



Parklands High School

Examinations Policy

**This plan is to be reviewed annually
to ensure compliance with current
regulations**

Approved/Reviewed by Mr J Galbraith, SLT	
Date of next review	October 2022

CONTENTS

Rationale	Pg 3
Examination Responsibilities	Pg 3-6
Statutory Tests and Qualifications Offered	Pg 7
Examination Seasons and Timetables	Pg 7
Examination Fees	Pg 7/8
The Exam Cycle	Pg 8
Conduct of Candidates, Clashes and Special Consideration	Pg 8/9
Information Sharing	Pg 9
Information Gathering	Pg 9/10
Access Arrangements	Pg 10
Internal Assessment	Pg 11
Invigilation	Pg 12
Entries	Pg 12
Late Entries	Pg 12/13
Candidate Statement of Entry	Pg 13
Briefing Candidates	Pg 13
Dispatch of Exam Scripts	Pg 13
JCQ Inspection Visit	Pg 14
Seating and Identifying Candidates	Pg 14
Security of Exam Materials	Pg 14
Timetabling and Rooming	Pg 15
Transferred Candidate Arrangements	Pg 15
Internal Exams	Pg 15/16
Extra Time Roles and Responsibilities	Pg 16
Access Arrangements	Pg 16
Candidate Absence	Pg 16
Candidate Late Arrival	Pg 16
Conducting Exams	Pg 17
Dispatch of Exam Scripts	Pg 17
Exam Papers and Materials	Pg 17
Exam Rooms	Pg 17/18
Irregularities	Pg 18/19
Special Consideration	Pg 19
Internal Exams	Pg 19
Internal Assessment	Pg 20
Managing Results	Pg 20
Accessing Results	Pg 20
Post-Results Services	Pg 20/21
Analysis of Results	Pg 21
Review	Pg 22
Retention of Records	Pg 22
Appendix 1 – Internal Appeals Form	Pg 23
Appendix 2 – Certificates Third Party Collection Proforma	Pg 24

PARKLANDS HIGH SCHOOL

POLICY FOR EXAMINATIONS

RATIONALE

The purpose of this Policy for Examinations is

- to ensure the planning and management of examinations is conducted efficiently and in the best interests of candidates
- to ensure the operation of an efficient exam system with clear guidelines for relevant staff
- It is the responsibility of everyone involved in the centre's examination processes to read understand and implement this policy.

The examination policy will be reviewed every year.

This examination policy will be reviewed by the Deputy Headteacher and the Examinations Officer.

EXAMINATION RESPONSIBILITIES

Head of Centre

- Understands the contents, refers to and directs relevant staff to annually updated publications including:
General regulations for approved centres (GR)
Instructions for Conducting Examinations (ICE)
Access Arrangements and Reasonable Adjustments (AA)
Suspected Malpractice in Examinations and Assessments (SMEA)
Instructions for conducting Non-Examination Assessments (NEA)
- Ensures the National Centre Number Register annual update (administered on behalf of JCQ member awarding bodies by OCR) is responded to
- Ensures the exams officer (EO) attends appropriate training events offered by awarding bodies, MIS providers and other external providers to enable the exam process to be effectively managed and administered.
- Ensures centre staff undertake key tasks within the exam process and meet internal deadlines set by the EO
- Ensures that the teacher who teaches the subject being examined or a senior member of teaching staff who has overall responsibility for the candidates preparation for examination, is not an invigilator during the examination or on-screen test
- Ensures security within the examination process is managed according to JCQ and awarding body regulations, guidance and instructions
- Ensures risks to the exam process are assessed and appropriate risk management processed/contingency plans are in place
- Ensures required internal appeals procedures are in place

- Ensures a disability policy showing the centre's compliance with relevant legislation is in place
- Ensures the centre has documented processes in place relating to access arrangements and reasonable adjustments
- Ensures staff are only entered for qualifications through the centre where entry through another centre is not available
- Ensures the appropriate steps are taken where a candidate being entered for exams is related to a member of staff

Deputy Head of Centre

- Understands the contents, refers to and directs relevant staff to annually updated publications including:
General regulations for approved centres (GR)
Instructions for Conducting Examinations (ICE)
Access Arrangements and Reasonable Adjustments (AA)
Suspected Malpractice in Examinations and Assessments (SMEA)
Instructions for conducting Non-Examination Assessments (NEA)
- Line manager for Examinations Officer
- SLT link for examinations matters
- Oversight of Curriculum Leaders in their duties related to presence in the examination hall.

