangements and/or practical assessments
* Ensures that relevant members of staff respond promptly to actions raised by the JCQ Centre Inspection Service, understanding that failure to do so could result in penalties
* Ensures that the centre promptly reports any incidents to the relevant awarding bodies which might compromise any aspect of assessment delivery, such as a cyber-attack
* 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
* Ensure members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with names, addresses and contact details (including email addresses) of examiners, moderators, external verifiers and any other awarding body examining/assessment personnel/JCQ personnel

Resilience arrangements

(GR 3.16-19)

The centre must ensure they are familiar with the regulators’ guidance on ensuring resilience in the qualifications system. Centres should consider putting in place a process for gathering evidence of candidate performance in line with the published guidance.

Cyber security

(GR 3.20-21)

The Policy can be found in the Z:Drive/Policies

Recruitment, selection, training and support

(GR 5.3)

* Retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the deliver 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
* Ensures that teaching staff do not use artificial intelligence (AI) as the sole means of marking candidates’ work

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

* The centre escalation process will be that in the absence of the Headteacher the member of the senior leadership team with oversight of examination administration will be responsible for the examination process and its integrity. This will be supported by the Director of Secondary Education from Unity Schools Partnership.
* In the absence of the member of the senior leadership team with oversight of examination administration, then an alternative senior leader will be appointed to the role and this will be supported by the Headteacher if present and by the Director of Secondary Education from Unity Schools Partnership if the Headteacher is not present.
* If the Exams Officer is absent then the Data Manager will provide support supervised by the Senior Leadership Team with support from an Exams Officer in another Trust School.
* 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
* 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
* Complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims
* Ensures the exams officer (EO) receives appropriate support from relevant centre staff and enables the EO to attend appropriate training and other events in order to facilitate the effective delivery of exams and assessments within the centre (as example, EO networking events and relevant events offered by awarding bodies, MIS providers and other external providers)
* Ensures a named member of staff acts as the Special Educational Needs Co-ordinator (SENCo)
* Ensures centre staff are supported and appropriately trained to undertake key tasks within the exams process
* Ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
* Ensures *“that a teacher who teaches the subject being examined, or a senior member of teaching staff who has had overall responsibility for the candidates preparation for the examination, is not an invigilator during the timetabled written examination or on-screen test…”* [[ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations) 12]
* Ensures confidentiality and security within the examination process is compliant with and managed according to JCQ and awarding body regulations, guidance and instructions including
  + the location of the centre’s secure storage facility in a secure room which must only be used for the purpose of administering secure examination materials
  + appropriate arrangements are in place to ensure that confidential materials are only delivered to the EO or authorised members of centre staff
  + access to the secure room and secure storage facility is restricted to the authorised key holders
  + the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
  + that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
* Takes all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during the course of and after examinations have taken place
* Ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
* Ensures risks to the exam process are assessed and appropriate risk management processes/contingency plans are in place (that allows the HoC to act immediately in the event of an emergency or staff absence)
* As a contingency to enable the prompt handling of urgent issues only, the centre responds to the awarding bodies’ request for information regarding the contact details of a senior member of staff (which might include a personal mobile number and/or email address). This will ensure that nay urgent matters which might adversely affect candidates which arise outside of term time, and which potentially put qualification awards at risk, can be addressed by awarding bodies with the support of that member of staff. The head of centre will ensure that this member of staff has the necessary authority to mobilise resources to provide this support, which might include resolving issues within the centre itself (GR 5.3)
* In the event of the absence of the HoC responsibility for implementing JCQ regulations and requirements relating to after examinations will be escalated to Louise Cassels, Deputy Head.

