



Examinations Policy

Ref: E001

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Document Control

Title	E001 Examinations Policy
Date	October 2023
Supersedes	October 2022
Amendments	Amendments linked to changes in JCQ requirements and changes in national examination and assessment policy
Related Policies/Guidance	E002 Examinations Access Arrangements/Disability in Exams Policy E003 Emergencies in Exams Policy E004 Non-Examination Assessment Policy E005 Enquiries about results and appeals procedures E006 GDPR Exams Policy E007 Internal Appeals Procedures
Review	1 year
Author	A O'Connell, J. Dawson
Date consultation completed	
Date adopted by Trust Board	

Prospere Learning Trust is a Multi Academy Trust
 Registered in England and Wales number 10872612
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1. Introduction

1.1. The purpose of this exam policy is:

- to ensure the planning and management of exams is conducted efficiently and in the best interest of candidates.
- to ensure the operation of an efficient exam system with clear guidelines for all relevant staff.

1.2. It is the responsibility of everyone involved in the Centre's exam processes to read, understand and implement this policy.

1.3. This exam policy will be reviewed by the Exams Manager in liaison with the Exams Lead on an annual basis.

2. Examination Responsibilities

2.1. Head of Centre:

2.1.1. Has overall responsibility for the school as an exam centre.

2.1.2. Advises on appeals and re-marks.

2.1.3. Is responsible for reporting all suspicions or actual incidents of malpractice. (Refer to the JCQ document 'Suspected Malpractice in Examinations and Assessments.')

2.1.4. Ensures that all staff comply with the instructions in the JCQ's 'Instructions for Conducting Examinations 2023-2024 and all other JCQ and Awarding Body Guidelines.

2.1.5 Ensures that relevant staff respond promptly to actions raised by awarding bodies relating to administration and conduction of exams and JCQ Centre Inspection Service.

2.1.6 Ensures they are familiar with sections 5.1, 5.3 & 5.4 of the JCQ General Regulations.

2.1.7 Ensures that the exams officer has sufficient time to perform their role.

2.2. Examinations Manager:

2.2.1. Manages the administration of public and internal examinations.

2.2.2. Compiles a full examination timetable each academic year using information from the various Awarding Bodies

2.2.3. Advises all staff on examination related procedures as set by the various Awarding Bodies.

2.2.4. Communicates regularly with staff concerning imminent deadlines and events.

2.2.5. Ensures that candidates and their parents are informed of, and understand, those aspects of the exam timetable that will affect them.

2.2.6. Ensures that all candidates and their parents are aware of the relevant JCQ Guidelines prior to assessment and examinations.

2.2.7. Consults with teaching staff to ensure that all non-exam assessments are completed on time and in accordance with JCQ guidelines.

2.2.8. Provides and confirms detailed data on estimated entries.

2.2.9. Maintains systems and processes to support the timely entry of candidates for their exams.

- 2.2.10. Receives, checks and stores all exam papers and completed scripts securely.
- 2.2.11. Ensures secure dispatch of completed exam scripts to the appropriate Awarding Body, they must be packaged straight after exams have finished and not be left unattended until Parcel Force arrive.
- 2.2.12. Makes applications for Access Arrangements and Special Consideration. This is undertaken according to the 'JCQ Access Arrangements and Special Considerations Regulations and Guidance' relating to candidates who are eligible for adjustments in examinations in conjunction with the SENCO. See also, Chorlton High School's *Examinations Access Arrangement & Special Consideration Policy*.
- 2.2.13. Identifies and manages exam timetable clashes.
- 2.2.14. Accounts for income and expenditure relating to all exam costs/charges.
- 2.2.15. Ensures that there are a sufficient number of invigilators for all exams, as per JCQ instruction.
- 2.2.16. Ensures that all invigilators (internal/external) are fully trained, as per JCQ requirements.
- 2.2.17. Instructs Curriculum Leaders on how to input assessment marks into Arbor or on to the Awarding Body's secure website by the appropriate deadlines.
- 2.2.18. Submits candidates' Controlled Assessment/NEA marks to Awarding Bodies, tracks dispatch and stores any material required by the appropriate Awarding Bodies correctly and on schedule.
- 2.2.19. Arranges for dissemination of exam results and certificates to candidates and forwards, in consultation with the SLT, any appeals/re-mark requests.
- 2.2.20. Is line managed and actively supported by a member of the senior leadership team who has a working knowledge of the exams system.
- 2.2.21. Promptly reports any incidents to the relevant awarding bodies which might compromise any aspect of assessment delivery, such as a cyber-attack.