Examination Officer

- Understands the contents of annually updated JCQ publications including:
General regulations for Approved Centres (GR)
Instructions for Conducting Examinations (ICE)
Suspected Malpractice in Examinations and Assessments (SMEA)
Post Results Services (PRS)
- Advises SLT, Curriculum Leaders and other colleagues on all examination matters and procedures related to the administration of both internal and external examinations.
- Oversees the production and distribution of examination materials, communicating this to all relevant colleagues.
- Organises logistical issues related to examinations within school eg supervision, seating, organisation of examination room and related resources
- Communicates examination timetables and other relevant information to candidates and their parents.
- Provides and confirms detailed data on estimated entries
- Receives, checks and stores securely all examination papers and completed scripts
- Makes arrangements for the examination invigilators, and manages their work.
- Administers access arrangements and makes applications for special considerations using the "JCQ Access Arrangements and Special Considerations regulations"
- Identifies and manages examination timetable clashes

- Line manages the senior examination invigilator
- Organises the recruitment, training and monitoring of a team of examination invigilators.
- Ensures that examination invigilators act appropriately with candidates, and supervises the conduct of candidates appropriately.
- Ensures that examination invigilators are trained appropriately.
- Tracks despatch and stores returned coursework and other material required by the appropriate awarding bodies correctly and on schedule.
- Arranges for dissemination of examination results and certificates to candidates, and forwards – in consultation with SLT – any appeals and re-mark requests.
- Maintains systems and processes to support the timely entry of candidates for their examinations.

Senior Leaders (SLT)

- Understands the contents, refers to and directs relevant staff to annually updated publications including:
General regulations for approved centres (GR)
Instructions for Conducting Examinations (ICE)
Access Arrangements and Reasonable Adjustments (AA)
Suspected Malpractice in Examinations and Assessments (SMEA)
Instructions for conducting Non-Examination Assessments (NEA)

Curriculum Leaders

- Understands the contents, refers to and directs relevant staff to annually updated publications including:
General regulations for approved centres (GR)
Instructions for conducting Non-Examination Assessments (NEA)
- Ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exams cycle) and meet internal deadlines set by the EO and SENco
- Accurate completion of administration for examinations
- Timely completion of administration for examination board requirements
- Accurate completion of entry and other mark sheets, including advising examination officer on tiers of entry
- Advise SLT and Examination Officer of changes to specification and qualifications and of any new additional qualifications

Subject teachers

- Undertake key tasks as detailed in this policy, within the exams process and meet internal deadlines set by the EO and SENco
- Submission of relevant information to Curriculum Leader
- Notification of access arrangements, as soon as possible after the start of the course

SENCO

- Understands the contents, refers to and directs relevant staff to annually updated publications including:
General regulations for approved centres (GR)
Access Arrangements and Reasonable Adjustments (AA)
- Administration and oversight of access arrangements
- Identification and testing of candidates; requirements for access arrangements
- Provision of additional support as applicable

Lead Invigilator

- Understands the contents of annually updated JCQ publications including:
Instructions for Conducting Examinations (ICE)
- Collection of examination papers and other materials from the examination office prior to an examination
- Manage the examination in the absence of the Examinations Officer, working in co-operation with members of SLT and Curriculum Leaders.
- Collection of all examination papers in the correct order at the end of the examination, and return to the exams office.
- Reporting of any concerns to the examination officer, so that action can be taken.
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- Complete annual training as required

Invigilators

- Understands the contents of annually updated JCQ publications including:
Instructions for Conducting Examinations (ICE)
- Attend training, update, briefing and review sessions as required
- Provide Information as requested on their availability to invigilate
- Sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- Complete annual on-line training as required

Candidates

- Where applicable on this policy the term candidates refers to candidates and/or their parents/carers
- Understanding coursework regulations and signing declaration to authenticate coursework
- Understanding examination room regulations and adhering to them.
- Ensuring presence at the correct time for examinations
- Inform the centre where circumstances prevent attendance at an examination

- Supply a doctor's note in the event of sickness preventing attendance at an examination
- Bring appropriate equipment to examinations