Equalities Policy (Exams)

The Policy can be found in the Z:Drive/Policies

Malpractice Policy (Exams)

The Policy can be found in the Z:Drive/Policies

Complaints Policy

Can be found on the Castle Manor Academy website under policies

Child protection/safeguarding policy

Can be found on the Castle Manor Academy website under policies

Data protection policy

Can be found on the Castle Manor Academy website under policies

Access arrangements policy

The Policy can be found in the Z:Drive/Policies

Whistleblowing Policy (Exams)

The Policy can be found in the Z:Drive/Policies

Conflicts of Interest policy (Exams)

The Policy can be found in the Z:Drive/Policies

Contingency plan

The Policy can be found in the Z:Drive/Policies

Internal appeals procedures

The Policy can be found in the Z:Drive/Policies

* 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 required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers

Non-examination Assessment (Including controlled assessments and coursework) policy

The Policy can be found in the Z:Drive/Policies

Conflicts of interest

* Ensures the relevant awarding bodies are informed of any Conflict of Interest where
* a member of centre staff is taking a qualification at the entre which includes internally assessed components/units (noting that being entered by the centre must be as a last resort where unable to find an alternative centre)
* a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate
* Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above, and where
* a member of exams office staff have a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
* a member of centre staff is taking a qualification at the centre which does not include internally assessed components/units (taking at the centre as a last resort where unable to find an alternative centre)
* a member of centre staff is taking a qualification at another centre

National Centre Number Register and other information requirements

* 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 by completion of the Head of Centre Declaration
* Provides contact details and an address to which all correspondence in connection with the administration of examinations and assessments can be directed which must be the registered address of the centre
* Ensures the NCNR annual update is responded by the end of October every year
* 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 HoC declaration, will results 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

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
* 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 themselves with a formal identity document and must be accompanied throughout their tour of the premises, including inspection of the centre’s secure storage facility

Personal data

(GR 6.6, 6.8)

It is the responsibility of centres to inform candidates of the processing that the centre undertakes. For example, that the centre will provide relevant personal data including name, date of birth, gender to the awarding bodies for the purpose of examining and awarding qualifications.

Materials which are submitted by candidates for assessment may include any form of written work, audio and visual materials, computer programmes and data (“Student Materials”). Awarding bodies may use the Student Materials to evaluate candidates’ performance in the relevant assessment. They may also use the Student Materials for other purposes as outlined in their privacy policies and in accordance with their terms. Candidates should be directed to the relevant awarding body’s privacy notice if they require further information about how their Student Materials may be used by the awarding body.

Centre staff

**Exams officer**

* Understands the contents of annually updated JCQ documents including:

[General regulations for approved centres](http://www.jcq.org.uk/exams-office/general-regulations)

[Instructions for conducting examinations](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)

[Suspected Malpractice –](http://www.jcq.org.uk/exams-office/malpractice) Policies and Procedures

[Post-results services](http://www.jcq.org.uk/exams-office/post-results-services) (PRS)

[A guide to the special consideration process](http://www.jcq.org.uk/exams-office/general-regulations)

* Is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
* 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 to confirm the centre’s contact details or informs of any changes (and follows the process (in GR 5.3) if any changes occur after the annual update has taken place)
* Ensures key tasks are undertaken and key dates and deadlines met
* Recruits, trains and deploys a team of external invigilators as required and keeps a record of the training provided to invigilators
* Works with the SENCO to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
* Supports the HoC in ensuring that awarding bodies are informed of any Conflict of Interest declared by members of centre staff and in maintaining internal 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
* Manages the administration of internal exams and external exams.
* Advises the SLT, HoD, Teaching and support staff on annual exams timetables and procedures as set by the various awarding bodies.
* Oversees the production and distribution to all centre staff and candidates, of an annual calendar for all exams in which candidates will be involved and communicates regularly with staff concerning imminent deadlines and events.
* Ensures that candidates and their parents are informed of and understand those aspects of the exams timetable that will affect them.
* Checks with teaching staff that the necessary coursework and or controlled assessments are completed on time and in accordance with JCQ guidelines and our NEA and Controlled assessment policy
* Briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential materials on the requirements for maintaining the integrity and security of confidential examination/assessment materials
* Confirms detailed data on preliminary entries
* Maintains systems and processes to support the timely entry of candidates for their exams
* Receives, checks and stores securely all exam papers and completed scripts in line with the JCQ requirements. Ensures scripts are dispatched as per the guidelines
* Administers/processes applications for access arrangements and makes applications for special consideration following the regulations in the JCQ publication guide.
* Identifies and manages the exam timetable clashes
* Accounts for income and expenditures relating to all exam costs/charges.
* Managers a team of exam invigilators
* Ensures candidates’ coursework/controlled assessment marks are submitted and any other material required by the appropriate awarding bodies correctly and on schedule
* Tracks, dispatches and stores returned coursework/controlled assessments.
* Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT any post results service requests
* Presents when requested by a JCQ Centre Inspector, evidence of the assessor’s qualification
* Ensures any applications for access arrangements or reasonable adjustments are submitted by the published deadline. Hold on file appropriate documentary evidence to substantiate such an arrangement, which is open to inspection. For those qualifications covered by Access Arrangements Online, a JCQ Centre Inspector will sample a centre’s applications. (GR 5.4)
* Ensures a file is presented which must contain for each online application the downloaded approval for the respective arrangements, supporting evidence of need and a signed candidate data personal consent form. (This information must be readily available for inspection at the venue where the candidate is taking the examinations) (GR 5.4)
* Ensures requests for modified papers are submitted by the published deadline (GR 5.4)
* Ensures there are appropriate resources in place at the time of examinations/assessments to meet candidates’ needs, e.g. sufficient readers and scribes (GR 5.4)