2.3. Curriculum Leaders/ Head of Year:

- 2.3.1. Guidance and pastoral oversight of candidates who are unsure about exam entries or amendments to entries.
- 2.3.2. Accurate completion of NEA mark sheets and declaration sheets.
- 2.3.3. Accurate completion of entry and all other mark sheets and adherence to deadlines as set by the Exams Manager.
- 2.3.4. Liaison with the Access and Achievement department, and completion of the Normal Way of Working mark sheet, to ensure timely application for access arrangements and to meet JCQ deadlines.
- 2.3.5. Involvement in post-results procedures.

2.4. Teachers:

- 2.4.1. To work with their Curriculum Leader to ensure accurate entry of candidates and timely submission of coursework marks.

2.5. SENCO:

- 2.5.1. To deal with the administration of all Access Arrangements, as per the JCQ Regulations.
- 2.5.2. Identification and testing of candidates' requirements for Access Arrangements.
- 2.5.3. Provision of additional support; with spelling, reading, mathematics, dyslexia or essential skills, hearing impairment, English for speakers of other languages, IT equipment. This support is to help candidates achieve their course aims.

2.6. Lead Invigilator:

- 2.6.1. Must attend all training sessions arranged by the centre.
- 2.6.2. Must check the details (day, date, time, subject, unit/component and tier of entry) on each question paper packet before it is opened using the 'eyes and ears' check.
- 2.6.3. Collect exam papers and other materials from the Exams Manager, before the start of the exam.
- 2.6.4. Must ensure that each exam room adheres to JCQ regulation.
- 2.6.5. Run the examination room, as per JCQ regulation. This will include managing invigilation staff, ensuring JCQ signs/documentation are in place, managing toilet breaks, reporting malpractice.
- 2.6.6. Collect all exam papers (in exam number order) at the end of the exam and ensure their secure return to the Exams Manager.
- 2.6.7. Ensure security of exam papers at all times.
- 2.6.8. Be the point of contact for all staff in the exam room.

2.7. Invigilators:

- 2.7.1. Must attend all training sessions arranged by the centre.
- 2.7.2. Collect exam papers and other materials from the Exams Manager/Lead Invigilator before the start of the exam.
- 2.7.3. Maintain the security of the examination at all times, as per JCQ Regulations.
- 2.7.4. Collect exam papers as instructed by the Exams Manager/Lead Invigilator.
- 2.7.5. Ensure security of exam papers at all times.

2.8. Candidates:

- 2.8.1. Make sure that they understand what is expected of them, as per JCQ Regulations.
- 2.8.2. Understand Controlled Assessment regulations and sign a declaration that authenticates the coursework as their own.

3. The Statutory Tests and Qualifications Offered

- 3.1. The statutory tests and qualifications offered at this centre are decided by the Head of Centre.
- 3.2. Decisions on whether a candidate should/should not be entered for an individual subject will be taken in consultation between Curriculum Leaders and the Deputy Head of Year 11.

- 3.3. All candidates will be entitled, and enabled, to achieve an entry for qualifications from an external awarding body, at the end of their course.
- 3.4. The majority of external examinations will be taken at the end of Year 11. Some examinations will be taken at the end of Year 10 for targeted groups of students. Some candidates may be entered early for examinations dependent upon individual circumstances e.g. where early entry is advised to secure candidate attainment.

4. Exam Seasons and Timetables

- 4.1. Internal exam sessions may be scheduled at calendared points throughout the year and, additionally, at the discretion of the Curriculum Leader/Head of Year.
- 4.2. Internal exams are held under external exam conditions.
- 4.3. The majority of external exams are scheduled in the summer season.
- 4.4. Once confirmed, the Exams Manager will circulate the exam timetables for internal/external exams and will be added to the school website.

5. Entries, Entry Details and Late Entries

- 5.1. Candidates are selected for their exam entries by their Subject Teachers.
- 5.2. Candidates, or parents/carers, can request a subject entry, change of level or withdrawal. The Head of Department and Deputy Head will make a decision regarding this, and a charge may be incurred.
- 5.3. The Centre does not normally accept entries from external candidates. The decision to accept an external candidate will be made by the Head of Centre.
- 5.4. Entry deadlines are circulated to Curriculum Leaders and must be adhered to.
- 5.5. The centre will pay all normal exam fees on behalf of candidates.
- 5.6. Candidates or departments will not be charged for changes of tier, withdrawals made by the proper procedures or alterations arising from administrative processes, provided these are made within the time allowed by the awarding bodies.
- 5.7. Late entries are administered by the Exams Manager. Late entry or amendment fees may be paid by departments/candidates if deadlines are not met.
- 5.8. Candidates will be entered under names that can be verified against suitable identification such as birth certificate or passport. A candidate should only be entered under an alternative name in exceptional circumstances.