STATUTORY TESTS AND QUALIFICATIONS OFFERED

- Statutory tests and qualifications offered at this centre are decided by the Head of Centre and SLT.
- Curriculum Leaders will inform the examinations officer and SLT by the end of the first half term in the academic calendar, where a change to the centre's published examination course has been made. Any subsequent changes must be agreed with the Head of Centre.
- Curriculum Leaders must not withdraw a candidate from a course without consultation with the Deputy Head of Centre in their role as Examinations Line Manager.
- Where a candidate or their parents' wishes to enter a candidate for additional qualifications, this is at the discretion of the Head of Centre. In this instance, parents may incur a cost of entering the candidate. Parents will be informed of the cost in writing, and this will be payable prior to the submission of the candidate's entry.
- Where a candidate fails to attend an examination (without good reason), parents will be invoiced for the amount paid by the centre for the candidate's entry. The Examination Officer will consult with the Deputy Head, and letters will be sent by the Finance Department where it is judged necessary.

EXAMINATION SEASONS AND TIMETABLES

- Examinations are not scheduled for Key Stage 3 classes. These are conducted internally, within curriculum areas.
- Internal examinations are conducted for Year 10 at the conclusion of the Year 11 examinations in the summer. Internal examinations for Year 11 are conducted in December. There are in addition a number of modular examinations that are conducted throughout the year. All internal examinations will be conducted under examination conditions.
- The external examination period is primarily in the summer term, from mid-May until the end of June. It is advisable for any holidays to be booked from July onwards
- Once information has been received from Curriculum Leaders, all candidates will receive timetables for internal and external examinations. These will be co-ordinated and created by the examination officer.

EXAMINATION FEES

- The Centre will pay all normal examination fees on behalf of candidates
- Late entry or amendment fees will also be paid by the centre
- Within reason, candidates and curriculum areas are not charged for changed to tier, withdrawals made by the proper procedures or alterations arising from the

administrative processes. This is provided that these are made within the time allowed by the awarding bodies

- Where a department makes excessive changes, these can be extremely costly to the centre. Excessive changes will be judged by SLT and discussed with the relevant curriculum leader. This may result at a later stage with departments being charged for changes

THE EXAM CYCLE

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

- Planning
- Entries
- Pre-exams
- Extra time
- Results and post results

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

CONDUCT OF CANDIDATES, CLASHES AND SPECIAL CONSIDERATIONS

- Candidates will be briefed on acceptable conduct in examinations by the Exams Officer and Assistant Head prior to significant examination periods
- The centre will issue clear guidelines to candidates on acceptable dress, behaviour and the use of mobile phone, watches and other electronic devices. This will apply at all times from entry into the examination rooms
- Candidates personal belongings remain their own responsibility and the centre accepts no liability for their loss or damage
- Any incident of disruptive behaviour by candidates will be dealt with by SLT in both internal and external qualifications, and in accordance with JCQ guidelines for external examinations
- Candidates may leave the examination room for exams over 1 hour long for genuine purposes requiring an immediate return to the examination room. For exams lasting less than 1 hour no candidates will be permitted to leave, unless in an emergency. They will always be supervised by a member of staff when not in the examination room.
- The Examinations Officer, via the House Achievement Leader, will attempt to contact any candidate who is not present at the start of an examination, and deal with them in accordance with JCQ guidelines.
- Circumstances may occur whereby a candidate may be taken ill before an examination, suffer bereavement or other trauma, be taken ill in the examination itself or otherwise disadvantaged or disturbed during an examination. In such circumstances it is the candidate's responsibility to alert the centre of the particular circumstances. If the circumstances arise during an examination, the candidate should raise their hand to alert the invigilator.

- The candidate must support any special consideration claim with appropriate evidence within three days of the examination, for example, a letter from the candidates doctor/consultant. The candidate may contact the examinations officer to ascertain the correct documentation required.
- It is the responsibility of the Examinations Officer to forward a completed special consideration form to the relevant awarding body, in accordance with their guidelines.