**Senior leaders (SLT)**

* Are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ documents including:

[General regulations for approved centres](http://www.jcq.org.uk/exams-office/general-regulations)

[Instructions for conducting examinations](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations)

[Access Arrangements and Reasonable Adjustments](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance)

[Suspected Malpractice –](http://www.jcq.org.uk/exams-office/malpractice) Policies and Procedures

[Instructions for conducting non-examination assessments](http://www.jcq.org.uk/exams-office/non-examination-assessments)

Instructions for conducting coursework

[A guide to the special consideration process](http://www.jcq.org.uk/exams-office/general-regulations)

Post Results Services

* 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 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)**

* Understands the contents, refers to and directs relevant centre staff to annually updated JCQ documents including:

[Access Arrangements and Reasonable Adjustments](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance)

* 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
* Works with the EO to provide the access arrangements required by candidates in exam rooms

**Head of department (HoD)**

* Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SENCo
* Ensures teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
* Ensures teaching staff attend relevant awarding body training and update events
* Accurately completes the coursework/controlled assessment mark sheets and declaration sheets following the expectations in the NEA (including controlled assessment and coursework policy that is available on the Z:drive
* Decides with SLT’s on post results

**Teaching staff**

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

**Invigilators**

* Attend/undertake training (on the current regulations), update, briefing and review sessions as required
* Provide information as requested on their availability to invigilate
* Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
* Assists with the EO the efficient running of exams according to JCQ regulations

**Reception staff**

* Support the EO in the receipt and dispatch of confidential materials and follow the requirements for maintaining the integrity and security of confidential examinations/assessment materials

**Site staff**

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

**Candidates**

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

* Understands coursework/controlled assessment regulations and signing a declaration that authenticates the coursework as their own
* Ensures that they conduct themselves in all exams according to the JCQ regulations

The exam cycle

The exams management and administration process that needs to be undertaken for each **exam series** is referred to as the **exam cycle** and relevant tasks which need to be undertaken before, during and after an exam series 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

### Secure Materials

**Head of Centre**

* ensures the centre has a secure storage facility in a room solely assigned to examinations (GR 3.6)

**The secure room and the secure storage facility (ICE 3.1)**

**The secure room**

The secure room **must** only be used for the purpose of administering secure examination materials.

Access to the secure room **must** be restricted to two to six key holders, one of whom must be the exams officer.