6. The Disability Discrimination Act (DDA), SEN and Access Arrangements

- 6.1. The Disability Discrimination Act 2005 (DDA) extends the application of the DDA to general qualifications. All exam centre staff must ensure that the Access Arrangements and Special Consideration regulations and guidance are consistent with the law.
- 6.2. A candidate's Special Educational Needs (SEN) requirements are determined by the SENCO. The SENCO will consult with Curriculum Leaders about candidates with Special Educational Needs who are embarking on a course leading to an exam. The SENCO can then inform individual staff of any

special arrangements that individual candidates can be granted during the course and in the exam.

- 6.3. Making Access Arrangements for candidates to take exams is the responsibility of the SENCO and Head of Centre. The submission of completed Access Arrangement applications to the awarding bodies is the responsibility of the SENCO in conjunction with the Exams Manager. The decision to grant Access Arrangements for candidates ultimately lies with the JCQ. Appropriate evidence must be provided to support all applications and,

‘Normal way of working’ will always be the deciding factor.

- 6.4. Rooming for Access Arrangement candidates will be arranged by the SENCO with the Exams Manager. Invigilation and support for Access Arrangement candidates will be organised by the SENCO with the Exams Manager. Any candidate that does not use their Access Arrangement for examinations, may lose their Access Arrangement and be seated in the main examination hall for all exams. Any decision such as this will be communicated to the candidate and parent prior to taking place.

7. Managing Invigilators and Exam Days

- 7.1. External invigilators will be used for both internal and external exams. The booking and timetabling of these invigilators is the responsibility of the Exams Manager.
- 7.2. All invigilators must receive appropriate invigilation training each year on current regulations. Centres will ensure that the testing of invigilators competence and their understanding of these regulations is rigorous. This will also extend to those facilitating an access arrangement. Invigilator checklists provided by JCQ and the exams office can be used.
- 7.3. The Exams Manager will book all exam rooms, after liaison with other users, and make the question papers, other exam stationery and materials available for the invigilator. Site management is responsible for setting up the allocated rooms.
- 7.4. The Exams Manager will distribute all exam papers to the relevant examination rooms. To avoid potential breaches of security, care MUST be taken when opening question paper packets. Another member of staff should check the time, date and other paper details before the question paper packet is opened. This is called the ‘second pair of eyes check’. The ‘eyes and ears’ approach will be used which is one person reads the information on the question paper packet to the other person. A log of this check will be kept. If the wrong papers are opened, they will be resealed and reported to the exam board immediately.
- 7.5. A senior member of staff will start all exams in accordance with JCQ guidelines. The mentor for the Year group or the Head of Year will be responsible for identifying candidates and marking them off on the exam register. Photos of students from Arbor will be on each desk for these members of staff to identify correctly. NB: 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, cannot act as an invigilator. Subject staff should not come into the examination room with the sole intention of reading the exam paper. Anybody who does this will not be allowed to leave the exam room for 1 hour after the published start time.
- 7.6. Exam papers must not be removed from the exam room before the end of a session, or in case of a timetable variation, until all candidates within the centre have completed the examination. At the end of the exam, either the Lead Invigilator or the Exams Manager will retrieve papers for

collation and dispatch. Any spare question papers will be distributed to Curriculum Leaders 24 hours after the examination has taken place.

- 7.7 Candidates are under formal examination conditions from the moment they enter the room in which they will be taking their examination until the point at which they are permitted to leave. Candidates must not talk to, attempt to communicate with or disturb other candidates once they have entered the examination room. Candidates must not open the question paper until the examination begins.