INFORMATION SHARING

Head of Centre

- Directs relevant centre staff to annually updated JCQ publications including:
General regulations for approved centres (GR)
Instructions for Conducting Examinations (ICE)
Access Arrangements and Reasonable Adjustments (AA)
Suspected Malpractice in Examinations and Assessments (SMEA)
Instructions for conducting Non-Examination Assessments (NEA)

Exams Officer

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

INFORMATION GATHERING

Exams Officer

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

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
- Notes the internal deadlines in the annual exams plan and directs teaching staff to meet these

ACCESS ARRANGEMENTS

SENco

- Assesses candidate to identify access arrangement requirements thereby ensuring that JCQ requirements are adhered to
- Gathers evidence to support the need for access arrangements for the candidate
- Liaises with teaching staff to gather evidence of normal way of working of an affected candidate
- Determines candidate eligibility for arrangements or adjustments that are centre-delegated
- Gathers signed data protection notices from candidates where required
- Applies for approval where required through the awarding body where qualifications sit outside the scope of AAO
- Keeps relevant paperwork and evidence on file for JCQ inspection purposes
- Employs good practice in relation to the Equality Act 2010
- Liaises with the EO regarding exam time arrangements or separate invigilation for access arrangement candidates
- Ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s)
- Provides and annually reviews a centre policy on the use of word processors in exams and assessments
- Ensures criteria for candidates granted separate invigilation within the centre is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms

Senior Leaders, Head of Department, Teaching Staff

- Support the SENCo in identifying and implementing appropriate access arrangements

INTERNAL ASSESSMENT

Head of Centre

- Ensures an internal appeals procedure is in place for a candidate (or parent/carer) to appeal against an internal assessment decision
- Ensures a policy for the management of controlled assessment is in place for legacy GCSE qualifications, identifying staff responsibilities and examining potential risks
- Ensures a non-examination assessment policy is in place for new GCSE qualifications
- Ensures irregularities are investigated and any cases of suspected malpractice reported to the awarding body, as required

Senior Leaders

- Ensures 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
- Ensures appropriate internal moderation, standardisation and verification processes are in place

Head of Department

- Ensures teaching staff delivering legacy GCSE qualifications follow JCQ Instructions for conducting Controlled Assessments and the specification provided by the awarding body
- Ensures teaching staff delivering new GCSE specifications follow JCQ Instructions for conducting Non-examination assessments and the specification provided by the awarding body
- For other qualifications ensures teaching staff follow appropriate instructions issues by 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

Exams Officer

- Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment

INVIGILATION

Exams Officer

- Provides an annual training event for new invigilators and an update for invigilator in the conduct of exams
- 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 Access Arrangement(s)
- Ensures invigilators are made aware of the Equality Act 2010 and are trained in disability issues
- Collects evaluation of training to inform future events

ENTRIES

Exams Officer

- Requests entry information from HoD's in a timely manner to ensure awarding body external deadlines for submission can be met
- Informs HoD's of subsequent deadlines for making changes to final entry information without charge
- Confirms with HoD's final entry information that has been submitted to awarding bodies
- Ensures as far as possible that entry processes minimise the risk of entries or registrations being missed reducing the potential for late or other penalty fees being charged by awarding bodies

Head of Department

- Provides information requested by the EO by 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 a candidate personal details
 - Amendments to existing entries
 - Withdrawal of existing entries
- Checks final entry submission information provided by the EO and confirms that the information is correct

LATE ENTRIES

Exams Officer

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

Head of Department

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

CANDIDATE STATEMENT OF ENTRY

Exams Officer

- Provides candidates with a statement of entry for checking

Teaching Staff

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

Candidates

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

BRIEFING CANDIDATES

Exams Officer

- Issues individual exam timetable information to candidates
- Issues relevant JCQ information for candidate documents
- Where relevant, issues relevant awarding body information to candidates
- Issue centre exam information to candidates, including information on:
 - Exam clashes
 - Arriving late for an exam
 - Absence or illness during exams
 - What equipment is/is not provided by the centre
 - Food and drink in exam rooms
 - When and how results will be issued and the staff that will be available
 - The post results services and how the centre deals with requests from candidates
 - When and how the certificates will be issued

DISPATCH OF EXAM SCRIPTS

Exams Officer

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

JCQ INSPECTION VISIT

Exams Officer or Senior Leader

Accompanies the inspector throughout the course of his or her centre visit, including inspection of the centre's secure storage facility

SEATING AND IDENTIFYING CANDIDATES IN EXAM ROOMS

Exams Officer

- Ensures a procedure is in place to verify candidate identity including private candidates by photo ID held in each exam room along with candidate desk labels for each exam.
- Ensures invigilators are aware of the procedure
- Provides seating plans for exam rooms according to JCQ and awarding body requirements