When the secure storage facility is being accessed for the storage and preparation of secure assessment materials the door to the secure room **must** be closed

### Information sharing

**Head of centre**

* Directs relevant centre staff to annually updated JCQ documents including [GR](http://www.jcq.org.uk/exams-office/general-regulations), [ICE](http://www.jcq.org.uk/exams-office/ice---instructions-for-conducting-examinations), [AA](http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration)RA, [SM](http://www.jcq.org.uk/exams-office/malpractice)PP, [NEA](http://www.jcq.org.uk/exams-office/non-examination-assessments) and [SC](http://www.jcq.org.uk/exams-office/malpractice)

**Exams officer**

* Signposts relevant centre staff to JCQ documents and awarding body documentation relating to the examination/assessment process that has been updated
* Signposts relevant centre staff to JCQ information that must 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/assessments to enable preparation for and conduct of PREPS

**Head of department**

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

### Access arrangements

**Head of centre**

* Will approve specialist assessors, as recommended by SENCo
* Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
* Ensures the SENCo is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

**SENCo**

* Assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
* Gathers **evidence** to support the need for access arrangements for a candidate
* Liaises with teaching staff to gather evidence of normal way of working for a candidate
* Determines candidate eligibility for arrangements or adjustments that are centre-delegated
* Passes all information to the EO for them to apply for the arrangements online
* Passes relevant paperwork and evidence to EO for JCQ inspection purposes
* Employs good practice in relation to the Equality Act 2010
* Liaises with the EO regarding exam time arrangements for access arrangement candidates
* Ensures staff appointed to facilitate access arrangements for candidates are thoroughly 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
* Liaises with the EO on the centre’s policy on the **use of word processors** in exams and assessments
* If there is a rejection of the arrangement by Access Arrangements Online, the Head of Centre (or an authorised member of SLT) are to write to the parent/carer

**Exams officer**

* 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
* Gathers signed **Personal** **data consent** forms from candidates where required and ensures **Data protection confirmation**(s) by the EO or SENCo are completed

**Word processor policy**

The Policy can be found in the Z:Drive/Policies

Access arrangements and reasonable adjustments policy

The Policy can be found in the Z:Drive/Policies

**Senior Leaders, Head of department, Teaching staff**

* Support the SENDCo in determining and implementing appropriate access arrangements

### Internal assessment and endorsements

**Head of centre**

**Controlled assessments, coursework and non-examination assessments (GR 5.7)**

* Ensures that where candidates are taking non-examination assessments, teaching staff check that the tasks and approach being taken are appropriate and in line with ethical standards and the centre’s safeguarding responsibilities
* Ensures a written internal appeals procedure relating to internal assessment decisions is in place that details of this procedure are communicated, made widely available and accessible to all candidates
* Ensures appropriate controls are in place which allow accurate data to be submitted to the awarding bodies, e.g. internally assessed marks
* Provides fully qualified teachers to mark non-examination assessments
* Ensures a written policy regarding the management of non-examination assessments, including controlled assessments and coursework is in place
* 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

Non-examination assessment (including controlled assessment and coursework) policy

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| --- |
| The policy can be found in the Z:Drive/Policies |

**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 relevant qualifications follow JCQ Instructions for conducting coursework and the specification provided by the awarding body
* Ensure teaching staff delivering GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](http://www.jcq.org.uk/exams-office/non-examination-assessments) and the specification provided by the awarding body
* Ensure teaching staff delivering qualifications which include (or part) units of coursework follow JCQ [Instructions for conducting](http://www.jcq.org.uk/exams-office/non-examination-assessments) coursework and the specification provided by the awarding body
* For other qualifications, ensures teaching staff follow appropriate instructions issued by the awarding body
* Ensures teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre’s marking before marks are submitted to the awarding body

**Teaching staff**

* Ensure appropriate instructions for conducting internal assessment are followed
* Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
* Ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre’s marking before marks are submitted to the awarding body
* Ensures only current assessment materials/tasks are used to assess candidates’ knowledge and skills (in cases where the awarding body provides such material)
* Ensures that all associated administrative tasks are completed in an accurate and timely manner, e.g. marks are correctly calculated, recorded and submitted by the published date
* Ensures that candidates’ work is backed-up and considers the contingency of candidates’ work being backed-up on two separate devices, including one off-site back-up (Implementing appropriate security arrangements which protect candidates’ work in the event of IT system corruption and cyber-attacks)