8. Candidates, Clash Candidates and Special Consideration

- 8.1. The Centre's published rules on acceptable dress, behaviour and candidates' use of wrist watches, Air Pods, earphones/earbuds, mobile phones and all electronic devices apply at all times. Candidates' personal belongings remain their own responsibility and the Centre accepts no liability for their loss or damage.
- 8.1.1 At CHS, candidates must not bring any food into the exam room unless the Exams Officer has been informed of a reasonable reason for doing so.
- 8.1.2 If candidates wish to bring a drink, they must bring these in a transparent bottle and remove all labels/packaging.
- 8.2. Disruptive candidates are dealt with in accordance with JCQ guidelines.
- 8.3. Candidates will not be allowed to leave the exam room before the end of the exam except under exceptional circumstances. If a candidate leaves the exam room and is not under Centre supervision, they will not be permitted to return.
- 8.4. The Attendance Team will attempt to contact any candidate who is not present at the start of an exam and deal with them in accordance with JCQ guidelines.
- 8.4.1. Late entry may be allowed at the discretion of the SLT – very late entry (more than one hour after the published start time) will be reported to the Exam Board. Candidates will be given the opportunity to sit the exam for its published duration, however the paper may not be accepted by the exam board.
- 8.5. Where candidates have examination clashes the Exams Manager will be responsible for managing those clashes. Candidates will not be entered for the same subject at the same qualification level with more than one awarding body in the same series.
- 8.5.1. Where candidates have two or more examinations in a session and the total time is less than 3 hours, the Centre may decide what order of the exams are within the session. A supervised break of no more than twenty minutes may be given. The break must be in the examination room under formal exam conditions and the candidate will not be allowed to revise.
- 8.5.2. Where candidates have two or more examinations in a session and the total time exceeds 3 hours (including rest breaks/extra time), an examination may be moved to an earlier or later session within the same day. Security must be maintained, and candidates must be supervised throughout.
- 8.5.3. Overnight supervision arrangement must only be applied in rare and exceptional circumstances.

- 8.6. Should a candidate be ill before an exam, suffer bereavement or other trauma, be taken ill during the exam itself or otherwise disadvantaged or disturbed during an exam, then it is the candidate's responsibility to alert the Centre, the Exams Manager, or the Exam Invigilator, to that effect. The candidate must support any special consideration claim with appropriate evidence within three days of the exam, for example a letter from the candidate's doctor. The Exams Manager will then apply for Special Consideration via the Awarding Bodies secure website(s).
- 8.7. Separate invigilation must reflect the candidates normal and current way of working in internal school tests and mock examinations. Nervousness, low anxiety or being worried about examinations are not sufficient grounds for separate invigilation within the centre. Should candidates require separate invigilation, at the discretion of a member of the SLT, suitable arrangements will be made by the Exams Manager so that JCQ Regulations are adhered to. The candidate will have at least one invigilator and arrangements will be made on a case-by-case basis. A candidate may only take their exam in a smaller environment away from the main exam room where he/she has an established difficulty.

9. Overnight Supervision

- 9.1. When a candidate is entered for multiple examinations (three or more) and total more than five and a half hours (including extra time and/or rest breaks), overnight supervision may be applied for once all other options have been exhausted.
- 9.2. An invigilator must supervise the candidate at all whilst at the centre sitting examinations. The candidate must not have contact with other students and be supervised by an invigilator from 30 minutes after the published start time.
- 9.3. The JCQ Overnight Supervision form (completed online Centre Admin Portal [CAP]) and Overnight Supervision Declaration form (downloaded from the CAP) must be completed prior to the overnight supervision commencing.
- 9.4. The supervisor for the overnight supervision must be a member of SLT who does not teach the subject examined, was not present in the examination at the published time and who has no knowledge of the examination content.
- 9.5. During the overnight supervision, the candidate will not meet or communicate with anyone who has had access to the examination content. The candidate will not have access to any form of electronic or communication devices including mobile and landline telephones, email, internet and social media.
- 9.6. The Centre will ensure the integrity of the exam is maintained during the overnight supervision and if there are any breaches of security, will inform the awarding body immediately.
- 9.7. Make all parties aware that any breach of security may lead to the candidate's script not being accepted and the candidate/s involved disqualified.
- 9.8. The centre will ensure that any examination not undertaken on the scheduled day is rearranged for the following morning. If the exam should have taken place on a Friday afternoon, the exam will be rearranged for a Saturday morning.
- 9.9. The centre will ensure that any examination papers completed on the schooled day will be sealed and stored in the centre's secure storage until all candidates have undertaken the examination on the following day.

10. Non-Examination Assessment (NEA)

- 10.1. Candidates who have to prepare NEA should do so by the required deadline. All NEA should be conducted in line with JCQ regulation. Curriculum areas will set their own timeline for assessment. This information must be shared with the Exams Manager/Exams Lead upon request.
- 10.2. All NEA work must be stored securely in the appropriate department until after the Enquiries About Results (EARs) period has ended. The Exams Manager will conduct inspections of all secure storage areas throughout the Autumn Term.
- 10.3. Curriculum Leaders will ensure all NEA is ready for dispatch at the correct time and the Exams Manager will keep a record of what has been sent, when and to whom. Marks for all internally assessed work are provided to the Exams Manager by the Curriculum Leaders.
- 10.4. Appeals (please also see Chapter 12):
 - Appeals will only be entertained if they apply to the process leading to an assessment.
 - There is no appeal against the mark or grade awarded.
 - Candidates may appeal if they feel their coursework has been assessed unfairly, inconsistently or not in accordance with the specification for the qualification.
 - Appeals should be made in writing to the Head of Centre (or other nominee) who will decide whether the process used conformed to the necessary requirements.
 - The Head of Centre's findings will be notified in writing, copied to the Exams Manager and recorded for Awarding Body inspection.