Invigilators

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

SECURITY OF EXAM MATERIALS

Exams Officer

- Has a process in place to record confidential materials delivered to the centre and issues to authorised staff
- Has in place a recording system to track confidential materials taken from or returned to secure storage throughout the time the material is confidential
- Receives, checks and securely stores question papers and other exam materials according to JCQ and awarding body requirements

Reception Staff

- Follow the process to record confidential materials delivered to the centre and issues to authorised staff

Teaching Staff

- Adhere to the recording system to track confidential materials taken from or returned to the 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 clashes
- Identifies exam rooms and specialist equipment requirements
- Allocates invigilators to exam rooms 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

TRANSFERRED CANDIDATE ARRANGEMENTS

Exams Officer

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

INTERNAL EXAMS

Exams Officer

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

SENCo

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

Teaching Staff

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

EXTRA TIME: ROLES AND RESPONSIBILITIES

ACCESS ARRANGEMENTS

Exams Officer

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

CANDIDATE ABSENCE

Invigilators

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

Candidates

- Must provide a valid sick note
- Are re-charged relevant entry fees for unauthorised absence from exams

CANDIDATE LATE ARRIVAL

Exams Officer

- Ensures candidates who arrive very late for an exam are reported to the awarding body as soon as practically possible after the exam has taken place
- Warns candidates that their work may not be accepted by the awarding body

Invigilators

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

Candidates

- Are informed of late arrival information and instructed to report to SLT or EO to be escorted into the exam room

CONDUCTING EXAMS

Head of Centre

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

Exams Officer

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

DISPATCH OF EXAM SCRIPTS

Exams Officer

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

EXAM PAPERS AND MATERIALS

Exams Officer

- Organises exam papers and associated confidential resources in date order in secure storage
- Attaches erratum notices received to relevant exam question paper packets
- Collates attendance registers and examiner details in date order
- Regularly checks mail or inbox for updates from awarding bodies

EXAM ROOMS

Head of Centre

- Ensures only approved centre staff are present in exam rooms
- Ensures information relating to food and drink that may be allowed in exam rooms is clearly communicated to candidates

Exams Officer

- Ensures exam rooms are set up 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
- Ensure sole invigilators understand how to deal with candidates who may need to leave the room temporarily
- Provides authorised exam materials which candidates are not expected to provide themselves
- Ensures invigilators and candidates are aware of the emergency evacuation procedure
- Ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

Senior Leaders

- Ensure a documented emergency evacuation procedure for exam rooms is in place
- Ensure arrangements are in place for a candidate with a disability who may need assistance if an exam room is evacuated

Site Staff

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

Invigilators

- Conduct exams in every exam room as instructed in training/update events and briefing sessions

Candidates

- Are required to remain in the exam room for the full duration of the exam
- Are informed that no food is allowed in the examination room. Water in a clear bottle with no label is accepted

IRREGULARITIES

Head of Centre

- Ensures any cases of suspected malpractice/maladministration (by candidates, centre staff or invigilators) are investigated and reported to the awarding body as required

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

Invigilators

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

SPECIAL CONSIDERATION

Exams Officer

- Processes appropriate requests 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 requests where required

INTERNAL EXAMS

Exams Officer

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

Invigilators

- Conduct internal exams as briefed by the EO

RESULTS AND POST-RESULTS: ROLES AND RESPONSIBILITIES

INTERNAL ASSESSMENT

Head of Department

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

MANAGING RESULTS DAY

Senior Leaders

- Identify centre staff who will be involved in the main summer results day and their role
- Ensures senior staff are available for candidates as results are issued

Site Staff

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

ACCESSING RESULTS

Exams Officer

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

POST-RESULTS SERVICE

Head of Centre

- Ensures internal appeals procedures are available when candidates disagree with the centre decision
- Not to support and enquiry about results
- Not to appeal against the outcome of an enquiry about results

Exams Officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above briefing candidates and access to scripts, enquiries about results and appeals procedures)
- Publishes internal deadlines for requesting the services and collect candidate informed consent and fees where relevant
- Submit requests to awarding bodies to meet the external deadline
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information where applicable

Teaching Staff

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

Candidates

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

ANALYSIS OF RESULTS

Data Manager

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

Certificates

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

Candidates

- May arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide photo ID evidence on collection of certificates

REVIEW

Exams Officer

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

Senior Leaders

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

RETENTION OF RECORDS: ROLES AND RESPONSIBILITIES

Exams Officer

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