**Exams officer**

* Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
* Signposts teaching staff to relevant JCQ information for candidate’s documents that are annually updated
* Ensures submission of centre-assessed marks and moderation samples, if required by the awarding body, by the published date (It is the responsibility of the centre to ensure that moderators received the correct samples of work to review)

### Invigilation

**Head of centre**

* Ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
* Ensures that, wherever possible a teacher, a teaching assistant, a tutor or a senior member of centre staff who teaches the subject being examined or a Learning Support Assistant who has supported one or more candidates is not an invigilator during the examination
* 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)

**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 thorough training for new invigilators on the instructions for conducting exams and an update event for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
* Ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
* Ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangements 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

**Head of Centre**

* Ensures the centre’s obligations as detailed in the regulations are met. (With reference to GR 5.4 Entries)

### 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

**Head of department**

* Provides entry information requested by the EO to the internal deadline
* Informs 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
* Submits registrations, examination entries and certification claims by the deadline(s) and complies with the requirements of the specification including any terminal rules which need to be met at the point of certification
* 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

Final entries collection and submission procedure

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| --- |
| Mark sheets are issued to HoDs for them to enter. Once checked by the EO they are entered via EDI. |

**Head of department**

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

### Entry fees

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| Entry fees are collected from the Exams budget. If there are late fees or amendments these are paid from department budgets (dependant on circumstance). |

### Late entries

**Exams officer**

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

**Head of department**

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

### Re-sit entries

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| --- |
| Currently we don’t offer any subjects/examinations that have a re-sit option for our students. |

### Private candidates

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| --- |
| We don’t normally accept private candidates, but if in agreement with the HoC, they must provide photographic documentation as evidence to prove they are the person entered. |

### Candidate statements of entry

**Exams officer**

* Provides candidates/parents/carers with statements of entry for checking

**Candidates**

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

Pre-exams: roles and responsibilities

**Head of Centre**

* Ensures the centre’s obligations as detailed in the regulations are met. (With reference to GR 5.8 Candidate information)

### Access arrangements and reasonable adjustments

**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 candidate’s information, individual exam timetable etc.) is adapted where this may be required for a candidate to access it
* Allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
* Ensures the person appointed to facilitate an access arrangement must not normally be the candidate’s own subject teacher, Learning Support Assistant or teaching assistant (Where the candidate’s subject teacher, Learning Support Assistant or teaching assistant is used, a separate invigilator must always be present)

### Exams Officer

* Provides regular training for any staff/invigilator acting as oral language modifier, practical assistant, prompter, reader, scribe or sign language interpret. A record of this training must be kept on file until the deadline for enquiries has passed

### Briefing candidates

**Exams officer**

* Issues individual exam timetable information to candidates and informs candidates of any designated contingency sessions awarding bodies may identity in the event of national or significant local disruption to exams
* Prior to exams issues relevant JCQ information for candidates’ documents (coursework, non-examination assessments, social media and written examinations) and awarding body privacy notices
* 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
  + post-results services information and how the centre will deal with requests from candidates
  + when and how certificates will be issued

Access to scripts, reviews of results and appeals procedures (GR 5.13)

|  |
| --- |
| * Candidates will be informed during exam assembly, their last exam and on results day. * They will have the opportunity to speak to the SLT, teaching staff, Yr11 Achievement leader, careers leader, exams officer * Services available - access to scripts and reviews of results * Candidates have provided their written consent for post results and access to scripts services offered by the awarding bodies * They fill out a request form and hand to the exams officer. If it is later than results day they email the exams officer * They are told the deadline dates during assembly * If requesting a procedure they will be told the fees * Told where the internal appeals policy can be found on the website * The outcome of the request will be by telephone from the exams officer |

### 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

### Internal assessment and endorsements

**Head of centre**

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

**SENCo**

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

**Teaching staff**

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

**Head of department**

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

**Exams officer**

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

**Candidates**

* Authenticate their work as required by the awarding body

### Invigilation

**Exams officer**

* Provides an invigilation power point pack and updates invigilators annually of any new procedures, trains new invigilators on the current regulations on appointment
* Deploys invigilators effectively to exam rooms throughout an exam series
* Allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
* Liaises with the SENCo regarding the facilitation and invigilation of access arrangement candidates