11. Results, Enquires About Results (EARs) and Access to Scripts (ATS)

- 11.1. Candidates will receive individual results slips on results days which should be collected in person from the Centre. Arrangements for the school to be open to students on results days are made by the Head of Centre. The provision of staff on results days is the responsibility of the Head of Centre.
- 11.2. Enquiries About Results (EARs) may be requested by Centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. If a result is queried, the Exams Manager, Data Team, Teaching Staff and Head of Centre will investigate the feasibility of asking for a re-mark at the Centre's expense. If a candidate requests an EAR against the advice of Centre staff, they will be charged and the fee must be paid prior to application. If this request results in a grade change, the candidate will be reimbursed.
- 11.3. In the event that the Centre declines to accept a request for an EAR from a candidate or the candidate disagrees with an internal assessment the candidate may ask for the matter to be reviewed. Any such review will be undertaken by the Head of Centre or Deputy Head Teacher taking into account the views of the candidate and advice of Centre staff. Their decision will be final.
- 11.4. The EAR Appeals process is only available to exam centres or private candidates, who remain dissatisfied after receiving the outcome of an enquiry about results. The grounds for appeal must relate to the Awarding Body's procedures or the application of the post-results service procedures.
- 11.5. After the release of results, candidates may ask the Exams Manager to request the return of papers within three days of scrutiny of the results. The cost of this service will be charged to the candidate.
- 11.6. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the

consent of candidates must be obtained.

11.7. GCSE re-marks cannot be applied for once a script has been returned.

12. Certificates

12.1. Certificates are collected and signed for by the candidates.

12.2. Certificates may be collected on behalf of a candidate by a third party, provided they produce written consent from the candidate and identification upon collection.

12.3. Replacement certificates are only available by direct application, by the candidate, to the Awarding Body. Candidates are made aware via the website that not all Awarding Bodies offer a replacement service. School can provide a statement of results on headed paper in lieu of this.

12.5. Certificates will not be sent to candidates in the post.

12.6. The Centre will retain uncollected certificates for three years. After this date, the certificates will be destroyed in a confidential manner. A record is kept of which certificates have been destroyed and this is retained for a minimum of four years after the date of destruction.

13. Complaints/Appeals

13.1. A Candidate/parent/carer may make a complaint regarding;

- Teaching and learning
- Access arrangements and special considerations
- Entries
- Conducting examinations
- Results and post results

13.2 If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery of administration of a qualification, Chorlton High School encourages an informal resolution in the first instance. This can be undertaken by putting your concern in writing to the Exams Manager exams@chorltonhigh.manchester.sch.uk

13.3 If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint. This needs to be sent in writing to the Head of Centre, Zoe Morris via admin@chorltonhigh.manchester.sch.uk. Formal complaints will be logged and acknowledged within 5 working days.

13.4. Chorlton High School should provide fair assessments. If you think an assessment is unfair, you can appeal. We have a special three stage appeals procedure which includes:

- A formal system of recording appeals.
- Prompt responses within clearly stated times.
- Stages that give all parties the opportunity to put their case.
- Clear outcomes at each stage.
- Constructive feedback to you, the candidate.

13.5. STAGE 1 - Assessor and Candidate

- 13.5.1. If you disagree with an assessment, you must discuss your reasons with your assessor (normally your Subject Teacher) as soon as possible. Normally, this will be immediately after you receive the assessment decision. If this is not convenient, you should arrange an appointment with the assessor.
- 13.5.2. The assessor will consider your reasons and look again at what you did for your assessment. He or she must then give you an immediate response, which must be:
- a clear explanation, backed-up in writing, of the assessment decision and
 - a new decision or confirmation of the original decision.
- 13.5.3. If you agree with the assessor's response, then the appeal stops at that point.
- 13.5.4. You must tell the assessor if you are still unhappy with the decision, and your appeal will go to Stage 2.
- 13.5.5. You should expect to receive a response within 5 working days.

13.6. STAGE 2 – Internal Verifier

- 13.6.1. If you are still dissatisfied after Stage 1, the assessor will give the Curriculum Leader (or SLT Line Manager, if the assessor is the Curriculum Leader) the following information within 24 hours of the appeal reaching Stage 2:
- the original assessment record and candidate's evidence where appropriate and
 - the written explanation and confirmation of the assessment decision.
- 13.6.2. The Curriculum Leader will reconsider the assessment decision taking into account the following:
- The candidate's reason for appeal.
 - The candidate's evidence and associated records.
 - The assessor's reason for the decision.
 - The opinion of another assessor from the Centre.
- 13.6.3. The Curriculum Leader will then give you the reconsidered decision in writing within 5 working days of receiving the appeal.
- 13.6.4. You must tell the Curriculum Leader if you are still unhappy with the reconsidered assessment decision. The appeal will then go to Stage 3.
- 13.6.5. You should expect to receive a response within 5 working days.

13.7. STAGE 3 - Senior Leadership

- 13.7.1. If you are still dissatisfied with the decision after Stage 2 you have the right to appeal to the Deputy Head of Year 11.
- 13.7.2. The Curriculum Leader who acted at Stage 2 will pass the following details to the Deputy Head within 24 hours of reaching Stage 3:
- the written explanation and confirmation of the assessment decision,
 - assessment records sheet(s) and
 - any written comments of the Curriculum Leader.

- 13.7.3. You will be asked if you wish to speak to the Deputy Head, or you may be represented or accompanied by a parent, guardian or friend or make a written submission. The assessor who made the original decision will be asked to meet the Deputy Head to answer any questions.
- 13.7.4. The matter will be discussed in private at Senior Leadership Level and the decision will be given to you in writing within 5 working days of the meeting. At the same time, the decision will also be given to the assessor, recorded and kept with all documents relating to the appeal.
- 13.7.5. These records should be retained and made available to the relevant Awarding Body, if necessary.
- 13.7.6. The decision made at Stage 3 is FINAL.

14. Escalation Process

- 14.1. In the event of the Head of Centre or the Deputy Headteacher over Assessment and Curriculum are absent, responsibility over exams would be passed to the Deputy Headteacher for Achievement who has undertaken an oversight of examinations previously.
- 14.2. In the event that the Exams Manager is absent, responsibility would be passed to the Data Managers. One who has undertaken the Exams Manager role previously and the other assisted last year's exam season. Exam processes have been detailed in 'SOPS' folder for each stage of the exam cycle- planning, entries, pre-exams, exam time & results/post results. All important exam dates including external assessments, entry deadlines, result dates are included on the Data Assessment Calendar for SLT to access should the exams team staff be absent.
- 14.3. The Deputy Headteacher over Assessment and Curriculum supports, and line manages, the Exams Manager. Together with the Exams Manager, they ensure the integrity and security of the examinations and assessments are maintained.

15. Conflicts of Interest

- 15.1. Conflicts of interest data is collected and collated by the Exams Team. Staff are emailed and asked to return a Conflicts of Interest form in the first half term of each school year.
- 15.2. If they note the following, the Awarding Bodies are informed prior to the published deadline for entries for each examination series:
- a member of staff is undertaking qualification at Chorlton High School which includes internally assessed components/units
 - a member of staff who is teaching or preparing a 'related person' (including their child, stepchild, relative, close family friend or someone they have a close relationship with)
- 15.3. If staff note the following, clear records are maintained, and measures are taken to mitigate any potential risk to the integrity of the qualifications affected:
- exams office staff have members of their family (which includes step family, foster family and similar close relationships) or close friends and their immediate family (e.g. son/daughter) being entered for examinations and assessments either at the centre itself or other centres

- centre staff are taking qualifications at their own centre which do not include internally assessed components/units
- centre staff are taking qualifications at other centres.

15.4. All records of Conflict of Interest are saved electronically and include details of the measures being undertaken to mitigate any potential risk to the integrity of the qualifications affected.

15.5. All records are retained until after the deadline for reviews of marking, appeals, malpractice or other enquiries about results have been completed.

16. Malpractice

16.1 Chorlton High School will take all reasonable steps to prevent the occurrence of any malpractice (which includes maladministration) before, during and after the examinations have taken place

16.2. Chorlton High School will ensure that the Awarding Bodies are informed immediately of any alleged, suspected or actual incidents of malpractice or maladministration, involving either a candidate or member of staff or suspected malpractice by completing the appropriate documentation

16.3. Evidence will be gathered in any instances of malpractice or maladministration in accordance with JCQ Suspected malpractice – policies and procedures.

17. Arrangements for handling secure electronic materials

17.1 Electronic question papers must only be handled by the exams officer and data team which is authorised by the head of centre.