**SENCo**

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

**Invigilators**

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

### JCQ inspection visit

**Exams officer**

* Will accompany the Inspector throughout the visit
* Ensures that information is readily available for inspection at the venue
* When requested will provide documentary evidence regarding access arrangement candidates and address any questions the inspector may raise

### Seating and identifying candidates in exam rooms

**Exams officer**

* Ensures a procedure is in place to verify candidate identity including private candidates

Candidate identification Procedure

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| --- |
| A copy of the student’s photo with name and other details are on the student’s exam desk. Private candidates will bring photo identification with them. |

* 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 approved by the HoC are accompanied by a keyholder at all times.
* Has a process in place to demonstrate the receipt, secure movement and secure storage of confidential 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
* Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements
* 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 a secure environment at the centre to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question paper materials)

**Reception staff**

* Follow the process to log confidential materials delivered to/received by the centre and issued to authorised staff for transferal in the secure storage facility

**Teaching staff**

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

### 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 SENCo regarding rooming of access arrangement candidates

**SENCo**

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

**Site staff**

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

### 

### Exams officer

* Produces a master centre exam timetable for each exam series
* Identifies and resolves candidate exam timetable clashes according to the regulations
* 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

### Site staff

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

### Alternative site arrangements

**Exams officer**

* Ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
* Will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ Alternative Siteform online 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

### Transferred candidate arrangements

**Exams officer**

* Liaises with the host or entering centre, as required
* Processes requests for Transferred Candidate arrangements through CAP to the awarding body deadline
* Where relevant (for an internal candidate) informs the candidate of the arrangements that have been made for their transferred candidate arrangements

### Internal exams/assessments

**Exams officer**

* Prepares for the conduct of internal exams/assessments under external conditions
* Provides a centre exam timetable of subjects and rooms
* Provides seating plans for exam rooms
* Liaises with teaching staff to make appropriate arrangements for access arrangement candidates
* Requests internal exam papers from teaching staff
* Arranges invigilation

**SENCo**

* Liaises with the EO to make appropriate arrangements for access arrangement candidates

**Teaching staff**

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

Exam time: roles and responsibilities

**Head of Centre**

* Ensures the centre’s obligations as detailed in the regulations are met. (With reference to GR 5.9 Conducting examinations and assessments)

### Access arrangements

**Exams officer**

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

### Candidate absence

Candidate absence policy

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| Candidates are checked entering the exam by the EO and invigilators. Any absent students are followed up by the EO and Attendance. |

**Invigilators**

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

**Candidates**

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

### Candidate behaviour

See *Irregularities* below.

### Candidate late arrival

**Exams officer**

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

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| Students who are late are escorted to the exam room by the EO. The time of arrival is recorded by the invigilator and time added on at the end. |

### 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

### 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 exam question paper packets
* Collates attendance registers and examiner details in date order
* Regularly checks mail or email for updates from awarding bodies
* In order to avoid potential breaches of security, ensures prior to question paper packets being opened that another member of staff or an invigilator checks day, date, time, subject, unit/component and tier of entry if appropriate, immediately before a question paper packet is opened
* Ensures this second pair of eyes check is recorded
* Where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

### Teaching staff (release of papers)

* For confidentiality purposes, question papers will not be released to centre personnel until 24 hours after the start of the exam, in case of any timetable variations.

**Exam rooms**

**Head of centre**

* Ensures that on the day of the exam, relevant internal tests, mock exams, revision or coaching sessions for the exam candidates will not be held in the designated exam room(s)
* Ensures only authorised centre staff are present in exam rooms. Those authorised are senior members of centre staff that are approved by the HOC and who have not had overall responsibility for the candidates preparation for the examination(s).