17.2 The head of centre must ensure that authorised staff are familiar with the most recent instructions issued by the relevant awarding bodies.

17.3 At least 2 and no more than 6 members of centre staff should be authorised to handle secure electronic materials. The exams manager must be one of the secure storage key holders. All staff must be authorized by the head of centre. Other members of centre staff may assist with printing and collation provided they are under supervision.

17.4 Email accounts used for secure material access must belong to named individuals or be a group email account accessed solely by individuals authorised by the head of centre to handle secure materials. (data and exams team) Where group email accounts are in place, regular checks must be conducted to ensure all authorised individuals in the group still require access.

17.5 Files must only be accessed by the exams officer and data team to whom they have been sent. Emails or links to secure materials must never be forwarded or shared to anyone.

17.6 By accessing secure material, the individual is accepting personal responsibility for maintaining the security of the material.

17.7 Accounts used to access secure material must be audited regularly by the data team. Any unused or unneeded accounts must be closed, for example when a member of staff has left the centre or changed roles. They should be reviewed by the head of centre to make sure appropriate levels have been given and inactive accounts are removed. Passwords used to access secure material must be strong and changed regularly, must never be written down or shared.

17.8 The integrity and security of the electronic question paper must be maintained during the downloading, printing and collating process. The file must be accessed and downloaded only for the use of the candidate(s) who have been entered for the examination. The file must be stored locally only for the purposes of printing and must then be deleted immediately. The file must then be deleted from the deleted items folder. Any emails or links associated with the secure file must also be immediately deleted and then deleted from the deleted items folder.

17.9 Chorlton High School must not create any unnecessary hard copies of the file, and securely destroy any unneeded hard copies once printing has been completed. Secure files must be accessed and printed within a secure environment. Only authorised members of staff must be present in the room.

17.16 Once printed, papers must be sealed within a non-transparent envelope marked clearly with the exam details on the outside of the envelope. The envelope must be stored securely ready for transfer to the examination room at the appropriate time.

17.17 Chorlton High School must report any deviation from these instructions and report any concerns of a potential breach of security to the awarding body immediately.

18. Examinations Contingency Planning

Risk	Early warning	Control to prevent	Control to resolve
Invigilator does not turn up.	Phone call from agency/invigilator.	Book extra invigilators for incredibly busy days.	On busy days, request emergency invigilator from agency or internal staff to <u>cover where available</u> .
Fire alarm goes off.	N/A	N/A	Ensure invigilators are aware of policy. SLT to assist in maintaining security of exam. Allocate specific area for exams evacuation.
Student taken ill during exam.	Possibly a call/letter from parent warning of student feeling unwell.	Ensure that mentors make EM aware of any student illness.	Invigilator aware of policy, first aider on call. Special consideration available for all students.
Bad weather or transport problems.	Weather report.	Possible delay to start of exam.	Delay start, contact AB, isolation of candidates if late and hold staggered sessions if necessary. <u>Special Consideration</u> .
Students do not turn up for exam	N/A	Student timetables, info on website and information from subject teachers.	Mentors / Att Team chase up late attendees and collect students if possible/necessary.
Students turn up who are not entered	N/A	Subject teachers/CLs ensure entry checklists are correct.	Find a paper, seat them, amend attendance list and make entry.
Cheating in the room.	Invigilator reports problem.	Warning to candidate and information from tutor.	Invigilator aware of policy, SLT on-call to deal with malpractice issue.
Disruption in the room.	Invigilator reports problem.	Warning to candidate and information from tutors to EM re problem students in order to isolate if necessary.	Invigilator aware of policy, SLT on-call to deal with malpractice issue.
Late arrivals	Phone call or just turn up late.	Candidate timetable and information from tutors.	Invigilator aware of policy. Complete Late Arrivals form.
EM does not turn up	Phone call	Regular meetings with line manager and data manager.	Ensure data managers are aware of where to find important info/papers/equipment for exam day and have access to secure
Exam room flooded	Check room, or invigilator reports problem.	Notify Estates in advance of all exams. Regular premises checks.	Find alternative accommodation. Special Consideration.
Incorrect entry made / paper received.	N/A	Subject teachers / CLs ensure entry checklists are correct.	Contact AB for copy of paper if necessary. Provide exam paper, seat and amend entry.
Damage to office.	N/A	Regular premises checks.	Need AB's handbooks, new equipment, and phone line and office space. <u>Copies of relevant information from CLs</u>
System failure or power cut.	N/A	Notify Estates in advance of all exams. Regular premises checks.	Contact IT support / estates team or electrician for assistance. Contact AB to inform entries will be late.
Receiving inaccurate or late entry information.	N/A	Subject teachers / CLs ensure entry checklists are correct and on time.	Make entries and inform Finance Department of late entry fees.
Change of syllabus and no notification	Pre-release material does not arrive. Materials arrive that are not expected.	Subject teachers / CL's ensure entry checklists are correct.	Contact AB
CL long term sick or leaves	Resignation or sick note.	N/A	Replacement to be nominated and EM to meet with new CL to discuss <u>current entries/syllabus etc</u>
Audio CD from AB does not work.	N/A	Check all CDs one hour before each exam.	If you have more than one CD, take to ICT Department to be copied. If not, hold candidates securely and contact AB. AB may also use downloadable audios from secure websites.
Equipment malfunction on day.	N/A	Check all equipment well in advance of exam season.	Hold candidates securely and source new equipment. Apply for Special Consideration.
Cyber Attack	N/A	Measures include Malware such as fire wall and anti-virus.	Contact IT support. Contact AB.

19. Examinations Risk Assessment

	Activity	Adverse occurrence /dependency	Adverse outcome	Likelihood 1 - 3	Severity 1 - 3	Level of risk (LxS)	Control Measures	Person responsible
1	Absence of Exams Manager due to illness on exams day.	EM has keys to exam store, is aware of seating plans, clashes, any special requirements.	Exam papers unavailable, delayed start.	3	3	9	Exam store keys are also held by Finance Dept, ensure deputy nominated; ensure adequate instructions available.	<ul style="list-style-type: none"> EM HoC
2	Computer malfunction.	Exam entries, amendments cannot be made by EDI.	AB deadlines cannot be made.	2	3	6	Notify IT Manager; ensure adequate supplies of paper entry sheets. Attempt entry prior to AB deadlines. Contact AB in first instance.	<ul style="list-style-type: none"> EM HoC
3	Fire during examination.	Evacuation of room.	Lives endangered, exam scripts spoiled.	2	3	6	Invigilators are aware of fire procedure. Adequate fire alarm tests.	<ul style="list-style-type: none"> EM HoC Site Manager
4	Incident in sports hall, cannot use for exam.	All main exams held in here - seats 299.	Insufficient exam rooms may violate JCQ rules.	2	3	6	Contingency plans for spare room – use of dining room/BBT as holding bay and exam room.	<ul style="list-style-type: none"> EM HoC Site Manager
5	Non-receipt of exam papers.	Unable to hold exam - delayed start.	Delays and upset to students.	1	3	3	Check paper receipt well in advance – contact AB in good time.	<ul style="list-style-type: none"> EM
6	Human error.	Candidates entered for incorrect tier.	Affects student grade.	3	2	6	Check of procedures by student (statement of entry) and staff (exam candidate lists) should avoid this.	<ul style="list-style-type: none"> EM Head of Dept Student

HoC - Head of Centre

EM - Exams Manager

20. Covid-19 Contingency Plan

Risk	Early warning	Control to prevent	Control to resolve
Exams staff in isolation due to Covid-19.	N/A	Follow government advice on social distancing, face coverings, cleaning and hygiene and local restrictions.	All procedures and key dates written down and regular meetings with line manager. Deputy Headteacher over Achievement also has previous exam experience and can step into lead role if required.
Exams staff displays symptoms during exam period.	Temperature checks undertaken upon entry into the school using mobile temperature measuring device.	All staff to follow government restrictions and advice. All staff to follow guidance on face coverings, social distancing and enhanced hygiene practices within school including hand washing and hand sanitising.	Alert SLT and go home and get tested. Inform school of test result.
Student isolating at home at time of exam due to Covid-19.	Student must call school and inform Exams Manger.	Student must follow government advice.	EM to submit special consideration if applicable.
Student displays symptoms during exam. * TO BE REVIEWED AS GUIDANCE CHANGES	Temperature checks undertaken upon entry into the school using mobile temperature measuring device.	Students to follow government restrictions and advice. Details regarding school procedures will be sent out within the Exams Booklet for students. All students to follow guidance on face coverings, social distancing and enhanced hygiene practices within school including hand washing and hand sanitising.	Alert SLT immediately. Allow student to remain if they feel able to do so. If ill, EM to submit special consideration if applicable.
School closed.	Increased numbers of staff/students testing positive for Covid-19 and/or area lockdown.	Follow government advice on social distancing, face coverings, cleaning and hygiene and local restrictions.	If exams are permitted to go ahead, SLT and Head of Centre to find an alternative site to house the exams and transport students to another venue. If exams are not permitted to go ahead, students to retake at the next opportunity. EM to submit special consideration is applicable.