Food and drink in exam rooms

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| Certain food and drink may be allowed in the examination room at the discretion of the EO. However, this is on the condition that any food or drink brought into the room is free from packaging and all labels are removed from drink containers |

**Exams officer**

* Ensures exam rooms are set up and conducted as required in the regulations
* Provides invigilators with appropriate resources to effectively conduct exams
* Briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for any transferred candidates and access arrangement candidates)
* Ensures sole invigilators have an appropriate means of summoning assistance
* Ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this will be recorded on the exam room incident log
* Provides authorised exam materials which candidates are not expected to provide themselves
* Ensures a procedure is in place in case of an emergency evacuation (lockdown)
* Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates.
* 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
* Ensure information on what can and can’t be taken into the exam room is communicated to students. All unauthorised items are left outside the exam room(s)
* 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
* Ensure a documented emergency evacuation procedure for exam rooms is in place
* Follow the JCQ guidelines
* Identify and settle candidates and instil discipline
* Check that the candidates have been issued with the correct question papers for their subject, unit/component and tier of entry if appropriate;
* Check that the candidates have the necessary equipment and materials, i.e. calculators, preliminary material, anthologies or set texts where permitted
* Start the examination off
* Ensure only candidates actually sitting the examination must be present in the examination room while an exam is taking place
* Ensure where there is an alleged error on the question paper and it has been confirmed that the awarding body has not issued an erratum slip, the instructions to candidates must be to answer the question as printed
* Ensure that centre staff must not provide advice to candidates without the permission of the awarding body. Additionally, centre staff must not comment on the question paper or advise on which sections of the paper and which particular questions should be attempted

**SENCo**

* Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated
* Lockdown policy (Exams)

The policy can be found in the Z:Drive/Policies. All invigilators will familiarise themselves with the policy.

* Emergency evacuation policy

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| The policy can be found in the Z:Drive/Policies. All invigilators will familiarise themselves with the policy. |

**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 in training/update events and briefing sessions
* Check only authorised materials are with the candidates

**Candidates**

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

### 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
* As required by an awarding body, ensures evidence of any instance of alleged or suspected malpractice (which includes maladministration) is gathered in accordance with the JCQ publication *Suspected Malpractice – Policies and Procedures* and provides such information and advice as the awarding body may reasonable require

Managing behaviour

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**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.

Malpractice policy (Exams)

The Policy can be found in the Z:Drive/Policies

### 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

### Unauthorised items

Arrangements for unauthorised items taken into the exam room

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| --- |
| The invigilator, prior to the examination starting, must ensure that phones, coats, bags, watches and any other unauthorised items must be left securely outside the examination room. |

**Invigilators**

* Are informed of the arrangements through training

### Internal exams/assessments

**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

**Head of centre**

* Ensures the centre’s obligations as detailed in the regulations are met. (With reference to GR 5.12 Results, 5.13 Post-Results services and appeals, 5.14 Certificates)

### Internal assessment

**Head of department**

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

### Managing results day(s)

**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 immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensures candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

**Exams officer**

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

Results day programme

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| Castle Manor Academy publishes to candidates the day and time for collection of results before summer exams. Only students can pick up results unless otherwise discussed with the EO only. Results will only be posted to candidates if they have left the EO a stamped addressed envelope. |

**Site staff**

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

**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**

* Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
* Provides information to candidates and staff on the services provided by awarding bodies and the fees charged
* 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
* gain relevant candidate informed consent
* 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
* 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

**Senior Leaders**

* Provides analysis of results to appropriate centre staff
* Provides results information to external organisations where required
* Undertakes the DfE School and College Checking Exercises (where applicable to the centre) https:tableschecking.education.gov.uk

### Certificates

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

Issue of certificates procedure

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| Certificates are given to students at an Awards evening and checked off against a register. Any students unable to attend this are able to collect their certificates from the EO who will get them to sign for certificates. |

**Candidates**

* May arrange for certificates to be collected on their behalf. These will be signed for by the third party.

Retention of certificates

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| Certificates which are uncollected are kept in the Exams office for a minimum of 1 year. |

Exams review: roles and responsibilities

**Exams officer**

* 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